



Avaya Extended Manufacturer Software Support Policy

Effective November 9, 2009

The following outlines Avaya's policy regarding Extended Manufacturer Software Support:

Avaya provides sales and support of its major software releases for varying periods of time today, known as the product lifecycle. The lifecycle allows customers and partners to effectively plan, deploy and support the software.

Going forward, Avaya will declare an additional category of support for certain releases of products allowing those products to be sold and supported for a predictable period of time. The Extended Manufacturer Software Support Policy (EMSSP) is designed to minimize the level of change within a product's release increasing the confidence in deployment over a period of time.

Once a product has been added to the EMSSP support table (Appendix A), Avaya will sell it for a minimum period of two (2) years and support the release for a minimum of three (3) years from its date of first sale. Support is defined by the current Avaya Manufacturer Support Policy which is available on the Avaya support website <http://support.avaya.com/> under More Resources / Maintenance and Warranty Information.

This EMSSP policy is an extension to the current Avaya Manufacturer Support Policy for those products that have been added to Appendix A.



Appendix A

Products in EMSSP (effective date is November 9, 2009 or first date of sale of that release):

- Avaya Aura™ Communication Manager 5.2.1 (Standard and Enterprise)
- Avaya Aura™ Application Enablement Services 5.2
- Avaya Aura™ Communication Manager Messaging 5.2.1 (embedded)
- Avaya Aura™ SIP Enablement Services 5.2.1
- Avaya Call Center 5.2.1
- Avaya Modular Messaging 5.2
- Avaya Meeting Exchange 5.2
- Avaya Message Networking 5.2
- Avaya one-X Speech 5.2

This EMSSP policy does not pertain to products branded as products of third parties, including those that Avaya resells.

Avaya will continue to honor previously executed service contracts in accordance with the terms and conditions of those agreements.

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

Avaya reserves the right to amend or change the above EMSSP policy at its sole discretion, at any time, or with such minimum notice period provided by local laws. The EMSSP policy shall not be interpreted to create any contractual obligation by Avaya to provide maintenance or support to any specific customer or Avaya Authorized BusinessPartners.