End-of-Sale Notice

Notification Date: June 5th, 2009
Effective Date: August 3rd, 2009
Subject: End-of-Sale Notice

- Avaya 5602SW phone (Global)
- Avaya 4400 line of digital phones (NAR region)
- Avaya WIFI starter Package (NAR region)
- Avaya IP DECT bundles (EMEA region)

Region: Global

Summary

Avaya is announcing the End-of-Sale (EoS) of the following IP Office phones, effective August 3rd 2009

Offer Code	Description	Offer Code	Description
700381932	IPO 5602SW+ IP TELSET GRY	**700410368**	AVAYA WIFI STARTER PACK
108199027	MER MAG TELSET 4406D+ BLK/US	**108199050**	MER MAG TELSET 4412D+ BLK/US
108199084	MER MAG TELSET 4424D+ BLK/US	**108199696**	MER MAG 4450 DSS CONS BLK/US
108541194	44XX MNTG STAND SM BLK 15A-003	**108541269**	44XX MNTG STAND LRG BLK 16A-003
108596412	AUX PWR SUPPLY 4424LD+/4450 DSS	**700378987**	IP DECT IPO BNDL 1 RFP AND 1 LIC:CU
700379001	IP DECT IPO BNDL 3 RFP & 3-5 LIC:CU	**700379019**	IP DECT IPO BNDL 3 RFP AND 6+ LIC:CU

This document provides details of the Avaya transition strategy with regards to replacement products for each family of solutions.

Please note the following IP DECT bundle (also referred to as “IP DECT Starter Package”) is **not** affected:

- 700378995 - IPO DECT IPO BNDL 2 RFP and 2 LIC:CU

Transition Summary

- Effective **August 3rd, 2009,** the phones and packages listed above are to be withdrawn from sale
- Subject to availability, the latest date for orders for these products can be placed is July 31st, 2009
- Thereafter, these order codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- Following standard Avaya support and warranty guidelines, products identified as EoS will be supported (technical support, repairs, etc) for a minimum of 3 years (August 2012)

Discontinued Order Codes and Migration Strategy

For all products, suitable substitutes exist:

5602 SW IP phone: (Global)

We recommend using the 1600 series IP phones instead, available with IP Office Release 4.2 and above.

Offer Code	Description
700415540	1603 IP PHONE
700415557	1608 IP PHONE
700450190	1616 IP PHONE

It is also planned for summer 2009, to support the 1603 SW phones with integrated switch that offers comparable functionality at a lower list price then the 5602 SW.

WIFI bundle: (North America Region only)

The WIFI bundle consisted of a pre-packed set of 3 of the 3616 WIFI phones and an Avaya Voice Priority processor. It was available in North America only.

We recommend ordering the components separately. Please note that the 3616 phone is also End of Sale, please use a 3641 or 3645 phone instead.

Offer Code	Description
700430408	AWTS 3641 WRLS PHONE
700430416	AWTS 3645 WRLS PHONE
700430424	AWTS SINGLE CHARGER 3641 3645
700413164	AWTS NETLINK AVPP 10 - 10 user max. capacity
700245764	AWTS NETLINK POWER SUPPLY

4400 phones: (Americas only)

We recommend using the appropriate 5400 series digital phones or 1600 series IP phones.

5400 are our core digital set that address the same target markets.
1600 series IP phones are especially well suited when a large number of keys with dual LED and Button Module is required. The 1616 IP phone has 16 keys plus supports up to 3 button modules for a total of 112 keys.

Codes for 5400 phones:

Offer Code	Description
700381981	IPO 5402 DCP TELSET
700382005	IPO 5410 DCP TELSET
700381627	IPO 5420 DCP TELSET
700381817	EU24 1XU-A Expansion Module

Codes for 1600 series IP phones, please see above.

IP DECT Pre licensed bundles

Since introduction of IP Office R4.1, a new 'Plug and Play' license mechanism was introduced and consisted of a 2 Base-station "Starter kit" and a Pre-Licensed "Upgrade Kit". We recommend using this licensing approach as the more flexible solution.

Plug and Play licensing:

Offer Code	Description
700378987	IP DECT IPO BNDL 2 STR KIT
700436561	IP DECT RFP32 UPG KIT INTL
700436587	IP DECT RFP34 UPG KIT INTL

Alternatively, Licenses and Base stations can be bought separately; this would then require activation of the license with a license server.

Base Station and Separate Licenses:

Offer Code	Description
700420789	IP DECT INDOOR BASE STATION RFP 32
700420797	IP DECT OUTDOOR BASE STATION RFP 34
700379027	IP DECT IPO MOBMGR 1 RFP
700379035	IP DECT IPO MOBMGR 2 RFP
700379043	IP DECT IPO MOBMGR 3-5 RFP
700379050	IP DECT IPO MOBMGR 6+ RFP

Schedule

End-of-Sale announcement	June, 5th 2009
End-of-Sale (last orders subject to availability)	August 3rd 2009
Minimum Period of Support Availability after End-of-Sale	3 Years

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 Commitment.

Support may be extended past that period at the discretion of Avaya Services, BusinessPartners or other service providers.

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements.

Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers.

Avaya Services Offers:
http://support.avaya.com/japple/css/japple?PAGE=avaya.css.OpenPage&temp.template.name=ServicesOffers

Avaya End-of-Sale Notices:
http://support.avaya.com/japple/css/japple?PAGE=ProductArea&temp.productID=161339

Avaya Manufacturer Support Policy:
http://support.avaya.com/elmodocs2/prodtran/Avaya_Manufacturer_Support_Policy_09302007.pdf

Additional Information

Avaya Partner Portal:
http://partner.avaya.com/ptlWeb/ptl/internal?_nfpb=true&products_products_actionOverride=/portlets/products/gotoProduct&_pageLabel=products&products_productsprod_id=P0160&_windowLabel=products_products

Avaya IP Office Knowledge Base web site:
http://marketingtools.avaya.com/knowledgebase/

Appendices

Contacts

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Product Marketing Manager	Diane Otto	908-953-3386	dotto@avaya.com
Pre Sales Technical Support North America only		888-297-4700	technictr@avaya.com
Post Sales Technical Support	Contact your Distributor		
Technical support (Warranty, T&M, Maintenance) North America only	Avaya Global Technical Services (GTS) organization	BusinessPartners 877-295-0099 Customers 800-628-2888	http://support.avaya.com
Maintenance Service Support North America only	BusinessPartner Care Center	800-225-0266	
Pre-sales service support (offers, processes, Maintenance Pricing Tool support) North America only	Avaya Technology & Consulting Group	888-297-4700 Please specify “Services” when prompted	atac@avaya.com Please include “SMBS Services” in your subject line.
Implementation Support North America only	Avaya Service Center	866-282-9266	Pre-scheduled installation service (chargeable) 866-282-9266. 24-hour installation Rescue Me Service (chargeable) 877-295-0099.
Avaya University			http://www.avaya-learning.com/.

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