

Date: September 19, 2017

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## Offer Definition

### Powered by Avaya R2.1

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## Offer Definition

<b>Product →</b>	Powered by Avaya 2.1	<b>GA Date →</b>	June 2017
<b>Rev #</b>		<b>Rev Date</b>	
<b>2.4</b>		<b>September 2017</b>	
<b>Avaya Source Prime</b>		<b>Channel Partner Target Audience</b>	
Colin Ovington		Product Management, Order Management, Documentation, Training, Lab Engineers, Sales Engineers	

### CHANGE CONTROL RECORD

<b>Date (mm/dd/yy)</b>	<b>Issue/Version #</b>	<b>Prime</b>	<b>Summary of Changes</b>
12/07/16	1.0	Colin Ovington	Initial Release
02/015/17	1.1	Colin Ovington	IP500 V2 migration details, Virtual Machine (VM) profiles, Powered by SMB offer, Wholesale Service offer
04/11/17	1.2	Colin Ovington	Increase in 30 day free trial users to 1000.
05/19/17	2.1	Colin Ovington	Addition of Powered by Avaya R2.1 content.
06/12/17	2.2	Colin Ovington	Addition of ASBCE Hypervisors, addition of small virtual machine profile, more details on supported phones
08/29/17	2.3	Colin Ovington	Updated VM profile table Correction of Contact Recorder licensing with ACCS
09/19/17	2.4	Colin Ovington	Clarity on Media Manager support

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# 1 About this Document

Avaya introduces Powered by Avaya R2.1; Partner hosted Avaya IP Office (IPO), IP Office Contact Center (IPOCC), and Avaya Contact Center Select (ACCS) software, comprised of Avaya's proprietary IP Office, IPOCC, and ACCS software hosted by a Partner in its datacenter and resold as the Partner's service offering to end customers ("**Partner Service**"). The Powered by Avaya IPO, IPOCC, and ACCS offer will be referred to as "**Powered by Avaya**".

This Offer Definition further explains the offer, and is intended for use only by Avaya authorized Distributors, Resellers, and Tier 1 Partners (individually, "**Partner**" and collectively, "**Partners**"). This Offer Definition is not intended to be given to end customers of the Partner Service. If a Distributor is involved, Distributor will provide to Reseller a copy of this Offer Definition in advance of their first order.

- "**Distributors**", when used herein, shall refer to Avaya authorized distributors.
- "**Resellers**", when used herein, shall refer to resellers who are authorized by Avaya to purchase through Distributors.
- "**Tier 1 Partners**", when used herein, shall refer to Resellers who are authorized by Avaya to purchase, and who do purchase, Powered by Avaya directly from Avaya. Resellers not currently authorized as a Tier 1 Partner by Avaya may request to purchase Powered by Avaya directly from Avaya as a Tier 1 Partner (subject to Avaya's written pre-approval).
- "**Hosting Partner**", when used herein, shall refer to the Distributor, Reseller, or Tier 1 Partner that hosts the Powered by Avaya software primarily in its or its subcontractor's datacenter and offers the Powered by Avaya software as a Partner Service.
- "**Hybrid Cloud**" when used herein refers to the integration of the IP500 V2 system or systems into the Powered by Avaya offer.
- "**High Availability Cloud**" when used herein refers to deployment of a secondary server in the Powered by Avaya offer.

While reasonable efforts have been made to ensure that the information in this Offer Definition is complete and accurate, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this Offer Definition. Further, the roadmap information contained herein is provided for information purposes only and is not a commitment or an obligation to deliver any product, product feature or software functionality. Avaya reserves the right to make changes to the content and timing of any product, product feature or software release presented herein.

## 1.1 *Non-Disclosure*

The Avaya non-disclosure processes will be followed for any documentation and information being released to the end customer or any type of Partner personnel not covered by a contract with Avaya prior to General Availability (GA).

## 1.2 *Availability*

The Powered by Avaya offer available for purchase by Hosting Partners globally is subject to all applicable laws and regulations, including without limitation regulatory and export control restrictions.

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## 2 About Powered by Avaya

Powered by Avaya enables Hosting Partners to create a cloud service offering based on Avaya IP Office, IP Office Contact Center, and Avaya Contact Center Select.

The Powered by Avaya software are hosted by a Partner in its or its subcontractor's datacenter. Partners may resell Powered by Avaya as a Partner Service to end customers. In the process, Partners, at the Partner's sole cost, may bundle surrounding services like SIP trunks for PSTN connectivity, calling plans, on-site support, internet access, etc. Partners, and not Avaya, will own the end customer relationship, and at their own cost will bill the end customer, on-board the end customer, and provide first line of support to the end customer.

The Hosting Partner is responsible for Powered by Avaya software provisioning, user administration, network/trunk integration, virtual machine fault/performance monitoring, virtual machine upgrade, virtual machine backup/restore, application backup/restore, and virtual machine failure recovery.

Partners, and not Avaya, will be responsible for hosting Powered by Avaya instances and for managing the hosting environment. As detailed further in Section 10 of this Offer Definition (Services and Support), Avaya will deliver back end support.

This offer is targeted at Midmarket businesses with services hosted by service providers, system integrators, Resellers and Distributors.

Powered by Avaya is based on the Avaya IP Office platform, a cost-effective communications solution that supports a mobile, distributed workforce with voice and video on various devices. IP Office is an integrated, modular communications solution that scales up to 3000 users.

The Avaya IP Office Contact Center improves customer experience and contact center agent efficiency with powerful, affordable multichannel functionality for voice, email and web chat. The solution combines collaboration software plus multichannel contact centers.

Avaya Contact Center Select is scalable to meet the market needs of IP Office customers requiring skills based routing, call recording of voice (inbound and outbound) and multimedia/multichannel(chat, email, SMS) capabilities, with agent and supervisor interfaces including real time and historical reporting tools.

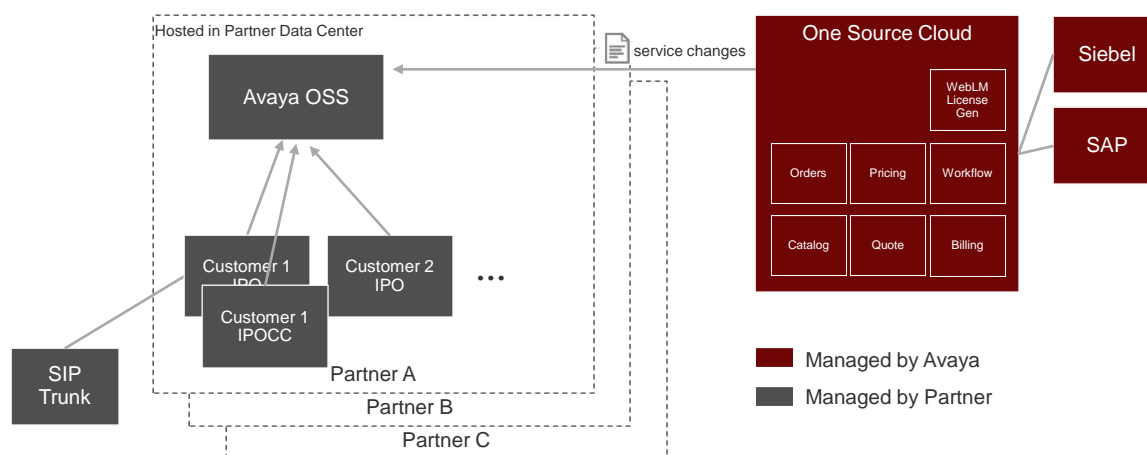
This Powered by Avaya offer includes the following:

- IP Office R10.1, delivering midmarket telephony and unified communications features from the cloud. The IP Office feature content is outlined in the IP Office R10.1 Product Update document as described at the following URL: <https://sales.avaya.com/en/pss/ip-office-release-10.1-sales-toolkit> or such other URL as Avaya may provide.
- Avaya IP Office Contact Center R10.1 content is outlined in the IP Office Contact Center R10 Offer Definition as described at the following URL: <https://sales.avaya.com/en/pss/ip-office-contact-center> or such other URL as Avaya may provide.
- Avaya Contact Center Select R7 content outlined at the following URL: <https://sales.avaya.com/en/pss/avaya-contact-center-select-7> or such other URL as Avaya may provide.
- The end customer's purchase agreement is between the customer and the Hosting Partner, unless the Hosting Partner is a Distributor in which case end customer's purchase agreement is between the customer and the Reseller.
- IP Office, IPOCC, and ACCS software license subscriptions are sold to Hosting Partners on an OPEX basis.
- Avaya hardware including Avaya phones and any IP500 V2 hardware that is supported with the Powered by Avaya R2.1 solution is sold as CAPEX through the existing 2-tier distribution model.

- Ordering, quoting, and billing by Avaya to its Distributors and Tier 1 Partners for Powered by Avaya users is handled by a central resource, called A1S Cloud Services.
- Operations Support System (OSS) is a software application that runs in the Partner datacenter and is configured to connect to A1S Cloud Services. OSS includes the WebLM License Server and identifies new purchases in A1S Cloud Services.
- Avaya Session Border Controller for Enterprise (ASBCE) and Avaya Workforce Optimization Select (AWFOS) purchased as CAPEX are optional solution elements of Powered by Avaya solution. Avaya Workforce Optimization Select (AWFOS) is an add-on solution for IP Office, IPOCC and ACCS that delivers voice and non-voice interaction recording, quality management, performance management agent desktop screen capture, live monitoring, agent coaching/e-Learning and more.
  - Most organizations, when deploying IPO without IPOCC or ACCS, will be interested in Avaya Workforce Optimization Select as a replacement for Contact Recorder/VMPro call recording since AWFOS delivers enhanced recording security and features such as search and retrieve, encryption, digital signatures and audit trails.
  - AWFOS is available on a perpetual or subscription basis and can be ordered through PLDS however this is not currently available through the OneSource Cloud ordering system.
  - The Avaya Workforce Optimization Select content can be found in the Avaya Workforce Optimization Select Offer Definition that can be found at <https://sales.avaya.com/en/pss/avaya-workforce-optimization-select-smb?view=collateral>

## 2.1 Reference Architecture

The Powered by Avaya solution is based on the Avaya's IP Office Server Edition Select product architecture.



The Powered by Avaya software is deployed as Virtual Machine (VM) images, which can be downloaded by the Hosting Partner through the Avaya Support website or in some cases from the Cloud provider. Hosting Partners can deploy as many VM images as they choose at no charge. However, in order to be used, the images must be activated (licensed) via the Avaya OSS.

The Hosting Partner is responsible for ensuring appropriate network configuration such that end customers can interact with Powered by Avaya software from end-customer sites.

The Hosting Partner is responsible for implementing a compatible hypervisor datacenter to host the Powered by Avaya instances, including securing all necessary hypervisor and other third party licenses. Datacenter

requirements, including hypervisor components, virtual machine sizing guidelines, and other engineering considerations are described in the document *OnAvaya™ and Powered by Avaya IP Office Reference Configuration for Business Partners*.

## 2.2 What's new in Powered by Avaya R2.1 Summary

### 2.2.1 IP Office R10.1

Powered by Avaya R2.1 is based on IP Office R10.1 software. Below is a summary of the IP Office R10.1 content that Powered by Avaya R2.1 will leverage:

Cloud Market Expansion and Mid Market	
	<ul style="list-style-type: none"> <li>• IP Office Integrated Contact Reporter (ICR)</li> <li>• Media Manager</li> <li>• WebServices API (CTI)</li> <li>• WebManager granular access</li> <li>• Hypervisors                             <ul style="list-style-type: none"> <li>○ Hyper-V</li> <li>○ AWS</li> <li>○ KVM (Cloud)</li> </ul> </li> <li>• Multiple Appearance DN (MADN)</li> <li>• 3<sup>rd</sup> Party Database access (SE)</li> <li>• Digital Station module update and refresh (DS30B2 and DS16B2)</li> <li>• DECT 3730 and 3735 support</li> <li>• Scopia Interop</li> <li>• J129 Personal Contacts / Directory</li> <li>• Security PIN enhancement and EASG</li> <li>• Open API/SDK enhancement</li> </ul>
<b>GRIPs</b>	<ul style="list-style-type: none"> <li>• Ringtone on Transfer</li> <li>• Simplified Mobile Access</li> <li>• Delayed Hotline</li> <li>• User button/pickup privacy</li> <li>• SIP trunk Users to User information</li> <li>• Ringback button; and reflecting user "on call" status (one-X Portal)</li> <li>• Transfer between two calls (one-X Portal)</li> </ul>

More IP Office details at <https://sales.avaya.com/en/pss/ip-office-release-10.1-sales-toolkit>



## 2.2.1 IP Office Contact Center R10.1

Powered by Avaya R2.1 is based on IP Office Contact Center R10.1 software. Below is a summary of the IPOCC R10.1 content that Powered by Avaya R2.1 will leverage:

- Localization support for web based clients Agent/Supervisor Desktops in Latin American Spanish, German, European French, Italian and Brazilian Portuguese
- Digital Channel (Email and Chat) enhancements
  - Ability for Supervisor to assign a chat
  - Chat Transfer to another agent
  - Use emoticons in a chat
  - Managing default font setting for email
  - Performing spell checking automatically
  - Topic Level Historical Reporting Counters
- Citrix support
  - Agent Thick Client on Citrix
- Support for Media Manager
  - IP Office 10.1 introduces a recording storage application to replace Contact Recorder

IPOCC is supported in VMware only.

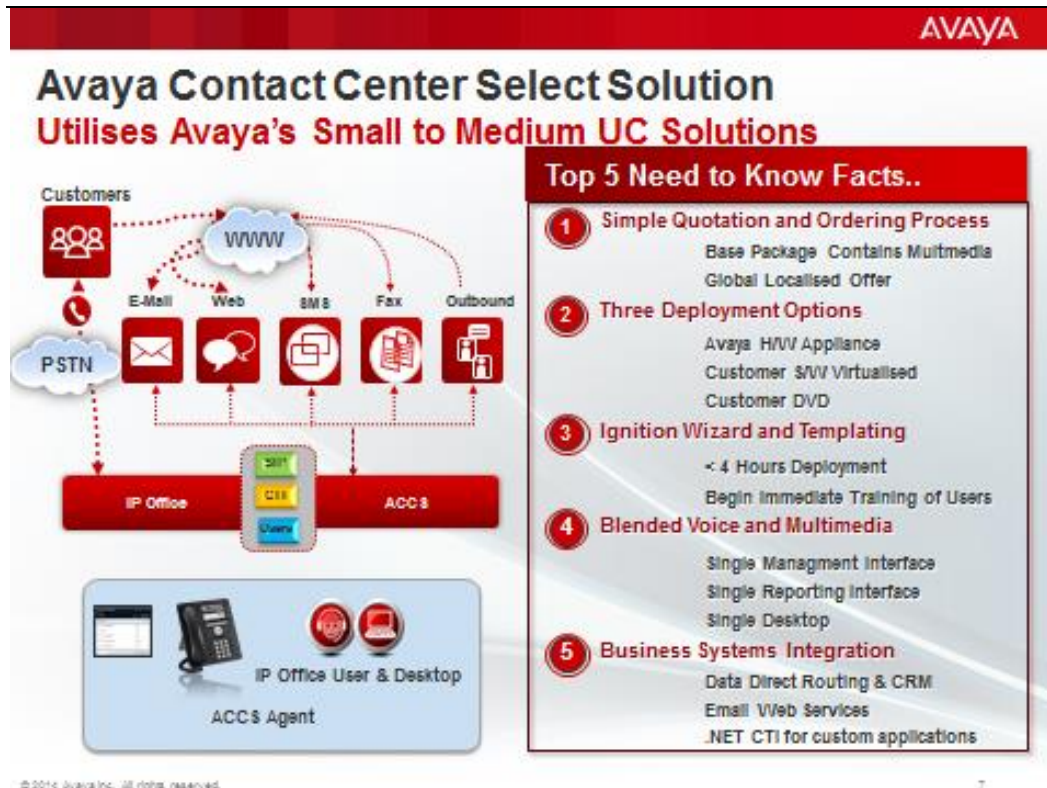
For Call Recording, IPOCC supports Avaya Workforce Optimization Select, Contact Recorder and Media Manager applications. These applications are not included in the system licensing and must be ordered separately in Avaya One Source Cloud.

More IPOCC details at <https://sales.avaya.com/en/pss/ip-office-contact-center>

## 2.2.2 Avaya Contact Center Select (ACCS) R7.0

Powered by Avaya R2.1 is based on ACCS R7 software. Below is a summary of the ACCS content that Powered by Avaya R2.1 will leverage:

- Avaya Contact Center Select is scalable to meet the market needs of IP Office customers requiring skills based routing, call recording of voice (inbound and outbound) and multimedia/multichannel(chat, email, SMS) capabilities, with agent and supervisor interfaces including real time and historical reporting tools.
- Avaya Contact Center Select scales from simple inbound voice call routing and reporting to more advanced Enterprise grade features and integration to other Avaya and 3<sup>rd</sup> party solutions for surround capabilities including Avaya Workforce Optimization Select, CRM Integration.
- Avaya Workforce Optimization Select is the WFO solution position to customers when they need call recording, desktop screen captures, quality management, live monitoring, agent coaching and more.



- ACCS is supported in VMware only.
- Requirement that Partners offering ACCS to be Co-Delivery certified on both IP Office and ACCS.
- Contact Recorder must be ordered separately in Avaya One Source Cloud. Media Manager is not supported with ACCS in this release.
- Powered By ACCS Supported Configurations:
  - ACCS with IP Office (No resiliency)
  - ACCS business continuity pair with IP Office (Application resiliency)
  - ACCS with IP Office resilient pair (Platform resiliency)
  - ACCS business continuity with IP Office resilient pair (Platform and Application resiliency)

For more details on these deployment options, consult the ACCS Business Continuity Guide.

More ACCS details at:

- Avaya Contact Center Select Sales page: <https://sales.avaya.com/en/pss/avaya-contact-center-select-7>
- Avaya Contact Center Select Support page: <https://support.avaya.com/products/P1569/avaya-contact-center-select>

## 2.3 What's new in Powered by Avaya R2.1 Details

The Offer Definitions for IP Office R10.1, IPOCC R10.1 and ACCS R7 provide details on all of the new content being leveraged with Powered by Avaya R2.1. This section provides more detail on the cloud driven content in those releases. Key topics covered include the following:

- Additional Hypervisors
- Integrated Contact Reporter (ICR)
- Media Manager
- Role Based Administration

- OPEX ACCS
- Multi-Tenant SBC

### 2.3.1 Additional Hypervisors-Powered by Avaya IP Office Only

Hypervisor support will be extended in Powered by Avaya IP Office R2.1 to include:

- Microsoft Hyper-V: Formally known as Windows Server Virtualization, a native hypervisor which can create virtual machines on x86-64 systems running Windows. Hyper-V images will be posted to support.avaya.com
- AWS (Amazon Web Services): An AMI (Amazon Machine Image) can perform Auto Ignition and ICU based on User Data set in AWS. *Consult the instance types that Amazon EC2 supports:* <https://aws.amazon.com/ec2/instance-types/>. To access the AMI, within Amazon Dashboard select Launch Instance, under Create Instance, select Community AMIs, and search for Avaya IP Office.
- KVM (for Kernel-based Virtual Machine) is a full virtualization solution for Linux on x86 hardware containing virtualization extensions (Intel VT or AMD-V). KVM is open source software and used for Cloud deployments. The kernel component of KVM is included in mainline Linux, as of 2.6.20. The users pace component of KVM is included in mainline QEMU, as of 1.3. KVM images will be posted to support.avaya.com.

Hypervisor	IP Office Partner Hosted	IPOCC	ACCS	ASBCE (CAPEX)
VMware ESXi 5.5 U2+	✓	✓	✓	✓
VMware ESXi 6.0	✓	✓	✓	✓
VMware ESXi 6.5	✓	X	X	✓
Microsoft HyperV on Server 2012R2	✓	X	X	X
Microsoft HyperV on Server 2016	✓	X	X	X
KVM	✓	X	X	✓
Amazon AWS AMI	✓	X	X	✓

Note: VMware ESXi 5.0 and 5.1 are end of support by VMWare in 2016. Refer to VMware.com support site for additional information

The additional hypervisor support for IP Office being introduced in Powered by Avaya R2.1 feature various tools to enable managing the virtual machines, cloning virtual machines, providing secure access, supporting live migrations, collecting snapshots, virtual network mapping, security, and alarm monitoring. Avaya does not provide training or support for these hypervisor features; the Hosting Partner is responsible for implementing and supporting these capabilities working in conjunction with the hypervisor vendor.

Also note there are 3rd party products available to help Hosting Partners manage virtual machines in a data center environment; Avaya has not tested and does provide support or recommendations on these 3<sup>rd</sup> party products.

Note that IPOCC and ACCS do not support these additional Hypervisors. These Contact Center applications are supported on VMware only in Powered by Avaya R2.1. Also note that only VMware, Hyper-V, and AWS are supported for IP Office Server Edition for customer premises deployments. i.e. the KVM image does not support CAPEX purchased PLDS licenses.

## 2.3.2 Integrated Contact Reporter (ICR)

IP Office Integrated Contact Reporter (ICR) provides a fully integrated, Avaya developed, basic reporting solution targeting the 5 to 25 agent market. ICR reports on incoming external voice calls only in Powered by Avaya IP Office R2.1; it does not report on internal calls (including SCN) or outgoing calls in this initial release.

ICR is built in to the IP Office Application Linux image. It is installed with every Powered by IP Office hosted image, making it immediately available to customers on Powered by Avaya R2.1 with no additional hosting, server, or installation costs.

The ICR feature is enabled via the Powered by Avaya Unified Communication (UC) user licenses. ICR is licensed based on the number of simultaneous logged in agents and supervisors. ICR supports a maximum of 25 logged in ICR Agents and 5 logged in ICR Supervisors in Powered by Avaya R2.1.

ICR Agent and ICR Supervisor licenses are \$0 in Powered by Avaya R2.1. However, a number of UC user licenses equal to number of active (logged-in) ICR users are required. Note that those UC user licenses are not tied to / restricted to the ICR users.

An ICR Agent or ICR Supervisor license is consumed (used) when the user logs in to the desk phone and the user has either ICR Agent or ICR Supervisor configured in their user profile. An ICR Agent or ICR Supervisor license is released again when the user logs out of their desk phone. It is also possible for an ICR Agent or ICR Supervisor to release a license by going into Night Service for example.

Note that logging out of just the ICR browser based interface (while the user remains logged in on their desk phone) does not release the ICR Agent or ICR Supervisor license. The user may still receive calls via the ICR hunt groups in this case.

For the Co-Delivery service option of Powered by Avaya IP Office, any combination of the following Powered by Avaya IP Office UC user order codes enables the equivalent ICR Agent or Supervisor users.

MATERIAL	DESCRIPTION
385854	POWERED IPO UC USER SUBS
390351	POWERED IP500 UC DGTL/ANLG USER SUBS
389276	3RD PARTY IPO UNIFIED COMM USER SUBSCRIPTION

For the Wholesale service option, the any combination of the following Powered by Avaya IP Office UC user order codes enables the equivalent ICR Agent or Supervisor users.

MATERIAL	DESCRIPTION
393236	PWRD WHSL IPO UC USER SUBS
393237	PWRD WHSL IP500 UC DGTL/ANLG USR SUBS
393239	PWRD WHSL IPO UC 3PTY ENDPT SUBS

ICR fills a gap for businesses needing voice only reporting, while priming the customer to evolve to a full IP Office Contact Center or Avaya Contact Center Select solution as the customer grows their business.

Operations, Administration, and Maintenance is integrated with the wider IP Office solution (e.g. IP Office Web Manager). ICR leverages the IPOCC Chrome client for agent and supervisor reporting and call control as well as existing hunt group capabilities on IP Office to "tag" specific hunt groups for reporting and analytics. The solution uses VMPro for queue announcements.

With the Powered by Avaya R2.1, the capabilities of ICR will provide the following:

- Real time and historical reporting for IP Office hunt groups
- Reports on incoming external calls only; there is no reporting on internal calls or outgoing calls
- Agent desktop – call control of associated telephony device and real time reporting
- Supervisor desktop – call control of associated telephony device, real time and historical reporting
- Agent and supervisor user interface is a web based client that is supported on Google Chrome, Mozilla Firefox and Safari browsers– note that the user interface is available in English only in Powered by Avaya R2.1.
- 8 Pre-configured summary and detailed historical reports – note that reports cannot be customized, scheduled or exported in this release; reports can be viewed and printed in PDF
  - Call summary by Agent
  - Call summary by Hunt Group
  - Call summary by Time
  - Call summary by CLI
  - Call Detail by HG
  - Call Detail by Agents
  - Call Detail by CLI
  - Agent summary
- Deployment options as follows – ICR co-resides with one-X Portal
  - Primary Server on Server Edition in Powered by Avaya
    - All agents, supervisors, hunt groups, trunks, VMPro on Primary Server
    - All agents, supervisors, hunt groups, VMPro on Primary Server; trunks (only) can be on Expansion

The ICR Agent and ICR Supervisor licenses are \$0 licenses with Powered by Avaya R2.1 and are based on number of logged-in ICR users. The ICR Supervisor license is a “superset” of the ICR Agent capabilities – i.e. the ICR Supervisor can also operate as an ICR Agent if required.

ICR co-resides with one-X Portal. ICR is not resilient in Powered by Avaya R2.1. Also note that only one of ICR, ACCS or IPOCC can be configured on one Powered by Avaya IP Office system.

### 2.3.3 Media Manager

The new Media Manager application in Powered by Avaya R2.1 is a native IP Office application for archiving, storage, search, playback and download of IP Office call recordings – with all Management is integrated within the IP Office solution (e.g. IP Office Web Manager).

The application obtains the recordings from the IP Office Voicemail Pro through a pre-configured hand-off directory in the same manner as the current Contact Recorder application. The Media Manager application moves the recordings from the hand-off location to an additional hard disk partition on the Server Edition Primary and then archives the recordings to the storage location as configured by the Administrator. The archiving location can be a NAS store, local DVD drive or cloud storage (only Google Drive is supported in this release).

Note that the default VMPro hand-off directory is changed with Powered by Avaya R2.1 software to support Media Manager. Any customer upgrading from an earlier software version that continues to use Contact Recorder on Powered by Avaya R2.1 will need to change the handoff directory configuration under VMPro System Preferences to revert to the earlier Contact Recorder location.

Media Manager is licensed on a system basis. As well as a new Powered by Avaya R2.1 Media Manager license, the Media Manager application will also work with an earlier Contact Recorder license, for a customer upgrading from an earlier IP Office version. Media Manager also allows a 90 day trial period before licensing is enforced.

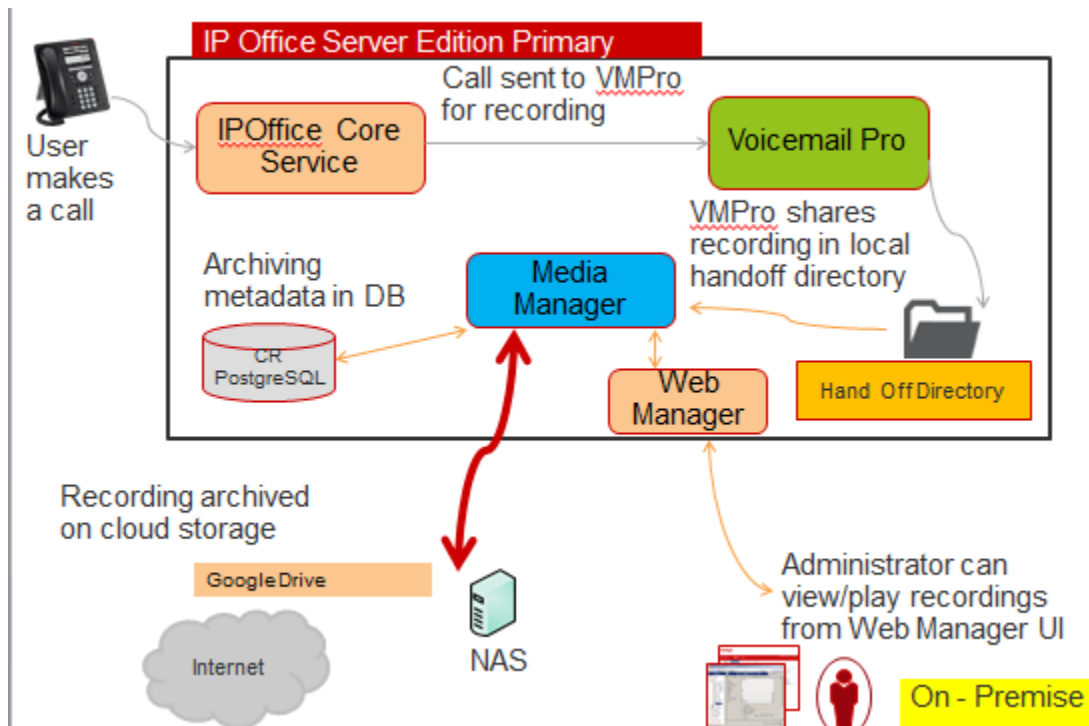
In previous releases, Contact Recorder was included in the IPOCC system license bundle. Contact Recorder must now be ordered separately for use with IPOCC. Note: Media Manager is not qualified with ACCS and IPOCC in the Powered by Avaya 2.1 release; Contact Recorder must be used for call recording with IPOCC and ACCS.

Media Manager does not support migration of earlier Contact Recorder files in Powered by Avaya R2.1. It is not supported to run both Media Manager and Contact Recorder at the same time, as this could cause issues with archiving of recording files.

The management interface is web based and all popular browsers are supported i.e. Google Chrome, Firefox Mozilla and Microsoft Edge as well as Microsoft Internet Explorer.

The Media Manager application will be available as part of the IP Office Server Edition software image. The application runs on the standard Linux distribution supported by IP Office Server Edition platform. The software is installed as a standard Linux RPM only on the Server Edition Primary server. This application will be part of the IP Office Web Manager application's Tomcat instance.

A standard Server Edition Powered by Avaya deployment is shown below. While the Media Manager application is supported on the SE Primary only, resiliency is supported – call recordings can continue to be captured via a resilient VMPro on Secondary server, and those recordings will be available for archiving / search once Media Manager is up again on Server Edition Primary server.



Search, playback and download of call recordings is done in a similar manner to Contact Recorder today.



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## 2.3.1 Web Manager Role Based Access

In Powered by Avaya R2.0, the Web Manager provided the service user with access to entire list of configuration objects if the configuration access was enabled. For larger Partners with multiple service roles or in the Cloud environment, there is need to have granular configuration access. For example a Distributor who hosts will want to be able to build an accounts for Resellers that provides limited permissions or a Reseller who hosts will want to be able to build an account for the end-customer with limited permissions.

The Customer or Reseller account will not be able to edit/delete the Hosting Partners service user account. Hosting Partners will be able to block access to the following:

- Web File Manager and Embedded File Manager
- Web License Manager
- Web Control (7071) and/or Platform View in Web Manager
- Web Manager Actions (backup/restore/transfer iso/synchronize service user and system password)
- Web Manager Configure (Add System to Solution/Remove System from Solution, Set All Nodes to Select, Resiliency Administration, Set all Nodes License Source, Link Expansions)
- Web Manager three lines menu (Dashboard, Platform View, Backup, restore, On-boarding, Launch SSA, Service Commands, Initial Configuration, Download Configuration, view Upgrade report)
- Web Manager Solution Settings
- Web Manager Security Manager – Certificates and Service Users
- Web Manager System Settings
- Web Manager Call Management

Blocked Access in Web Manager should be based on permissions that will affect visibility. Permissions will be grouped as follows:

- Web Manager Call Management – Users, Extensions
- Web Manager Call Management – Groups, Auto Attendant (For standard edition only)
- Web Manager System Settings – Incoming Call Routes, Alternate Route Selection, Short Codes
- Web Manager System Settings – System, Locations, Time Profiles and Licensing
- Web Manager System Settings – Lines
- Web Manager System Settings – Directory, Authorization Codes, Account Codes
- Web Manager System Settings – IP Routes, WAN Ports, Firewall Profiles, RAS, Services, Tunnel (Applicable for IP500V2 only)
- Web Manager System Settings – User Rights
- Web Manager Actions, Solution Settings and Three-line menu
- Web Manager Configure menu

Blocked Access in Manager should be done as per existing permissions. The System tab can be explicitly blocked

## 2.3.2 Multi-Tenant ASBCE

Powered by Avaya R2.1 will fully support multi-tenant ASBCE with IP Office and delivers the following software enhancements on ASBCE:

- Capability to map XMPP one-to-many
- Configuration UI changes to support HTTP one-to-many mapping.

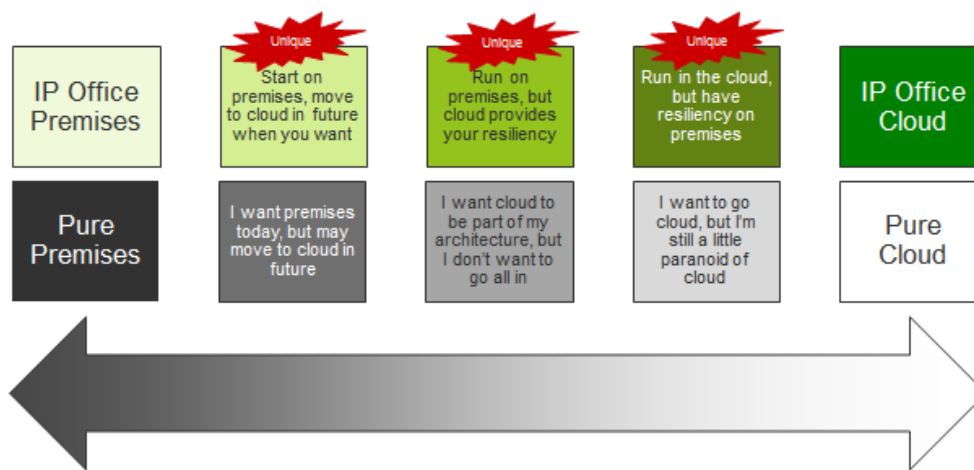
These software enhancements are part of ASBCE R7.2 planned for GA in June.

Note this enhancement and the Powered by Avaya R2.1 does not support an OPEX consumption model for ASBCE; this is being planned for the second half 2017. ASBCE must be purchased as CAPEX.

## 2.4 *Powered by Avaya Hybrid and High Availability Cloud*

Powered by Avaya R2.0 introduced in December 2016 supported Hybrid Cloud and High Availability Cloud deployment options.

### **AVAYA HAS A SOLUTION FOR EVERYONE: CLOUD ACCEPTANCE IS NOT BLACK OR WHITE, IT IS A CONTINUUM**



The chart above explains how IP Office can serve pure customer premises based requirements and pure Cloud based requirements. With the introduction of Powered by Avaya R2.0, we are able to serve new customer requirements in various states of transition to Cloud with the Powered by Avaya Hybrid Cloud. This will allow Avaya customers the ability to migrate to Cloud at a pace that makes sense for their business.

Hybrid Cloud represents deployments that include the IP500 V2 system or systems, which becomes a Server Edition Expansion server to the Primary server in the Cloud. High Availability Cloud represents deployments that leverage the Primary and Secondary server architecture and associated resiliency features of the IP Office Server Edition Select offer.

The Following diagram shows a view of Powered by Avaya High Availability (HA) and Hybrid Cloud.



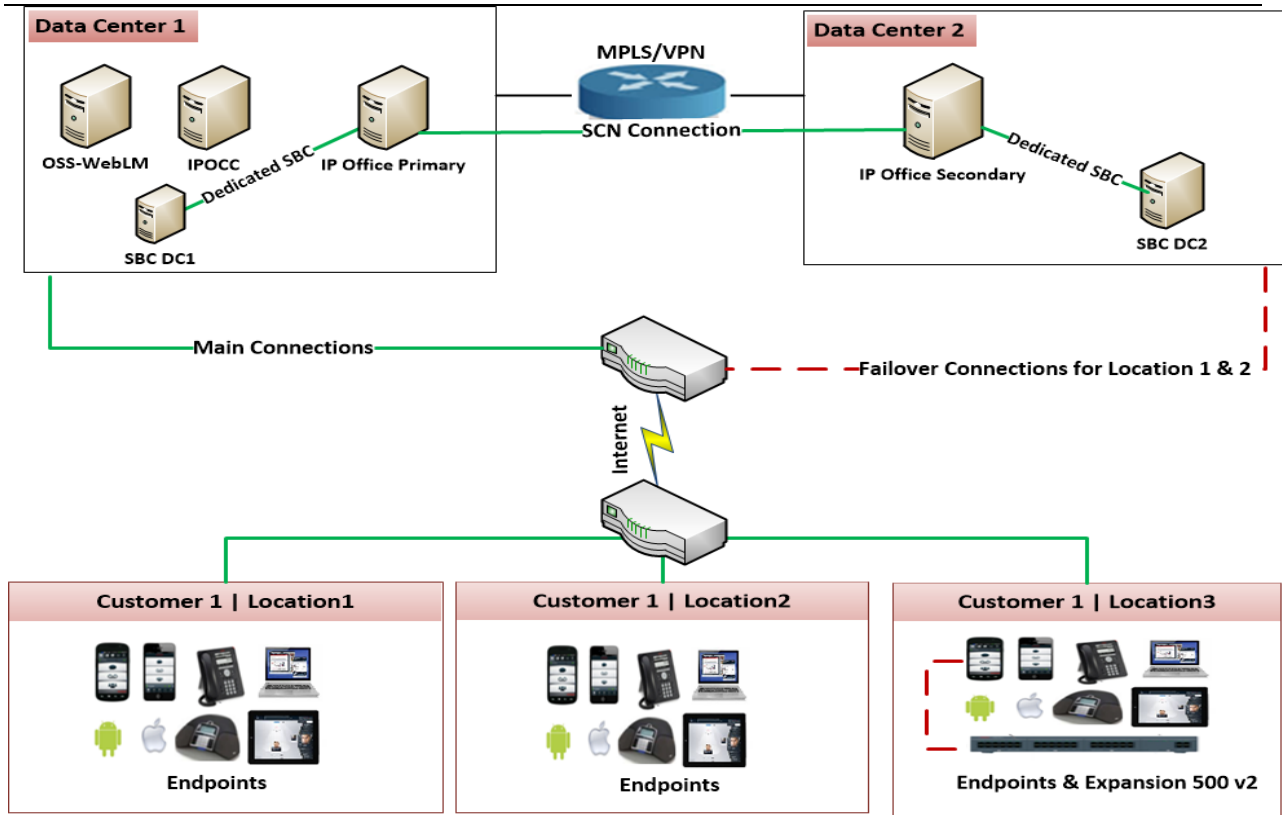


Figure 1: Powered by Avaya R2.1 Overview

In this diagram, the Hosting Partner delivers High Availability via dual data centers and an IP Office Server Edition Primary server in Data Center 1 and Server Edition Secondary server in Data Center 2. These Data Centers must be connected over a private network (e.g. MPLS or VPN). The ability to support High Availability provides resiliency for many IP Office endpoints which can failover to a Secondary Server in the event the connection to the Primary server is lost (and vice versa).

The Hosting Partner delivers Hybrid Cloud through integration of the IP Office IP500 V2 as an Expansion server, in this diagram at customer location 3. The ability to integrate the IP500 V2 into the Cloud solution as an Expansion server enables a new set of services which can be supported in the Powered by Avaya solution including analog stations, digital stations and analog and digital trunk connectivity. This integration also enables resiliency for many IP Office endpoints, with users able to failover from the Primary Server to the IP500V2 Expansion server in the event the network connection to the Primary server is lost (and vice versa).

For full details on the Server Edition Resiliency Features see the IP Office Knowledge Base and [Server Edition Resiliency](#) the Powered by Avaya Reference Architecture document.

## 2.4.1 Hybrid and High Availability Software

Depending on the deployment use case different software will need to be installed software. This table summarizes the different use cases:

IP Office Type	Software To Use
Primary Server	Powered by Avaya Hosted OVA
Secondary	IP Office Server Edition 10.x Open Virtual Application (OVA) Image
Expansion	IP Office Server Edition 10.x Open Virtual Application (OVA) Image
Upgrade from 9.1.X/10	IP Office Server Edition 10.x Installation Image (ISO)

## 2.4.2 Hybrid and High Availability Licensing

Powered by Avaya R2.0 introduced new user licenses for a new category of endpoints that receive service via the IP500 V2, specifically Digital and Analog users connected via the IP500 V2 platform.

The Digital/Analog user license enables IP Office Telephony services, while the Digital/Analog Unified Communication user license enables IP Office Telephony services plus the Unified Communications features associated with an IP Office Power User. One of these licenses is required for every analog or digital endpoint connecting to the IP500 V2 Expansion server.

The Hybrid Cloud and HA Cloud deployment options are available to both the IP Office installed base and net-new customers as a 100% OPEX licensed solution. This means that the Powered by Avaya supports a fully centralized licensing model for all Powered by Avaya solution licenses in order to support all Cloud customer deployment options; there are no CAPEX or nodal licenses on the IP500 V2 when deployed with the Powered by Avaya solution. Rather, all licenses for the solution are centralized on the OSS WebLM server. See Section 8.1 for more details on Powered by Avaya licensing.

Centralized licensing is different from traditional nodal licensing. Nodal licenses allow you to configure features without requiring the licenses be available for these features to work. For example, you could have 50 UC/Power Users configured but only 45 Power/UC licenses. OSS WebLM is different in that the number of features that are licensed on your system must have a corresponding license available in the OSS WebLM Server.

When your system connects for the first time to OSS WebLM, it attempts to acquire all of the licenses in a single block. If there is an issue getting all of the licenses, then the system will not be able to get any licenses at all, even those that you do have enough capacity for. For example, if you have 50 UC/Power Users configured and your license file only had 49 UC/Power Users, then this is enough to stop you from acquiring any licenses. In this scenario, you will see an error when you look at the license configuration in the Manager application. The license mode is showing an error message 'License / License Configuration Error (Check SSA alarms for license errors)'. At this stage the IP Office system is unlicensed.

There are two ways to overcome these issues:

- 1) Reconfigure the features configured on your system so that you are not trying to use features that you have no licenses for.
- 2) If you really need these features configured, then you need to purchase the additional licenses.

In any Powered by Avaya IP Office configuration, any phantom extensions should be manually set to user type "Non-licensed User" in Powered by Avaya R2.0, so they don't consume an IP endpoint license. A Non-licensed User profile are allowed the following:

- Authentication to allow remote access
- Make internal/emergency calls (as NoUser)
- Associate analog extensions used as paging speaker or MOH source
- Forward calls to voicemail

Act as the slave of a twinned user (But slaves of twinned users do not have access to voice mail, just as in previous releases.

### 2.4.3 Installed base Migration to Powered by Avaya

Part of the value of the Powered by Avaya solution is the option for IP Office installed base customers to start migrating to Cloud.

If an existing IP Office IP500 V2 customer wishes to migrate their IP500 V2 to the Powered by Avaya solution by making the IP500 V2 an Expansion server off the Primary server in the Cloud (Hybrid Cloud), the customer must first upgrade to IP Office R10.x PLDS licenses either via paid upgrade or via an existing IP Office Support Services (IPOSS) contract. The IP Office R10.x Manager application includes a license migration tool which extracts all the licensing information from an IP Office system and saves it to a file. This file is then be used prepare a software upgrade quote in the Avaya One Source Configurator in order to obtain the required new PLDS R10.x licenses and applicable IP Office Service Support coverage (IPOSS). For more details see the IP Office Knowledge Base topic [Migrating Licenses to PLDS](#).

Once upgraded to IP Office R10.x and PLDS licenses, the Hosting Partner will then ‘park’ those licenses in PLDS. Any system licenses required to support the IP500 V2 Expansion server will be centralized on the Primary server as part of the Powered by Avaya order in One Source Cloud.

Any Digital or Analog users connected to the IP500 V2 and that will retain service in the Powered by Avaya deployment will require one of the two new user licenses: Either Digital/Analog User or Digital/Analog Unified Communication User. All other system based licenses are centralized on the Primary server to their maximum capacity and included with every instance of the Powered by Avaya solution. This includes VMPro ports, SIP trunks, CTI Link Pro, and PRI channels.

A ½ price commercial offer is available for the IP500 V2 Migration Users; these are any digital, analog, or IP endpoint users on the IP500 V2 prior to migration to Cloud. Partners will be required to provide details of their IP500 V2 PLDS Host ID to be eligible for the discounted pricing on these IP500 V2 Users. The PLDS Host ID will allow verification of (1) the upgrade to R10 PLDS license completion and (2) the existence of migration users and eligibility for discounted pricing Migration user pricing is ½ the partner buy price of standard user pricing

Note:

- Any users of the same type added to the IP500 V2 after the initial migration will be at the discounted price. Any users of a different type will be added at standard price.
- Migration users must sign-up for minimum 3 year term. They will be required to renew at standard pricing.

The IP500 V2 is configured as an Expansion server. WebLM licensing requests from the IP500 V2 Expansion server are proxied by the cloud IP Office Primary server to the OSS WebLM server. The hybrid setup is the same as IP Office Server Edition SCN setup. The following should be considered:

- IP Office Line on Primary:
  - Web Socket Server
  - Configured with Expansion’s Private IP

- IP Office Line on Expansion
  - Web Socket Client
  - Configured with Primary's Public IP
  - Network Topology in IP Office should have Public IP address configured.

For more details on Converting a Standard Mode IP500 V2 System to Server Edition, see the IP Office Knowledge Base.

All IP500 V2 hardware and digital/analog phones purchased as CAPEX.

## 2.4.4 Net New Hybrid Cloud in Powered by Avaya

As with Installed base migration, any Digital or Analog users connected to the IP500 V2 will require one of two new user licenses on the Powered by Avaya system: Digital/Analog User or Digital/Analog Unified Communication User. All other system based licenses are centralized on the Primary server to their maximum capacity and included with every instance of the Powered by Avaya solution. This includes VMPro ports, SIP trunks, CTI Link Pro, and PRI channels.

The IP500 V2 is configured as an Expansion server . WebLM licensing requests from the IP500 V2 Expansion server are proxied by the cloud IP Office Primary server to the OSS WebLM server. The hybrid setup is the same as IP Office Server Edition SCN setup. The following should be considered:

- IP Office Line on Primary:
  - Web Socket Server
  - Configured with Expansion's Private IP
- IP Office Line on Expansion
  - Web Socket Client
  - Configured with Primary's Public IP
  - Network Topology in IP Office should have Public IP address configured.

For more details on Converting a Standard Mode IP500 V2 System to Server Edition, see the IP Office Knowledge Base.

All IP500 V2 hardware and digital/analog phones purchased as CAPEX.

## 2.5 *Resiliency Option-VMware High Availability (HA)*

In addition to the Powered by Avaya product resiliency described above, VMware HA is another resiliency option for the Powered by Avaya solution with a single data center solution (no expansion servers) and/or IPOCC deployments that want resiliency.

As the IPOCC product does not currently support product High Availability (i.e. IPOCC only works with IP Office Primary server and does not work with the IP Office Secondary server), VMware provides a resiliency option for IPOCC.

VMware HA provides cluster-level high availability for virtual machines hosting applications. In case of VM or ESXi Server failure, VMware automatically boots solution elements such as IP Office and IPOCC VMs to another

functional ESXi in the same cluster. This deployment model provides VM-level resiliency for all applications on the VMware cluster.

For more details on the resiliency options in Powered by Avaya R2.1, refer to Powered by Avaya R2.1 Reference Architecture

## 2.6 Virtual Machine Profiling

After deployment of a virtual machine, you can optimize the resources allocated to meet the actual requirements of the virtual machine. For example, if the virtual machine will only support 50 users, you can reduce the allocated processor and RAM memory. This allows for the best use of the overall resources provided by the virtual server platform.

### 2.6.1 IP Office R10.1

Below is a table summarizing the Virtual Machine requirements for IP Office R10.1. Please refer to the IP Office Knowledge Base for the most up-to-date profile

information. <http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/virtual/profiling.htm>

Primary Server/Secondary Server											
Users <sup>[6]</sup>		20 <sup>[4]</sup>	100	20 <sup>[1]</sup>	50 <sup>[1]</sup>	100	200	500	1000	2000	3000
one-X Portal Users		–	–	5	16	20	40	88	175	351	703
Voicemail Channels		2	12	3	7	12	24	49	98	196	248
Web Collaboration Users <sup>[2]</sup>		–	–	2	3	5	10	21	42	84	216
RAM (MB)	Allocated	768	2048	2684 <sup>[2]</sup>	2684 <sup>[2]</sup>	3072	3072	4096	5120	6144	10240
	Reserved	625	1551	2416 <sup>[2]</sup>	2416 <sup>[2]</sup>	2624	2765	3358	4198	5376	8192
CPUs <sup>[5]</sup>		1	2-3	2-3	2-3	2-4	3-5	3-5	4-7	5-8	7-10
CPU Cycles (GHz)	Limit	3	5	4	5	7	10	10	14	18	20
	Reserved	2	4	3	4	6	8	8	12	15	17
Hard Disk (GB)		100	100	100	100	100	100	130	140	150	160
IOPS	Typical <sup>[3]</sup>	15	31	17	18	26	41	71	129	248	338

Note 1: Contact Recorder/Media Manager service not active. Add 250 MB to Reserved and Allocated RAM to support an active Contact Recorder/Media Manager

Note 2: Web Collaboration server only supported on Primary Server

Note 3: Typical IOPS are the average HDD I/O transactions per second during normal operation. If IP Office backup or extensive logging is active, more IOPS will be required; 40-200 IOPS depending upon backup data size/logging rate

Note 4: Small system <20 user VM profile supported only in VMware in Powered by Avaya R2.1. Assumes no one-X Portal.

Note 5: All hypervisors are aligned to the VM profiles in the table above with the following exception: KVM and Hyper-V require 20% more CPUs and CPU Cycles (Ghz) Reserved

For AWS sizing, Partners will match table above to Amazon instance type. Example: If a customer requires a 100 user system this means 3-5 CPUs and 3072 MB of RAM. In AWS this most closely resembles an m4.xlarge or t2.xlarge instance type.

## 2.6.2 IP Office Contact Center R10.1

Below is a table summarizing the Virtual Machine requirements for IP Office Contact Center R10.1. Please refer to the IP Office Knowledge Base for the most up-to-date profile

[http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/ipocc/ipocc\\_reference/Min\\_specs\\_ISO\\_and\\_OVA.html](http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/ipocc/ipocc_reference/Min_specs_ISO_and_OVA.html)

	Up to 50 agents	51 to 100 agents	101 to 250 agents
VMWare	ESXi 5.1, 5.5, and 6.0 are supported		
Operating system [1]	Windows Server 2008 R2 Standard 64-bit Edition SP1 Windows Server 2012 R2 Standard 64-bit Edition		
Host CPU clock [2]	Minimum 3.1 GHz 4x maximum clock speed		Minimum 2x2.6 GHz 12x maximum clock speed
VM disk space	Minimum 200 GB (thick provisioning)	Minimum 500 GB (thick provisioning)	Minimum 900 GB (thick provisioning)
VM memory	Minimum 12 GB Reserved 12 GB	Minimum 16 GB Reserved 16 GB	Minimum 32 GB Reserved 32 GB

Note [1] Avaya does not provide a Windows Server 2008 R2 OVA. As of Release 9.1.6, new OVAs are not available. You can use the ISO to upgrade the Release 9.1 OVA.

## 2.6.3 Avaya Contact Center Select (ACCS) R7

Refer to the Avaya Contact Center Select 7 Solution Description document for full information on sizing VMware resources to support the product. Use the following tables to determine the minimum VMware resources required to support a range of agent counts and system contact rates.

	IP Office 9.1 or 10.0	IP Office 10.0
<b>Maximum number of supported Agents</b>	<b>250</b>	<b>400</b>
<b>Maximum System Contact Rate (system contacts per hour)</b>	<b>5000</b>	<b>8000</b>
Email Contact Rate (Emails per hour)	750	750
WebChat Contact Rate (WebChats per hour)	375	375
Number of CPUs (Minimum CPU clock speed 2400 MHz)	4	6
CPU Reservation (MHz)	9560	14340
Minimum RAM (GB)	16	16
Minimum RAM Reservation (MB)	16384	16384
Minimum Disk Size (GB) - Thick Lazy Provisioning	641	641
Virtual Network Interface Cards (1 GB) VMXNET3	1	1

**Note 1:** The System Contact Rate is the total maximum combined contact rate across all supported contact types.

**Note 2:** Multimedia contact rates are applicable only if multimedia is part of the solution. Email contacts per hour (Eph). Standard Web chats per hour (WCph). Standard Web chat maximum capacity is based off an average chat duration of 5 minutes. The maximum number of simultaneous Web Chat sessions is 50.

## 2.7 *Powered by Avaya SMB*

The Powered by Avaya SMB offer targets the sub-20 user market segment. This offer features two new user types:

- SMB Telephony User
- SMB 3<sup>rd</sup> party Telephony User

These user licenses are priced at half the price of a standard Telephony user license. The offer is limited to Telephony users only and up to 20 users only.

New Powered by Avaya IP Office deployments with more than 20 users or a SMB customer that grows beyond 20 users will need to purchase the standard Powered by Avaya users. Upgrading is simply a matter of turning off the SMB users and ordering standard Powered by Avaya user licenses.

Call Recording, IPOCC, and ACCS are not supported with the SMB offer.

## 2.8 *Support Service Models*

The Powered by Avaya offer includes two support options: Co-Delivery and Wholesale. For either support model:

- All partners must have the IP Office and IPOCC installation credentials (If IPOCC is part of the Partners Powered by Avaya offer).
- Remote technical support is bundled in the per user price and there is no separate service contract
- The quoting/ordering for both offers is exactly the same and selectable within Avaya One Source Cloud.

Note that only Co-Delivery certified Partners can quote and order the Co-Delivery Powered by Avaya IP Office and IPOCC offer. Avaya Authorized partners who do not have the IP Office Maintain credential must purchase via the Wholesale support model. See Section 4.2 for a list of new material codes for the Wholesale support offer and Section 10 for more details on the Wholesale support offer.

ACCS is only available in the Co-Delivery model and support models cannot be mixed. E.g. You cannot purchase Wholesale for IP Office and Co-Delivery for the ACCS element of the Powered by Avaya Solution.

Support services and requirements are outlined in more detail in Section 10.

# 3 A1S Cloud Services and Operations Support System

## 3.1 *A1S Cloud Services*



The A1S Cloud Services portal is the commercial interface where Partners quote and order the Powered by Avaya and IPOCC software license subscriptions from Avaya. Hosting Partners must complete execution of the Partner Hosted Cloud Services amendment in order to sell this offer.

The A1S Cloud Services portal enables hosting Distributors and Tier 1 Partners to login to order and execute the above mentioned tasks. A1S Cloud Services will communicate with the hosted service environment to execute orders and collect data for the A1S Cloud Services portal to generate bills from Avaya to hosting Distributors and Tier 1 Partners.

The model will follow the structure below:

- Avaya will sell through Partners.
- Partners may quote and, in the case of hosting Distributors and Tier 1 Partners only, order the offer through Avaya A1S Cloud Services.
- Customer phones and any other IP500 V2 hardware that may be used with the Partner Service are not part of or included in this offer, and can be ordered through normal channels (*i.e.*, through distribution) and through the regular order process. For clarity, phones and other hardware is not available on a subscription basis.

## 3.2 **Operations Support System (OSS)**

The Hosting Partner will deploy the Avaya Operations Support System (OSS) with the Powered by Avaya software. Hosting Partners can deploy OSS on a virtual machine or a physical server. OSS is delivered as a Red Hat Package Manager (RPM) package that Hosting Partner installs using yum on a CentOS 6.4+ server.

OSS performs the following major functions:

- Integrates with OneSource Cloud to obtain purchase details. Partner can access OneSource Cloud through a browser using Partner's SSO credentials
- Tracks subscriptions and monitors license subscriptions
- Polls One Source Cloud every 10 minutes for any new or change in order activity.  
Generates and updates product license subscriptions based on the associated WebLM instance.

If an OSS connection failure occurs:

- Powered by Avaya IP Office and IPOCC systems run in their current configuration for a 30 day grace period. As long as the OSS is down, Partners can continue to order via Avaya One Source Cloud, but those orders (new, adds, deletes) will not be active until the OSS is back in service. During this time A1S Cloud changes that result in billable events will still be billed to the Hosting Partner.

License expiry:

- Without OSS renewal, Powered by Avaya Licenses expire after 14 days. OSS starts trying to renew 3 days before licenses expire. If the licenses in the OSS WebLM expire, the IP Office goes into 30-day grace period. Note however that IPOCC will not go into grace period when licenses expire; IPOCC will lose service until valid licenses are available.

**Note:** With WebLM licensing, you cannot auto-create users and extensions on the IP Office as this function is not supported; the administrator will manually configure users and extensions. Also in WebLM, the licenses must be available to fully support the IP Office configuration. Over-configuration is not allowed. IP Office, based on its configuration, requests all required licenses from the WebLM server.

A single OSS can support up to 600 pairs IP Office/IPOCC.



After installing OSS, the Hosting Partner uses the OSS interface to perform most server configuration. Hosting Partner can access the OSS interface from a web browser. The following configuration tabs are in the OSS interface:

- General
- Alerts - Optional
- Backups
- OneSource Cloud
- Automation - Optional

The Hosting Partner can update configuration settings in the OSS interface anytime. Additional configuration that is not performed on the OSS interface includes:

- Changing the default WebLM password.
- Configuring and managing certificates.
- Optionally setting up a REST API server for automation.

The Web License Manager (WebLM) is a long-standing component of Avaya's license control strategy. WebLM is included in the OSS software application.

Primary server and OSS are always required to be deployed together in the cloud.

The Hosting Partner must place a one-time merchandise order for the OSS software order code against the partner Functional Location (FL) to ensure Avaya Support entitlement is established. If the Hosting Partner is not set-up as a Tier 1 Partner to order merchandise direct from Avaya, the OSS must be ordered via a Distributor.

- Note, in order to link a Partner's OSS to OS Cloud, an ITSS ticket is required to request credentials: A1S Cloud Services access and OSS password set up: Avaya IT Business Partners & e-Business Helpdesk: 1-513-228-8783 | USA: +1 866-Avaya-IT (+1-866-282-9248) | <https://partner-itss.avaya.com> Please ensure you request *OS Cloud Support* in order to be routed accordingly

Material Code	Description
381427	OPS SUPPORT SYSTEM R1

For more information about OSS planning, deployment, and administration see *Deploying Avaya Operations Support System* document available on the Avaya Support website.

## 4 Powered by Avaya Offer Ordering Details

Partners will need to submit a Purchase Order (PO) for each new Powered by Avaya end customer order.

Licenses associated with the Powered by Avaya software are tied to a particular end customer. Licenses tied to one end customer may not be re-used or re-allocated by Partner for a different end customer.

Key pricing and cost attributions for the Powered by Avaya software include:

- Existing APM MPG (9P) used for discounting
- Medal status APM discounts apply
- Support services as described in Section 10
- Software upgrades included (if and when available)

### 4.1 Free Trial Period

Partners will have the option to start the Partner Service for each new end customer with a 30-day free trial, provided that the applicable Partners and Avaya have first executed the Partner Hosted Cloud Services Amendment to their Partner agreement. A1S Cloud Services will allow one free trial per end customer (no free trial in case of renewal).

Distributors and Tier 1 Partners will be able to request conversion of a free trial into a paid subscription offer by updating the status in the A1S Cloud Services portal (changing its status from free trial to paid Partner Service and submitting the Purchase Order to move to a paid Partner Service). The conversion will take place at the end of the 30 days of free trial.

During the free trial, the system functionality will be limited to 1000 users. The 1000 users can be any mix of Avaya or 3<sup>rd</sup> Party Telephony or Avaya or 3<sup>rd</sup> Party Unified Communication users, or IPOCC agents or supervisors (subject to IPOCC agent capacity limits). Hosting Partners will be required to configure the software for the free trial. The user limit is removed when moving to the paid Partner Service. Distributors and Tier 1 Partners will be e-mailed notification on activation of the free trial period and Avaya will endeavor to email Distributors and Tier 1 Partners 15 and 25 days prior to completion of the trial to convert to a paid Partner Service.

Note: ACCS does not support free trials in Powered by Avaya R2.1; this is planned for a future release.

## 4.2 Fees

The Powered by Avaya software is billed on a monthly subscription basis and uses the following material codes (which may change at Avaya's discretion). New codes for Powered by Avaya R2.1 are highlighted in **bold**. List Prices are available via the Avaya Global Product and Pricing Catalogue (GPPC) available at [www.avaya.com/ebizn](http://www.avaya.com/ebizn) for Americas and APAC, and [www.avaya.com/ebiz](http://www.avaya.com/ebiz) for EMEA (or such successor site designated by Avaya).

### Co-Delivery Material Codes

Material Code	Description
385853	POWERED IPO TELEPHONY USER SUBSCRIPTION
389275	POWERED IPO TELE 3RD PTY ENDPT SUBSCRIPTION
385854	POWERED IPO UNIFIED COMM USER SUBSCRIPTION
389276	POWERED IPO UC 3RD PTY ENDPT SUBSCRIPTION
385850	IPOCC VOICE AGT SUBSCRIPTION
385851	IPOCC MULTI-CH AGT SUBSCRIPTION
385852	IPOCC SUPERVISOR AGT SUBSCRIPTION
390378	POWERED IPOCC CNTCT RCRDR SUBS
390350	POWERED IP500 DGTL/ANLG USER SUBS
390351	POWERED IP500 UC DGTL/ANLG USER SUBS
394108	POWERED IPO RECEPTIONIST
393094	PWRD SMB IPO TELE USER SUBS
393095	PWRD SMB IPO TELE 3PTY ENDPT SUBS
<b>394167</b>	<b>PWRD IPO MEDIA MGR SUBS</b>
<b>394210</b>	<b>POWERED ACCS R7 BASE SFTW BNDL CHARGE</b>
<b>394211</b>	<b>POWERED ACCS R7 BUS CONTINUITY LIC</b>
<b>393764</b>	<b>POWERED ACCS R7 VCE AGT SUB</b>
<b>393765</b>	<b>POWERED ACCS R7 MMED SUB</b>
<b>393766</b>	<b>POWERED ACCS R7 SPV SUB</b>

Material Code	Description
<b>393767</b>	<b>POWERED ACCS 7 REPORT CREATN WIZ SUB</b>
<b>393768</b>	<b>POWERED ACCS R7 OPEN-Q AGT SUB</b>

## Wholesale Material Codes

Material Code	Description
393234	PWRD WHSL IPO TELE USER SUBS
393235	PWRD WHSL IP500 DGTL/ANLG USER SUBS
393236	PWRD WHSL IPO UC USER SUBS
393237	PWRD WHSL IP500 UC DGTL/ANLG USR SUBS
393238	PWRD WHSL IPO TELE 3PTY ENDPT SUBS
393239	PWRD WHSL IPO UC 3PTY ENDPT SUBS
394100	PWRD WHSL IPOCC VCE AGT SUBS
394101	PWRD WHSL IPOCC MCHNL AGT SUBS
394102	PWRD WHSL IPOCC SPV AGT SUBS
394103	PWRD WHSL IPOCC CNTCT RCRDR SUBS
394107	PWRD WHSL RECEPT CNSOLE SUBS
394105	PWRD WHSL SMB IPO TELE USER SUBS
394106	PWRD WHSL SMB IPO TELE 3PTY ENDPT SUB
<b>394400</b>	<b>PWRD WHSL IPO MEDIA MGR SUBS</b>

Avaya will bill Distributor or Tier 1 Partner for the Powered by Avaya software license subscriptions. Included in the monthly subscription fee for the Powered by Avaya software are also support services as detailed in this Offer Definition in section 10.

The Partner authorization program is designed to ensure that Partners have the capabilities and skills to successfully sell, configure, design, install and support Powered by Avaya software as part of a Partner Service. The Partner authorization program represents the minimum requirements Partners must satisfy to support the Powered by Avaya software as part of a Partner Service.

Requirements for IP Office can be found in the Avaya Solutions Authorization Policy Guide below:

<https://sales.avaya.com/documents/1399552212704>.

## 4.3 Offer Terms

### 4.3.1 Term of Subscription Order

The **minimum Initial Subscription Order Duration** required is one month and it will automatically continue under the terms of the then current Offer Definition by one month duration(s) for the maximum period of 12 months, 24 months, or 36 months from the Order Start Date (defined in Section 4.3.3 below) unless Avaya is notified through A1S Cloud Services of Partner's desire not to renew no later than 2 business days before the renewal date. For administration purposes, a 12 month, 24 month, or 36 month PO will be required; however if Distributor or Tier 1 Partner does not elect to renew with the foregoing, the order will be deemed to be terminated. If Distributor or Tier 1 Partner and Avaya elect to renew the subscription after the 12 month, 24 month, or 36 month PO duration, the subscription may be renewed under the terms of then-current Offer Definition and list price on a monthly basis

by submitting a PO for another 12 , 24 month, or 36 month period (“**Renewal Subscription Order Duration**”). The **Order Duration** shall collectively be the Initial Subscription Order Duration and any Renewal Subscription Order Duration (see Section 4.3.4, below), unless terminated earlier in accordance with the terms herein. The Powered by Avaya software license subscription is cancellable pursuant to the termination terms as stated in Section 5 below.

### 4.3.2 Minimum Order Quantity

There is no minimum order quantity requirement for the Powered by Avaya offer.

### 4.3.3 Powered by Avaya Software Activation and Order Start Date

Effective January 9, 2017, the Powered by Avaya software license subscription will be deemed to be activated and the Order Start Date for an end customer will begin the first of the month following the subscription activation from the Customer Requested Date (CRD) on the Purchase Order in A1S Cloud Services.

For example, if the order was placed on May 18, 2017 with CRD date of June 3 2017, the billing clock would start on July 1, 2017 and the first invoice sent on or around August 1, 2017.

For any orders placed prior to January 9, 2017, the Powered by Avaya software license subscription will be deemed to be activated and the Order Start Date for an end customer will begin the next business day after the Customer Requested Date (CRD) on the Purchase Order in A1S Cloud Services. The billing process will revert to the January 9, 2017 model described above upon renewal.

### 4.3.4 Renewals

At the end of the 12 month, 24 month, or 36 month initial PO period, if Avaya and Distributor or Tier 1 Partner mutually agree to renew the Powered by Avaya software for a particular end customer, Distributor or Tier 1 Partner will need to place another 12 month, 24 month, or 36 month PO with Avaya, which is required for administrative purposes. Avaya reserves the right to change the pricing for renewal periods at the start of the Renewal Subscription Order duration; the Powered by Avaya software terms governing any renewal period will be set forth in the then-current Offer Definition and the then-current List Pricing will be valid for the duration of the 12 month, 24 month, or 36 month renewal period. Avaya will endeavor to email the Distributor or Tier 1 Partner 30, 15 and 1 day prior to PO duration end date.

### 4.3.5 Billing

Unless otherwise specified by Avaya, Powered by Avaya will be available through A1S Cloud Services in the following currencies:

- Australian dollar (AUD)
- New Zealand dollar (NZD)
- Canadian dollar (CAD)
- Euros (EUR)
- Great Britain Pound (GBP)
- US dollar (USD)

Unless otherwise specified by Avaya, billing for the Service will be done on a monthly basis in arrears. The first invoice for a given subscription will be issued one month after the Order Start Date. Avaya will issue a separate monthly invoice per end customer.

**"User"** as used herein refers to the specific metrics used by Avaya as the basis for the pricing and invoicing for licenses for this Powered by Avaya software ordered from Avaya by Distributor or Tier 1 Partner. The types of User licenses include Telephony Users, Unified Communications (UC) Users, Agents, and Supervisor Users of end customers.

**Daily User Count:** Based on the information included in A1S Cloud Services for each end customer, Avaya will determine the daily count of Users of each User type that are available to Distributor or Tier 1 Partner on that day for that end customer. The daily count is determined irrespective of how many Users are effectively used. Any licenses that are activated by Avaya will be charged for, even if unused. Distributor or Tier 1 Partner may decrease User licenses for an end customer by submitting a change request via the A1S Cloud Services portal. Distributor or Tier 1 Partners may increase licenses for an end customer at any time during a month by submitting a change request via the A1S Cloud Services portal.

**Monthly User Count:** For each monthly billing cycle, based on User licenses purchased or changes during that billing cycle month, a sum of all the daily User counts will be calculated for each User type for each end customer. The total resulting sum in the monthly billing cycle for each User type, will then be divided by the number of days in that monthly billing cycle.

Please see examples for addition and reduction of licenses calculation in Section 4.3.6:

**Reconciliation:** In the monthly invoice Avaya will communicate to Distributor or Tier 1 Partner the monthly licenses purchased for each User type after the end of each monthly billing cycle. Distributor or Tier 1 Partner shall inform Avaya in writing within 5 business days from the date of such communication of any disputed portion of the monthly licenses purchased or any disputed portion of the fees charged to the Partner. If no written objection has been received by Avaya from the Partner within that time period, the Partner will be deemed to have accepted the monthly subscription count for each User type and the fees charged to the Partner, as presented by Avaya. If the Partner disputes in good faith the foregoing, Avaya may invoice the Partner for the undisputed portion and the Partner agrees to pay for such undisputed portion in accordance with the payment term as set out in the Partner's reseller/partner agreement. The parties shall co-operate in good faith to resolve any such disputes and agree that the information from Avaya's A1S Cloud Services and any other transactional records of Avaya's will be the basis for reconciling the counts.

### 4.3.6 Amendments to Existing Orders

The offer is designed to be flexible, so the Distributor or Tier 1 Partner may add or reduce the Powered by Avaya software license subscriptions in the billing month using the A1S Cloud Services portal.

During the first 12 month, 24 month, or 36 month PO period for an end customer, Distributor or Tier 1 Partner may procure the licenses from Avaya at the same price as the initial order for that end customer placed during that 12 month, 24 month, or 36 month period. For PO renewals please refer to 4.3.4 which outlines how pricing changes will be initiated. There will be no additional processing charges.

As described above in section 4.3.5, in case of increase or decrease of licenses for a given end customer, billing for the monthly period during which the licenses were added or removed will be prorated based on when the change was made during the month.

#### Example of Addition of Licenses and Calculation for a 30 day month

- (Day 1 to Day 15), 10 Telephony Users, 5 UC Users
- (Day 16 to Day 30), increased to 12 Telephony Users and 7 UC users

Calculation:

Monthly user count for Telephony  $((10 \times 15) + (12 \times 15))/30$  = 11 x Telephony User Monthly Price

Monthly user count for UC users  $((5 \times 15) + (7 \times 15))/30$  = 6 x UC User Monthly Price

**Example of Reduction of Licenses and Calculation for a 30 day month**

- Day 1 to Day 15, 20 Telephony Users, 2 UC users
- Day 16 to Day 30, decreased to 12 Telephony Users and 1 UC users

Calculation:

Monthly user count for Telephony Users  $((20 \times 15) + (12 \times 15))/30$  = 16 x Telephony User Monthly Price

Monthly user count for UC Users  $((2 \times 15) + (1 \times 15))/30$  = 1.5 x UC User Monthly Price

**Notes:**

- The CRD (effective) date can be set/chosen by the A1S Cloud users for user adds, decreases, and cancellations; this date cannot be retroactive however.
- User adds and decreases will prorate billing calculation to the day in the next month's bill.
- Service Cancellation does not prorate and will bill for the full month regardless of the CRD date selected in that month. Cancellation will result in billing for the full month in which service was cancelled.

### 4.3.7 Changes to the Powered by Avaya Software and Offer Definition

Avaya may at its sole discretion modify the aspects, features, or functionality of the Powered by Avaya software without prior notice. Notwithstanding the foregoing, Avaya will endeavor to provide Hosting Partner with thirty (30) days prior written or electronic notice for any material changes to the Powered by Avaya software. If a Distributor is involved and gets notice of material changes to the Powered by Avaya IP Office or IPOCC software from Avaya, Distributor shall inform any Resellers of such materials changes, and require Resellers to inform their end customers using the Partner Service.

Avaya reserves the right to make changes to this Offer Definition, but will endeavor to provide Distributor or Tier 1 Partner with 30 days advance written or electronic notice if Avaya makes any material changes to this Offer Definition.

### 4.3.8 Updates

The Powered by Avaya software may require updates from time to time. Updates may take the form of maintenance fixes, new or enhanced functionality, new software modules, and updated or new versions of the software, and are intended to improve or enhance the offer. If and when Avaya provides such updates, it is the Hosting Partner responsibility to install these updates.

### 4.3.9 Required Contracts/Amendments

To order and resell the Powered by Avaya software as a Partner Service, in addition to any other requirements set forth herein, the Partner must have in effect with Avaya, as applicable, a Distributor, Reseller, or Tier 1 Partner agreement. In addition, Partners who desire to order and resell the Powered by Avaya software as a Partner Service must first enter into the following amendment to their Distributor, Reseller and Tier 1 Partner agreements, respectively, with Avaya:

- The most recent version of the Partner Hosted Cloud Services Amendment

Any Partner who does not first execute these required contracts and amendments with Avaya as described in this Section is not authorized by Avaya to resell the Powered by Avaya software as a Partner Service

#### **4.3.10 License Terms for the Powered by Avaya**

Access or use by any Partner or end customer of the Powered by Avaya software constitutes such Partner, or end customer's agreement to the Avaya Global Software License Terms set forth at <http://support.avaya.com/Licenseinfo> or a successor site designated by Avaya, or made otherwise available by Avaya upon request. If such Partner or end customer does not agree to such Avaya Global Software License Terms, they must not access or use the Powered by Avaya software. The right to access or use the Powered by Avaya software will at all times be conditioned on compliance with payment obligations for the Powered by Avaya software and compliance with the then-current Avaya Global Software License Terms.

The Distributor and Tier 1 Partner must, directly or indirectly, flow down the Avaya Global Software License Terms, as set forth further in the Partner Hosted Cloud Services Amendment to end customer (described in Section 4.3.9 above).

#### **4.3.11 Notice of Any Security Breaches and Emergency Security Issues**

Avaya retains the right to provide notice of security breaches as they relate to the Powered by Avaya software as necessary to comply with applicable laws and regulations. In the event of a security breach, Partner will cooperate and coordinate fully with Avaya with respect to the timing and content of any such notice. To the extent permitted by applicable law, Avaya is not responsible for any costs of notifying any end customers of such a security breach, and the end customer is responsible for all costs of notifying the end customer's employees and, if applicable, its customers of a security breach.

#### **4.3.12 Emergency Services Notice and Disclaimer**

YOU (AS THE PARTNER), UNDERSTAND AND ACKNOWLEDGE THAT THE POWERED BY AVAYA SOFTWARE, AS PROVIDED BY AVAYA, IS NOT CONFIGURED TO SUPPORT OR PROVIDE EMERGENCY CALLS OR COMMUNICATIONS OF ANY KIND, INCLUDING, BUT NOT LIMITED TO 911 AND E911 SERVICE. IT IS RECOMMENDED THAT ANY USER OF THE POWERED BY AVAYA SOFTWARE HAVE AN ALTERNATIVE MEANS OF ACCESSING EMERGENCY SERVICES. YOU MAY HAVE AN OBLIGATION TO PROVIDE EMERGENCY SERVICES, INCLUDING, BUT NOT LIMITED TO 911/E911 SERVICE, BY VIRTUE OF YOUR RESALE OR PROVISION OF THE POWERED BY AVAYA SOFTWARE. IN ORDER TO PROVIDE EMERGENCY SERVICES TO USERS, YOU MUST IMPLEMENT AN APPROPRIATE EMERGENCY SERVICE SOLUTION THROUGH A THIRD-PARTY AND PROPERLY CONFIGURE THE POWERED BY AVAYA SOFTWARE TO ROUTE EMERGENCY CALLS. YOU ARE SOLELY RESPONSIBLE FOR CONFIGURING AND TESTING ANY EMERGENCY SERVICE SOLUTION, INCLUDING CONFIGURATION OF THE POWERED BY AVAYA SOFTWARE. AVAYA (INCLUDING ITS AFFILIATES) SHALL NOT HAVE ANY RESPONSIBILITY OR LIABILITY FOR ANY AND ALL CLAIMS, DEMANDS, SUITS, PROCEEDINGS, LIABILITIES, SETTLEMENTS, ATTORNEYS' FEES, COSTS, EXPENSES, PENALTIES, FINES, JUDGMENTS AND DAMAGES OF ANY KIND RESULTING FROM ANY ACTS OR OMISSIONS RELATED TO YOUR CONFIGURATION OF THE POWERED BY AVAYA SOFTWARE AND/OR PROVISION OF EMERGENCY SERVICE.

YOU ALSO ACKNOWLEDGE THAT EVEN WHEN PROPERLY CONFIGURED, THE POWERED BY AVAYA SOFTWARE HAS CERTAIN CHARACTERISTICS THAT DISTINGUISH IT FROM TRADITIONAL, LEGACY, CIRCUIT-SWITCHED 911 SERVICE. THESE CHARACTERISTICS MAY MAKE THE POWERED BY AVAYA SOFTWARE UNSUITABLE FOR SOME CUSTOMERS. BECAUSE CUSTOMER CIRCUMSTANCES VARY WIDELY, YOU SHOULD ADVISE CUSTOMERS TO CAREFULLY EVALUATE THEIR OWN CIRCUMSTANCES WHEN DECIDING WHETHER TO RELY SOLELY UPON ANY EMERGENCY SERVICE SOLUTION YOU PROVIDE WITH THE POWERED BY AVAYA SOFTWARE. IT IS YOUR RESPONSIBILITY TO ADVISE CUSTOMERS THAT THEY MUST DETERMINE THE TECHNOLOGY OR COMBINATION OF TECHNOLOGIES BEST SUITED



TO MEET EACH CUSTOMER'S EMERGENCY CALLING NEEDS, AND TO MAKE THE NECESSARY PROVISIONS FOR ACCESS TO EMERGENCY CALLING SERVICES. YOU AGREE TO NOTIFY ANY END CUSTOMER OF THE POWERED BY AVAYA SOFTWARE OF THE EMERGENCY CALLING LIMITATIONS DESCRIBED HEREIN. IF YOU ARE A DISTRIBUTOR, YOU WILL REQUIRE RESELLERS TO NOTIFY ANY END CUSTOMER OF THE FOREGOING AND THE EMERGENCY CALLING LIMITATIONS DESCRIBED HEREIN.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, AVAYA (INCLUDING ITS AFFILIATES) SHALL HAVE NO LIABILITY OR RESPONSIBILITY ARISING OUT OF ANY EMERGENCY SERVICES OR ANY ACTS, OMISSIONS, FAILURES OR INTERRUPTIONS OF SERVICE, NEGLIGENCE OR OTHER MISCONDUCT OF ANY EMERGENCY SERVICE PROVIDER, INCLUDING, WITHOUT LIMITATION, 911 OR E911 PROVIDER, OTHER EMERGENCY CALL CENTER PROVIDER, PARTNER, RESELLER, OR CUSTOMER. AVAYA (INCLUDING ITS AFFILIATES) MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE NATURE, SCOPE, EXTENT, PERFORMANCE, COMPATIBILITY, OR QUALITY OF ANY EMERGENCY SERVICES OR SIMILAR SERVICES. YOU HEREBY AGREE TO INDEMNIFY, DEFEND AND HOLD HARMLESS AVAYA AND ITS OFFICERS, DIRECTORS, MANAGERS, EMPLOYEES, AFFILIATES, ATTORNEYS, AND AGENTS, FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, SUITS, PROCEEDINGS, LIABILITIES, SETTLEMENTS, ATTORNEYS' FEES, COSTS, EXPENSES, PENALTIES, FINES, JUDGMENTS AND DAMAGES OF ANY AND ALL KIND WHATSOEVER (INCLUDING, WITHOUT LIMITATION, REASONABLE ATTORNEYS' FEES) BY OR ON BEHALF OF YOU, ANY PARTNER TO WHOM YOU RESELL THE SOFTWARE OR PARTNER SERVICE, AN END CUSTOMER OR ANY USER OF THE SERVICE, ARISING OUT OF OR OTHERWISE RELATING TO ANY ACTS, OMISSIONS, FAILURES OR INTERRUPTIONS OF THE SOFTWARE OR SERVICE, NEGLIGENCE AND OTHER MISCONDUCT OF AVAYA IN CONNECTION WITH EMERGENCY SERVICES.

### 4.3.13 Restrictions

This Powered by Avaya software may not be used for **High Risk Activities** and may not be sold to an end customer using the Powered by Avaya software for any High Risk Activities. "**High Risk Activities**" means activities where the use or failure of the Powered by Avaya software could lead to death, personal injury, or environmental damage, such as the operation of nuclear facilities, air traffic control, or life support systems.

This Powered by Avaya software may also not be used for the transmission of personal health information.

Partners will not create multiple applications, accounts or projects to simulate or act as a single application, account or project or otherwise access services in a manner intended to avoid incurring fees.

Further restrictions are set forth in the Avaya Global Software License Terms set forth at <http://support.avaya.com/Licenseinfo> or a successor site designated by Avaya, or made otherwise available by Avaya upon request.

### 4.3.14 Toll Fraud

"Toll Fraud" is the unauthorized use of telecommunications systems or service by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on the company's behalf). If Toll Fraud occurs, it can result in substantial additional charges. Avaya and its affiliates are not liable for Toll Fraud.

## 5 Termination

There are no Early Termination Fees for the 12 month term offer. If a Partner signs up for a 24 month or 36 month offer, and wants to cancel the Service with Avaya, the Partner will pay an Early Termination Fee equal to 50% of their remaining term. That is, a Partner must pay 50% of the remaining balance on licenses that they have sold to end customers. Early Termination Fees are payable within thirty (30) days from the effective date of termination.



## 6 Discontinuation of Powered by Avaya Software by Avaya

See the Partner Hosted Cloud Services Amendment referenced in Section 4.3.9 for more details on discontinuation.

## 7 Product Specifications

Powered by Avaya are based on the IPO and IPOCC technologies and feature enhancements from the latest service packs and feature packs.

### 7.1 *Interoperability Matrix*

The following table summarizes the supported applications for Powered by Avaya software

Components	Notes
IP Office	Provides core and UC functionality.
IPOCC	Provides contact center enablement. Optional solution component.
Avaya Contact Center Select (ACCS)	Provides contact center enablement. Optional solution component.
Avaya SBCE	Provides Secure Remote Worker and SIP trunking service. Optional solution component.
Avaya OSC	Provides Order Processing.
Avaya OSS	Provides Licensing and Instantiation.
Avaya IPOCC WebApp	Provides contact center agent web interface over private and public networks.
Avaya IPOCC Thick Client	Provides contact center agent interface UI only for private network.

The following table summarizes the supported endpoints for Powered by Avaya software.

Endpoint	Hosted Server [1]	Hosted CPE [2]	Public Network	Private Network	Resilient	Via ASBCE	IPOCC/ACCS Agent
96x1 H323	✓	✓	✓	✓	✓	✗	✓
16xx H323	✓	✓	✗	✓	✗	✗	✓
H175	✓	✓	✓	✓	✓	✓	✗
B179	✓	✓	✓	✓	✗	✗	✗
E129	✓	✓	✓	✓	✓	✓	✗
J129	✓	✓	✓	✓	✓	✓	✗
E159	✓	✓	✗	✓	✗	✗	✗
E169	✓	✓	✗	✓	✗	✗	✗
SIP DECT (D100/D160)	✓	✓	✓	✓	✗	✗	✗
IP DECT	✓	✓	✗	✓	✓	✗	✗
11xx/12xx	✓	✓	✓	✓	✓	✓	✗
Avaya Communicator for Windows	✓	✓	✓	✓	✓	✓	✓
Avaya Communicator for iPad	✓	✓	✓	✓	✓	✓	✗
one-X Mobile Android/iOS	✓	✓	✓	✓	✓	✓	✗
Avaya Communicator Web	✓	✓	✓	✓	✗	✗	✗
96x0 H323	✗	✓	✗	✓	✗	✗	✓
95xx/14xx	✗	✓	N/A	N/A	✗	✗	✓
Analogue	✗	✓	N/A	N/A	✗	✗	✗
IP Office Video Softphone Mac	✗	✗	✗	✗	✗	✗	✗
3rd Party SIP	✓	✓	✗ [3]	✓	✗	✗ [3]	✗

[1] Hosted Server = Primary/Secondary hosted in Datacenter

[2] Hosted CPE = IP500 V2 as part of hosted solution on customer premises

[3] Connection over Public Network and via ASBCE subject to successful DevConnect testing.

## 7.2 Product Documentation

The following table summarizes the documentation available to support Partners launching a Partner Service based on the Powered by Avaya software.

Document	Use this document to:
<b>Planning</b>	
OnAvaya™ and Powered by Avaya IP Office and IP Office Contact Center Reference Configuration for Business Partners	Understand system architecture and network engineering requirements for the Cloud environment.
<b>Implementing</b>	
Deploying OnAvaya™ and Powered by Avaya IP Office and IP Office Contact Center for Business Partners	Understand the planning, setup, configuration, and ongoing administration tasks that BPs perform in both Cloud solutions.
Deploying Avaya Operations Support System	Understand the planning, setup, configuration, and ongoing administration tasks that BPs perform to deploy OSS.

## 7.3 Upgrades

Software upgrades and any associated Powered by Avaya upgrade licenses are included with the Powered by Avaya per user subscription price set forth in Section 4.2 above.

For existing Powered by Avaya R1.1 or R2.0 customers running IP Office R9.1.x and IPOCC R9.1.x. or IP Office R10 and IPOCC R10, the upgrade process is to first upgrade OSS, then follow the same upgrade steps as the on-premises versions of the IP Office and IPOCC products to upgrade to R10.1.

To upgrade an existing Powered by Avaya IP Office or IPOCC customer, use the IP Office and IPOCC R10.1 GA release .ISO to upgrade the systems. There is no unique upgrade ISO for Powered by Avaya IP Office and IPOCC.

If an existing IP Office customer is migrating their IP500 V2 to become part of the cloud solution they first need to upgrade the IP500 V2 to Release 10.1 per the on-premises upgrade instructions. For more details see the IP Office Knowledge Base topic [Migrating Licenses to PLDS](#).

Also important to note that there is no migration of IP500 V2 based VMPro recordings, greetings, etc. as part of a IP500 V2 installed base migration to Powered by Avaya R2.1 These items will need to be installed and re-configured in the Powered by Avaya deployment.

It is expected all Powered by Avaya solution elements will be upgraded to current, including the Hosted version of IP Office R10.x, IPOCC R10.x, OSS R2.x.

## **7.4      *Unsupported Configuration***

The following items are not supported in Powered by Avaya R2.1

- Licenses not included or not orderable with Powered by Avaya R2.1: TTS for Email Reading, TAPI Wav User, UMS Web Services, SM Trunk, Windows Softphone, Mac softphone, Branch licenses, IPsec tunneling, Upgrade licenses.
- Mac Soft Client license is not supported. Mac OS support is via Communicator for Web.
- OSS not a High Availability system.
- Multiple OSS per Partner is not supported.
- Addition of Hybrid and HA Cloud and Media Manager for existing Powered by Avaya R1.1 or R2.0 customers is not supported in the initial release of Powered by Avaya R2.0. That functionality is planned for A1S Cloud for a future release. In the interim, a workaround for an existing customer who wants to add IP500V2 or HA is to cancel their existing Powered by Avaya order and order a new instance.
- Powered by Avaya R2.1 unsupported deployments:
  - Cloud IPOCC with on-premises IP Office Preferred Edition or Server Edition
  - Primary Server on CPE with failover to Secondary in Cloud or vice versa
  - Primary Server on CPE and only OSS in the Cloud
- ASBCE not available with Powered by Avaya as an OPEX offer, but can be sold separately as CAPEX.
- AWFOS not available with Powered by Avaya as an OPEX offer, but can be sold separately as CAPEX.
- For Avaya IPOCC and ACCS, Partners must complete the steps to create their own OVA file for Powered by Avaya IPOCC deployments.
- Avaya does not provide training or support for hypervisor features; the Hosting Partner is responsible for implementing and supporting these capabilities working in conjunction with the hypervisor vendor.

## 8 Product Order Codes, and Licensing

### 8.1 *PLDS Licenses*

PLDS license files are used with the Powered by Avaya software. These are applied to the systems based on the customer configurations in A1S Cloud Services. Distributor or Tier 1 Partners will be charged by Avaya using the billing codes dependent on what is ordered, as set forth in more detail in Section 6 above.

The default license files for the Service are below and incremented by adding the User license codes.

Powered by Avaya IPO	Maps to following IPO Licenses
System Bundle (included with Powered by Avaya IP Office every instance)	With Powered by Avaya R2.1 the following licenses are unlimited, so will no longer be acquired from the OSS/WebLM server: <ul style="list-style-type: none"> <li>• SIP Trunk Sessions</li> <li>• Server Edition</li> <li>• PRI Channels</li> <li>• CTI Link Pro</li> <li>• Voicemail Pro Ports</li> </ul>
Telephony User	▪ Avaya IP Endpoint License (Quantity 1)
3 <sup>rd</sup> Party Telephony User	▪ 3rd Party IP Endpoint License (Quantity 1)
UC User	▪ Avaya IP Endpoint License (Quantity 1) ▪ Power User license (Quantity 1) ▪ Web Collaboration User (Quantity 1) ▪ Integrated Contact Reporter (Quantity 1)
3 <sup>rd</sup> Party UC User	▪ 3rd Party IP Endpoint License (Quantity 1) ▪ Power User license (Quantity 1) ▪ Web Collaboration User (Quantity 1)
IP500 Digital/Analog User	▪ IP500 Digital/Analog User License (Quantity 1)
IP500 UC Digital Analog User	▪ IP500 Digital/Analog User License (Quantity 1) ▪ Power User license (Quantity 1) ▪ Web Collaboration User (Quantity 1)
SMB Cloud Telephony User	▪ Avaya IP Endpoint License (Quantity 1)
SMB Cloud 3 <sup>rd</sup> Party Telephony User	▪ 3rd Party IP Endpoint License (Quantity 1)
Receptionist/Soft Console *	▪ Receptionist/Soft Console
Contact Recorder-System based license	▪ Contact Recorder (Quantity 1). ▪ This is an optional system add-on license for IP Office or IPOCC or ACCS deployments.

Media Manager-System based license	<ul style="list-style-type: none"> <li>Media Manager (Quantity 1)</li> <li>This is an optional system add-on license for IP Office. Not currently supported with IPOCC or ACCS</li> </ul>
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\* Effective March 13, 2017, the Receptionist license is no longer included in the system bundle for new orders, but will be separately orderable.

Powered by Avaya IPOCC	Maps to following IPO/IPOCC Licenses
System Bundle	<ul style="list-style-type: none"> <li>IPOCC Base License (Quantity 1)</li> <li>IPOCC Wallboard (Quantity 5)</li> <li>Avaya IP Endpoint License (Quantity 1)</li> </ul>
Voice Agent	<ul style="list-style-type: none"> <li>Voice Agent (Quantity 1)</li> </ul>
Multi-Channel Agent	<ul style="list-style-type: none"> <li>Multi-Channel Agent (Quantity 1)</li> </ul>
Supervisor Agent	<ul style="list-style-type: none"> <li>Supervisor Agent (Quantity 1)</li> </ul>

Additional configuration rules for IPOCC:

- Provision one Powered by Avaya Telephony User or UC user for IPOCC Voice Agent
- Provision one Voice Agent and one Powered by Avaya Telephony User or UC user for IPOCC Voice Agent for each IPOCC multi-channel agent.
- Provision one Powered by Avaya Telephony User or UC user for IPOCC Supervisor.
- Media Manager or Contact Recorder call recording options must be ordered separately in A1S Cloud.

Powered by Avaya Contact Center Select	Maps to following IPO/ACCS Licenses
System Bundle	<ul style="list-style-type: none"> <li>ACCS Base License bundle (Quantity 1)</li> </ul> <p>This provisions the Avaya Contact Center Select base software licenses including 10 voice agents plus 1 multimedia agent plus 1 supervisor, plus 10 announcement ports plus 10 dialog ports plus 10 CCTCC, plus 1 Report Creation Wizard license.</p> <ul style="list-style-type: none"> <li>Avaya IP Endpoint License (Quantity 1)</li> </ul>
Voice Agent	<ul style="list-style-type: none"> <li>Voice Agent (Quantity 1)</li> </ul>
Multi-Channel Agent	<ul style="list-style-type: none"> <li>Multi-Channel Agent (Quantity 1)</li> </ul>
Supervisor Agent	<ul style="list-style-type: none"> <li>Supervisor Agent (Quantity 1)</li> </ul>
Report Creation Wizard	<ul style="list-style-type: none"> <li>Report Creation Wizard (Quantity 1)</li> </ul>
Open Queue Agent	<ul style="list-style-type: none"> <li>Open Queue Agent (Quantity 1)</li> </ul>

Additional configuration rules for ACCS:

- Provision one Powered by Avaya Telephony User for each configured ACCS Voice Agent or
- Provision one Powered by Avaya UC user for every ACCS agent or ACCS Supervisor/Voice Agent that is
  - Configured to use IP Office Release 10 Avaya Communicator for Windows
  - Configured to operate as an ACCS Remote Agent.
  - Configured to use an IP Office physical phone with IP Office remote worker functionality.
- Contact Recorder call recording must be ordered separately in A1S Cloud.



## 8.2 IP Office Features

The feature set available to IP Office Telephony and Unified Communications users is summarized in the chart below.

High Level Telephony / UC Features		
	Telephony User	UC User
Broad Endpoint Selection (IP, Digital, Analog, DECT/Wireless,	✓	✓
Digital Endpoints	✓	✓
Analog Endpoints	✓	✓
Mobile Endpoints (including VoIP)		✓
Softclients (Windows, Mac, iOS, Android, WebRTC)		✓
Basic Telephony Features (make, receive, hold, transfer, voicemail, park/page)	✓	✓
Advanced Telephony Features (UMS, video calling, Instant Messaging and Presence)		✓
Secure Remote Worker	✓	✓
Call Recording	✓	✓
Ad-hoc meet me conferencing	✓	✓
Scheduled audio conferencing		✓
Web Collaboration		✓
Desktop Application Integration (Lync, Outlook)		✓
Web Application Integration (SFDC, Google, O365, web-page)		✓
Rich Desktop UC (IM/P, telephony, directory, conference controls, call recording, visual voicemail)		✓
Rich Tablet UC (IM/P, Telephony, directory, visual voicemail)		✓
Rich Mobile UC (IM/P, Telephony, directory, conference controls, call recording, visual voicemail, location based svcs)		✓

In general, Telephony User is entitled to features such as: make/receive calls, park & page, basic call logs, call forwarding, call transfer, calling line ID delivery, do not disturb, intercept user, last number redial, three-way calling, voicemail, hot desking, mobile twinning, conference bridge.

A Unified Communication (UC) User is entitled to all of the Telephony User features above plus: advanced mobile application (one-X Mobile Preferred), UMS voicemail e-mail synchronization, PC and iPad softphone, video calling, instant messaging and presence, SFDC plug-in, Outlook plug-in, and Lync plug-in.

## 9 Order Configurations and Rules

### 9.1 Requirements for Ordering

Partners must be correctly on-boarded and Avaya certified for selling, installing, and maintaining IP Office before ordering the Powered by Avaya software. Partners must also have entered into all the appropriate contracts/amendments with Avaya, as set forth in Section 4.3.9 above.

Partners interested in participating in the Powered by Avaya solution, must first complete and submit a Cloud Service Provider application. The application can be downloaded at the following link:

<https://news.avaya.com/ipoffice-cloud-partner-application>. After the application has been reviewed, a team member will reach out to the Partner for next steps.

## 10 Services and Support

### 10.1 *Maintenance Service Offer*

Maintenance service and upgrades are included in the Powered by Avaya per user subscription price set forth in Section 4.2 above.

Co-Delivery Hosting Partners are responsible to implement and maintain their hosted infrastructure and Avaya Services provides T3 and T4 support for the Powered by Avaya service. Wholesale Hosting Partners are also responsible to implement and maintain their hosted infrastructure and Avaya Services provides T2, T3, and T4 support to Wholesale Hosting Partners. The support will be delivered to the Hosting Partner by the Global Support Service (GSS) Cloud Capsule team for IP Office.

#### Post-Installation Support (Day 2)

- Support Inclusions and Prerequisites:
  - o All Partners must have the requisite minimum credentials noted in Section 2 for all products sold in the Powered by Avaya IP Office and IPOCC solution.
  - o Avaya installation support and onsite support are excluded, and are the Partners responsibility.
  - o The Hosting Partner provides the first line of support in isolating the issue to the Avaya application before requesting Avaya support. The partner must operate and maintain a support operations help desk to receive service requests from the end customer.
  - o Upon receipt of a service request from the partner, Avaya will perform remote technical support for break-fix of the Powered by Avaya applications. The Service must be installed and working in accordance with Avaya standards and published documentation, including all associated application and configuration notes. Support of phones is excluded.
  - o Partner and end customer maintenance records must reflect appropriate support coverage.
  - o Only the Partner may raise support requests to Avaya, and Avaya support is provided only to the Partner. All support interaction with the end customer is performed by the Partner. This applies to both the Co-Delivery and the Wholesale support models.
  - o Co-Delivery support may only be requested by the Partner's credentialed support technician. Per-incident charges may be billed to the partner if the partner does not comply with the requirements in this document.
  - o During installation, the Partner must complete product registration and technical onboarding for the OSS, IP Office and IPOCC; without this, Avaya support cannot be provided.
  - o Technical Onboarding is initiated through GRT and involves testing successful remote connectivity using SAL.
  - o For Distributors who host Powered by Avaya IP Office and IPOCC, the co-delivery certified Partners need to complete the technical onboarding in GRT and open Service Requests (SRs) with Avaya Support. If the hosting Distributor wants to open an SR, they will need to provide the end-customer Sold To associated with customer.
- Service request creation:
  - o Partners who purchase the Powered by Avaya IP Office/IPOCC subscription should select product type as "Powered by Avaya". This will show up the subscription based assets that can be utilized to submit an SR.



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- Partners who purchase the Powered by Avaya IP Office/IPOCC subscription can receive support through multiple channels, specifically;
    - Engagement Web Chat, web talk and web video, the online searchable knowledge base, liaising with the online support community
    - For Service Outages, Partners can either escalate through the TSO button (support.avaya.com) or by calling the local service desk.
    - Support requests are routed to the existing GSS delivery teams for IP Office, IPOCC and Operations Support System (OSS).
    - Reporting IPO/IPOCC Issues: Service Requests for IPO/IPOCC should be created against the end-customer FL used to order Powered by Avaya IP Office Solution licenses.
    - Reporting OSS Issues: Service Requests for OSS must be created against the partner FL used to provision OSS
  - For Avaya A1S Cloud Services issues the partner can create an ITSS ticket against Assignment Group: IT-AVA-ONESOURCE-CLOUD or request support by calling – ITSS @+1-866-282-9248
  - Supplemental Advanced Parts Replacement (APR) coverage for a Hybrid Cloud premise IP500 V2 server:
    - In addition to the cloud subscription service, supplemental IPOSS APR coverage may be purchased for Hybrid Cloud solutions that have a premise IP500 V2 server. This APR coverage is available via purchase of the Avaya IP Office Support Services contract and is purchased via Avaya One Source (A1S).
      - APR coverage is available on only the premise IP500 V2 server
      - Offered in both support models: Wholesale and Co-Delivery
      - Available in 1, 3 and 5 year pre-paid terms, and coverage is not refundable for termination/cancellation of the Powered by Avaya service nor IPOSS contract.
      - Choice of parts service levels: Next Business Day (NBD), 4-Hr, APR Onsite Parts (per geographic availability)

## 10.2 Remote Connectivity using SAL

Remote Connectivity using Secure Access Link (SAL) is a mandatory requirement for Powered by Avaya solution for Co-Delivery and Wholesale as well for accurate renewals quoting. All the constituent components in Powered by Avaya solution including IPOCC, ACCS, ASBCE, AWFOS and OSS support rapid serviceability through SAL to Avaya Client Services and participating Partners. Note however that SAL is not supported on ASBCE and AWFOS. SAL uses the Partner's existing Internet connectivity to facilitate remote support. All communication is outbound from the Partner's environment using encapsulated Hypertext Transfer Protocol Secure (HTTPS). SAL requires upload bandwidth of at least 90 KB/s (720 Kbits/s) with latency no greater than 150ms (round trip).

A Secure Access Link 2.5 Gateway can be deployed in Partner provided VMware infrastructure and manage ~ 500 devices through a single instance.

Important: Partners must ensure that SAL is always configured and registered with Avaya during installation. Avaya support will be delayed or not possible if SAL is improperly implemented or not operational. Secure Access Link is supported through the Avaya Client Services Backbone team. Simply go to support.avaya.com, and place a web ticket for assistance.

For more information on Secure Access Link (SAL) follow the links below;

SAL Whitepaper: <https://sales.avaya.com/documents/1399552180941>

SAL Offer Definition: <https://sales.avaya.com/documents/1399552153865>

Documentation and other Collaterals: <https://support.avaya.com/products/P0587/secure-access-link/2.5.x>

## 10.3 *GRT Registration and Technical Onboarding*

In order to register products in GRT, a Partner must have GRT permissions **for the Sold To/FL(s) they want to register products against:**

- Once the contract is setup in SAP and has the 'Siebel dealer ID' field populated, the information flows into CAT which gives the Partner 'Support Services' and 'Registration' permissions automatically for the duration of the contract
- Registration permissions can also be requested by the Partner, and granted by the end customer, using the Customer Authorization Tool. For more information, please visit [support.avaya.com/CAT](https://support.avaya.com/CAT)
- Install Base Creation is not necessary because the material code should already be on the install base when it was ordered. Still, sure the install base records have correctly flown from PLDS into respective Sold To.

### Registering IP Office Powered Using SAL (Step 1/3)

A single SAL gateway can cater to multiple devices in Partner's datacenter. The Partner registers a SAL Gateway **at their own Sold To/FL**. The Partner should complete both Install Base Creation and Technical Onboarding in GRT to register the SAL Gateway.

Refer to: <https://support.avaya.com/public/index?page=content&id=PRCS100884>

### Registering IP Office Powered Using SAL (Step 2/3)

- The Partner registers Operations Support System (OSS) **at their own Sold To/FL**
  - The material code that should be used is 381427
  - The Partner should complete only Technical Onboarding in GRT to register the OSS
    - Install Base Creation is not necessary because the material code should already be on the install base when it was ordered
    - When performing Technical Onboarding, the Partner should link the OSS with the SAL Gateway registered in Step 1/3

Technical Onboarding instructional video: <https://youtu.be/Yy6SNlaYTpk>

## Registering IP Office Powered Using SAL (Step 3/3)

- The Partner registers the IP Office Powered Solution **at the end customer's Sold To/FL**
  - The material code that should be used for the core IP Office system deployed in cloud is 385829 or 385830
  - The Partner should complete only Technical Onboarding in GRT to register the IP Office Powered Solution
    - Barring the exception of IPO500V2 hardware, Install Base Creation is not necessary because the material code should already be on the install base when it was ordered
    - When performing Technical Onboarding, the Partner should link the IP Office Powered Solution with the SAL Gateway registered in Step 1
  - Technical Onboarding instructional video: <https://youtu.be/Yy6SNlaYTpk>
  - SAL documentation: <https://support.avaya.com/products/P0587/secure-access-link/2.5.x>

Material Codes eligible for registration and technical onboarding in GRT are described in the table below. These material codes also carry appropriate support entitlements for Avaya Powered IP Office and IPOCC Solution.

The following material codes will be used for registration and technical onboarding in the Avaya Global Registration Tool (GRT).

MATERIAL CODE	MATERIAL CODE DESCRIPTION	SOLUTION ELEMENT ( SE) CODE	FL USED FOR REGISTRATION
385829	POWERED IPO TELE USER SUBS /S	IPOLNX	End Customer FL
385830	POWERED IPO UC USER SUBS /S	IPOLNX	
389272	POWERED IPO TELE 3PTY ENDPT SUBS /S	IPOLNX	
389273	POWERED IPO UC 3PTY ENDPT SUBS /S	IPOLNX	
393507	PWRD SMB IPO TELE USER SUBS /S	IPOLNX	
394080	PWRD WHSL IPO TELE USER SUBS /S	IPOLNX	
394082	PWRD WHSL IPO UC USER SUBS /S	IPOLNX	
394086	PWRD WHSL IPOCC VCE AGT SUBS /S	IPOCC	
394087	PWRD WHSL IPOCC MCHNL AGT SUBS /S	IPOCC	
385826	POWERED IPOCC VCE AGT SUBS /S	IPOCC	
385827	POWERED IPOCC MCHNL AGT SUBS /S	IPOCC	
394210	POWERED ACCS R7 BASE SFTW BNDL CHARGE	ACCS	
394144	POWERED ACCS R7 BASE SFTW BNDL \H LIC	ACCS	
393104	POWERED ACCS R7 VCE AGT /S	ACCS	

700476005 <sup>1</sup>	IP OFFICE 500 VERSION 2 CONTROL UNIT	IP5XV2	End Customer FL used to order IPO500V2 h/w
381427	OPS SUPPORT SYSTEM R1	OSS	Partner FL

Note: Technical On-boarding is not required for trial and DGTL/ANLG USER SUBS material codes.

**Refer the URL below for a demo of GRT Registration and Technical Onboarding process;**

<https://www.youtube.com/watch?v=Yy6SNlaYTpk&feature=youtu.be>

## 11 Product Authorization

Authorization is the process by which the Partner organization establishes its readiness to support a new or existing product. This readiness may involve both competency of personnel as well as equipment and facilities. In order to offer the Powered by Avaya software, all partners must have IP Office Install credentials. Authorized partners who do not have the IP Office Maintain credential must purchase via the Wholesale support model. Information on Avaya's Authorization process can be found on the Avaya Connect page at <https://sales.avaya.com/en/general/avayaedge>.

### 11.1 CSP Authorization

CSP authorization is the process by which Avaya Hosting Partners establish their readiness to support the Powered by Avaya offer. This readiness may relate to competency of personnel or requirements concerning equipment or facilities, including Data Centers or Hosted Solution design.

### 11.2 Credential Strategy

Avaya has a long-standing commitment to customer satisfaction. It is essential that our Partners are equipped with the necessary tools to become knowledgeable on the products and services, which are sold and maintained. This ensures that the appropriate product positioning, configuration, installation and support services are delivered to the end-customer. To support our commitment to the customer, we require a Partner to become authorized in order to resell and service certain products and services.

### 11.3 Credential Requirements

The Powered by Avaya offer is available to authorized Hosting Partners for the sole purpose of marketing and reselling their own Cloud Service. The Powered by Avaya offer may be purchased only by those Hosting Partners who have executed the Partner Hosted Cloud Services Amendment who have been on-boarded as an Avaya Tier-1 Partner.

The Hosting Partner must also hold the minimum sales and services credentials and accreditations as well as the authorization to maintain all Products included as part of the Hosted Solution.

<sup>1</sup> Refer [Deploying Avaya IP Office™ Platform SSL](#)

[VPN Services](#) when using SSL/VPN establish remote access between Avaya and remote IPO500V2 expansion modules

Avaya Certifications and Assessments measure an individual's competency on Avaya products and services. They support Partner authorization. The exams associated with Avaya Certifications are closed book and proctored (secure monitored test environment). Avaya uses a blend of Online Tests and Proctored Exams to validate competencies. Professional Specialist credentials are awarded based upon passing Online Tests. Certified credentials incorporate Proctored Exams as a requirement to earn the credential.

The Avaya Learning website houses all of the Partner credential requirements, policies and credential training maps. [www.avaya-learning.com](http://www.avaya-learning.com)

## 12APPENDIX: Product Reference Information

### Product Information

- Powered by Avaya IP Office product page on [www.avaya.com](http://www.avaya.com) or [SME Sales Portal](#)
- IP Office R10.1 Product Update <https://sales.avaya.com/en/pss/ip-office-release-10.1-sales-toolkit>
- IPOCC R10.1 Offer Definition <https://sales.avaya.com/en/pss/ip-office-contact-center>
- ACCS R7: <https://sales.avaya.com/en/pss/avaya-contact-center-select-7>
- Avaya Workforce Optimization Select Offer Definition <https://sales.avaya.com/en/pss/avaya-workforce-optimization-select-smb?view=collateral>

- End of Document