



End of Sale Notice

Original Notification Date: April 1, 2013

Revision Date: July 22, 2020

End of Sale

Effective Date: June 3, 2013

Subject: End of Sale of Call Management System R16.3

Theatre/Region: All

End of Additions update:

Notice Update Date: July 22, 2020 (added End of Additions date and updated End of Service Support Date)

Effective End of Additions Date: December 14, 2020

Revision History

Revision Date	Reason for change
April 1, 2013	Initial Release
April 30, 2014	Updated End of Manufacturer Support Dates to 'To Be Announced'
August 10, 2015	Updated 'End of Manufacturer Support for SOFTWARE' date to 'Dec 14, 2015', 'End of Manufacturer Support for HARDWARE' date to 'June 3, 2016', and 'Targeted End of Services Support' date to 'June 3, 2019'. Removed 'Last day to purchase a new Avaya services contract' row.
October 12, 2015	Correct Revision Date and Revision History entries.
July 20, 2020	Added End of Additions date of December 14, 2020
July 22, 2020	Updated End of Services Support date

Summary

With the launch of **CMS Release 17** on March 4, 2013, order codes for CMS R16.3 went End of Sale on **June 3, 2013**.

Effective **June 3, 2013**, Avaya will no longer support new or upgrade design orders for CMS R16.3.

Customers wishing to purchase new CMS systems beyond June 3, 2013 are encouraged to buy CMS R17 which is targeted for general availability on **March 7, 2013**.

On July 6, 2020, Avaya is announcing end of additions to CMS R16.3, effective December 14, 2020.



Codes related to Additions are listed below separately.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Code	Description
AGENT LICENSES NEW	
228706	CMS R16.x PER NEW AGT LIC 1-100
228707	CMS R16.x PER NEW AGT LIC 101-250
228708	CMS R16.x PER NEW AGT LIC 251+
AGENT LICENSE UPGRADE	
245367	CMS R16.x UPG PER AGT 1-100
245368	CMS R16.x UPG PER AGT 101-250
245369	CMS R16.x UPG PER AGT 251+
CMS SUPERVISOR LICENSE AND MEDIA	
7005044640	CMS R16.3 R4 SFTW SUPV CD
NETWORK REPORTING CLIENT SOFTWARE	
700502992	CMS R16.3 R3 SFTW NTWK RPTG CD
HA/SURVIVABLE AGENT LICENSE NEW	
228709	CMS R16.x NEW AGT HA/SRV LIC 1-100
228720	CMS R16.x PER NEW AGT HA/SRV LIC 101-250
228721	CMS R16.x PER NEW AGT HA/SRV LIC 251+
HA/SURVIVABLE AGENT LICENSE UPGRADE	
245370	CMS R16.x UPG PER AGT HA/SRV 1-100
245371	CMS R16.x UPG PER AGT HA/SRV 101-250
245372	CMS R16.x UPG PER AGT HA/SRV 251+
LAB LICENSES	
700501724	CMS R16.3 SFTW PKG LAB
SYSTEM SOFTWARE	
700504639	CMS R16.3 R4 SFTW PKG
700504638	CMS R16.3 R4 CUE SFTW MEDIA
CMS HARDWARE PLATFORM	



267855	CMS R16.3 HDWR PLTFRM X4270
269540	CMS R16.3 HDWR PLTFRM ENTPRS T4-1
HARDWARE UPGRADE KITS (CUE)	
267851	CMS R15 TO R16.3 HDWR UPG KIT T5120
267850	CMS R15 TO R16.3 HDWR UPG KIT T5220
267853	CMS R16.X TO R16.3 HDWR UPG KIT T5120
267852	CMS R16.X TO R16.3 HDWR UPG KIT T5220

Discontinued Codes - Additions, effective December 14, 2020.

Code	DESCRIPTION
AGENT LICENSE ADDITION - R16.x	
228189	CMS R16.X PER ADD AGT LIC 1-100
228190	CMS R16.X PER ADD AGT LIC 101-250
228192	CMS R16.X PER ADD AGT LIC 251+
CMS SUPERVISOR LICENSE AND MEDIA	
228196	CMS R16.x SUPV ADD LIC
ADDITIONAL ACD	
106497852	CMS R3 ADD ACD (For R12 – R16.x)
HA/SURVIVABLE AGENT LICENSE ADDITION – R16.x	
228193	CMS R16.X PER ADD AGT HA/SRV LIC 1-100
228194	CMS R16.X PER ADD AGT HA/SRV LIC 101-250
228195	CMS R16.x PER ADD AGT HA/SRV LIC 251+



System Expansion post-End of Sale

New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

As per this update, the ability to Expand this release (add additional licenses) will end on Dec 14, 2020

Migration Strategy

Avaya Call Management System (CMS) Release 19.1 is now offered as a replacement solution to CMS Release 16.3

Schedule

End of Sale Date (last day to order new systems)	June 3, 2013
End of Manufacturer Support for SOFTWARE *	December 14, 2015
End of Manufacturer Support for HARDWARE *	June 3, 2016
Last day to purchase system expansions	December 14, 2020
Targeted End of Services Support**	April 14, 2022

** Per Avaya Product Lifecycle Policy*

***Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.*

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Renewals of existing Avaya service contracts covering this product will be allowed until further notice.

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy