



Title: End Of Sale Notification for select Magic On Hold ® Announcement Systems Custom Programs

Notification Date: March 28, 2005

In order to simplify the current product line and to make ordering easier for both customers and sales teams, you will be able to order any single custom production or two custom productions using only one SAP material code.

Effective July 11, 2005, Avaya will no longer sell (make commercially available) select Custom programs.

Discontinued SAP/PEC Codes

SAP Code	Description
115627	MOH SPECIALITY PROGRAM , TWO CUSTOM PROGRAMS
117986	MOH CUSTOM PROGRAM , TWO CUSTOM PROGRAMS
405135344	MOH CUST STUDIO AUTH SPEC PROG, SINGLE PROGRAM
406876656	MOH UPG SIMPLY MAGIC PERSONALIZED
406876680	MOH DIGITAL CUSTOM TAPE PROGRAM

Migration Strategy

Going forward, ordering will be accomplished with a single-use SAP material code.

SAP Code	Description
407556224	MOH SINGLE CUSTOM PRODUCTION

If you have questions or would like more information about Magic On Hold hardware and programs, click here and an authorized [Avaya Representative](#) will contact you.

Schedule

End of Sale (EoS)	July 11, 2005
Minimum Period of Support Availability after EoS	12 months

Minimum Period of Support Availability

The Minimum Period of Support availability represents the minimum period of time after the product end of sale date, during which Avaya will make available support for the product per the Avaya Manufacturer Support Policy. [Read the Avaya Manufacturer Support Policy](#). Support may be extended past that period at the discretion of Avaya Global Services, BusinessPartners or other service providers. For additional information concerning long term support please contact your Service Provider.

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by BusinessPartners or other service providers.



Additional information concerning Avaya Global Services can be found on the [Services Offer Information](#) web site. [Get more information about Avaya Extended Support.](#)

For additional Information about Avaya Solutions please visit the [Avaya Business Solutions](#) Web site.