



End of Sale Notice

Notification Date: 10/18/2010
Effective Date: 06/06/2011
Subject: Acme Packet Net-Net 3810
Theatre/Region: Direct Channels / All

Summary

Effective **06/06/2011**, Avaya will no longer sell (make commercially available) Acme Packet Net-Net 3810 Session Border Controllers. This is due to the end of sale of this product by Acme Packet. However, Avaya will continue to sell its replacement, the Acme Packet Net-Net 3820 Session Border Controller, in the Avaya direct channel, as it had with the Net-Net 3810.

The Net-Net 3820 provides the following added benefits: field replaceable fan pack & power supplies; supports dual power; and supports AC or DC power supplies. The Net-Net 3810 does not support any of these capabilities.

This is a hardware change only. The Net-Net 3820 runs the same software as the Net-Net 3810. Thus, any SIP trunk provider interoperability testing done with the Net-Net 3810 applies to the Net-Net 3820 as well.

Note that the Net-Net 3810 and Net-Net 3820 will both be commercially available for an overlapping period, commencing in October 2010 through the Net-Net 3810 end of sale date indicated in this document. After the Net-Net 3810 end of sale date, the Net-Net 3820 will continue to be offered as the going forward product.

Additionally, this announcement also notes the end of sale of the Acme Packet SAS product, which is no longer offered by Acme Packet. This was a post-call CDR analysis application. Acme Packet now recommends 3rd party solutions if this capability is required.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
700475692	ACME 3800 150 SES SFTW
700475700	ACME 3800 250 SES SFTW
700475718	ACME 3800 500 SES SFTW
258595	ACME 3800 1000 SES SFTW
258596	ACME 3800 2000 SES SFTW
258597	ACME 3800 4000 SES SFTW
700500952	ACME 3800 8000 SES SFTW
227544	ACME SAS LIC 1 NODE SINGL SAS SRVR
227545	ACME SAS LIC 2-3NODES SINGL SAS SRVR



System Expansion post-End of Sale

New system sales will end on the date indicated, however, the capacity of installed Net-Net 3810 systems may be increased through the Manufacturers Support period. If this is required, please contact Product Management for assistance.

Migration Strategy

As discussed above, Avaya offers the Acme Packet Net-Net 3820 as the going forward replacement product.

With respect to the SAS application referenced above, if there is a need for a post-call CDR analysis application, please contact Product Management or Acme Packet for assistance.

New Order Codes

Material Code	Description
700501105	ACME 3820 150 SES SFTW
700501106	ACME 3820 250 SES SFTW
700501107	ACME 3820 500 SES SFTW
700501108	ACME 3820 1000 SES SFTW
700501109	ACME 3820 2000 SES SFTW
700501110	ACME 3820 4000 SES SFTW
700501111	ACME 3820 8000 SES SFTW
700501112	ACME 3820 300W AC PWR



Schedule

End of Sale Date (last day to order new systems)	06-Jun-2011
End of Manufacturer Support for SOFTWARE *	
End of Manufacturer Support for HARDWARE *	06-Jun-2014
Last day to purchase system expansions	06-Jun-2014
Last day to purchase a new Avaya services contract *	30-Jun-2016
Targeted End of Services Support**	30-Jun-2016

** Per Avaya Product Lifecycle Policy*

***Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.*

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. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Renewals of existing Avaya service contracts covering this product will be allowed through the End of Services Support date noted above

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy