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## Avaya's Product Security Vulnerability Response Policy

### Abstract

Avaya's goal is to deliver secure, reliable products. However, Avaya recognizes that in today's environment, security vulnerabilities may be identified after a product is launched. These vulnerabilities may occur in Avaya developed capabilities, embedded technologies, and in execution environments on which Avaya products operate. In each of these cases, Avaya looks to active threat monitoring, rapid assessment and threat prioritization, response, and proactive customer contact, and expedited remediation, to help resolve security vulnerabilities.

This document describes Avaya's Product Security Vulnerability Response Policy ("Policy"). This Policy does not apply to all Avaya products. Some products may be covered by other Avaya policies and procedures. Avaya does not guarantee that all security vulnerabilities will be detected and/or remediated.

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# 1. Introduction

Avaya utilizes a Vulnerability Threat Monitoring (VTM) system to support the resolution of security vulnerabilities in Avaya products. This Policy will be used as guidance for tracking, categorizing, and responding to security vulnerabilities.

This Policy describes the sources which are tracked and the Avaya security response process. This Policy supersedes all previous policy or practice documents regarding this topic for the products covered by this Policy.

The overall VTM process is divided into four stages: Monitoring, Assessment, Notification, and Remediation. These stages are explained in the following sections.

## 2. Monitoring

During the monitoring stage, Avaya will actively monitor security notification sources. Avaya has chosen to monitor information provided by only those sources which meet the following criterion:

- A vendor of a product which is incorporated in Avaya products.
- A government agency which is vendor-agnostic and is deemed by Avaya to be reputable in their information.

In addition, Avaya will resolve vulnerabilities based on information obtained outside of these sources. This may include customer or third-party findings, internal development, or research efforts.

## 3. Assessment

Once a security notification is received from a monitored source, the applicability of the reported issues to Avaya products will be determined. Avaya uses the Common Vulnerability Scoring System (“CVSS”) as a part of our process for evaluating potential vulnerabilities in Avaya products. As a standard part of our assessment, we will obtain the CVSS base score as reported by the National Institute of Standards and Technology in the National Vulnerability Database or the vendor for the affected component. The severity classification is determined by the CVSS base score calculated for each vulnerability in the security notification:

CVSS Base Score	Severity Classification
9.0 – 10.0	Critical
7.0 – 8.9	High
4.0 – 6.9	Medium
0.1 – 3.9	Low
0.0	None

More information on CVSS and how the score is calculated can be obtained from <https://www.first.org/cvss/>.

## 4. Notification

Once the assessment phase has produced an initial rating, customers are notified of the applicability and classification of the reported vulnerabilities through an Avaya Security Advisory (“ASA”).

The ASA is posted on the Avaya Support Website <https://support.avaya.com/security> and notification of the posting is made through the Avaya E-Notification Services distribution for those who have signed up to receive notification on the Avaya Support Website.

Notifications on ASAs are typically made within 24 hours of the release of the vulnerability. The following table provides the specific response targets based on the vulnerability severity.

Severity Classification	Target Intervals for Assessment and Notification
Critical	Within 3 business days
High	Within 1 week
Medium/Low	Within 2 weeks

To receive proactive notification of the updated ASA, users can register with the Avaya E-Notification Services by performing the following steps:

- 1) Browse to <https://support.avaya.com>
- 2) If an account has not been created, select “Register Now”, and create an account.
- 3) Enter the account credentials and select “Login”.
- 4) Once logged in, click on the “Set E-notifications” link at the bottom of the page.
- 5) This opens the “E-Notifications” page with all the available notifications.
- 6) To receive notification for all Advisories as they are posted, in the general notifications list click the check box next to “Security Advisories” and click on “Update”. If the check box is already checked then no further action is required.
- 7) To receive notifications for an individual product and release, click on “Add More Products” in the product notifications section. Scroll down the list and select the product, select the release of the product from the “Select a Release Version” drop-down selection box, select the box for “Security Advisories” and click on the “Submit” button. Repeat for additional products.
- 8) When finished adding products, select “My Notifications” to return to the main E-Notifications page. All products added from the previous steps should be listed in the product notification section.

The client is now ready to receive email E-Notifications whenever a new ASA is published, or an existing ASA is updated.

## 5. Remediation

Identified vulnerabilities may be associated either with:

- Avaya-coded components of the product, or
- Third-party components within the product.

When the vulnerability is associated with a component of the product for which Avaya has direct responsibility, Avaya will create and release a patch or identify another mitigation for the vulnerability.

When the vulnerability is associated with a third-party provided component of the solution and the third-party has made a patch available, Avaya may recommend the patch be applied by the customer. In other cases, Avaya may not recommend installation due to interoperability, stability or reliability issues with the patch and the Avaya product. Customers who apply third-party provided patches without Avaya's recommendation may void their warranty.

In some instances, when a software vendor provides a patch to address a vulnerability, Avaya may decide to address the vulnerability through other means to avoid potential risks to Avaya applications. This may include the modification of existing software through an Avaya-issued patch that is released separately or incorporated into future releases of the product.

Based on the severity classification and Avaya's decision on an approach to the vulnerability, Avaya will use reasonable efforts to provide remediation actions based on the following target intervals:

NOTE: Avaya is dependent on many factors to meet the target remediation action intervals (defined in the previous table), including vendors providing updated components in a timely manner. These timeframes are targets and not guarantees.

<b>Severity Classification of Vulnerability</b>	<b>Target Intervals for Remediation Action</b>
Critical	<p>If a software patch needs to be developed by Avaya it will be released as a patch, service pack, or update as soon as reasonably possible.</p> <p>If a software patch or other mitigation is available, resolution information will be provided per product in a new or updated PCN/PSN.</p>
High	<p>If a software patch needs to be developed by Avaya, it will be included in the next service pack or update where the patch can be reasonably incorporated.</p> <p>If a software patch or other mitigation is available, resolution information will be provided per product in a new or updated PCN/PSN.</p>

Medium	<p>If a software patch needs to be developed by Avaya, it will be included in the next minor release where the patch can reasonably be incorporated. If no new minor releases are scheduled for a product, and Avaya is providing maintenance support, Avaya will incorporate the fix into a service pack or update.</p> <p>If a software patch or other mitigation is available, resolution information will be provided per product in a new or updated PCN/PSN.</p>
Low	<p>If a software patch needs to be developed by Avaya, it will be included in the next major or minor release where the patch can reasonably be incorporated. If no new major or minor releases are scheduled for a product, and Avaya is providing maintenance support, Avaya will make reasonable efforts to incorporate the fix into a service pack or update.</p> <p>If a software patch or other mitigation is available, resolution information will be provided per product in a new or updated PCN/PSN.</p>

## 6. Reporting a Suspected Security Vulnerability

### Avaya Customers and Business Partners:

While Avaya is committed to helping our customers operate their Avaya systems and networks securely, the customer is responsible for the security of their environment. Customers with information regarding any suspected security problems with Avaya products can create a Service Request through their normal support channel by either using the Self Service link on the [Avaya Support Website](#), or contacting the Customer Support phone number under the Maintenance Support Link (1-800-242-2121 for US domestic customers).

### External security researchers:

Security researchers who are not Avaya customers or business partners wishing to report a suspected security finding with Avaya products can email [securityalerts@avaya.com](mailto:securityalerts@avaya.com).

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