



End of Sale Notice

Notification Date: 12-Sep- 2012
Effective Date: 3- Dec-2012
Subject: Avaya Interaction Center support for 3rd party switches
Theatre/Region: All worldwide

Summary

This notification contains important information regarding the product sales and support for Avaya Interaction Center (IC). The purpose of this document is to inform the field and business partners of Avaya's plan regarding the sales and support timelines of the *Non-Avaya Switch Connectors* for Avaya Interaction Center.

Effective **3-Dec-2012** Avaya will no longer offer new sales of the Non-Avaya Switch Connectors for new customers. Avaya will continue to provide Manufacturer Support for 12 months past the 3-Dec-2012 effective date, per the Avaya Lifecycle Policy.

Effective **3-Dec-2013** Avaya will no longer provide manufacturer support, i.e. new service packs or software patches, for the Non-Avaya Switch Connectors for Avaya Interaction Center.

Discontinued Order Codes

Material Code	Description
202334	IC 7.1+ ADDL SW CONN ASPECT
202335	IC 7.1+ ADDL SW CONN NORTEL
227471	IC 7.1+ ADDL SW CONN CISCO

Upgrade Process

Avaya Interaction Center is currently supported on the latest version of the Avaya Communication Manager. Existing Avaya Interaction Center customers that currently have a Non-Avaya Switch Connector should consider upgrading the latest version of the Avaya Communication Manager.



For more information, contact your Avaya Client Executive or Authorized Business Partner as soon as possible to discuss your particular contact center needs today and to assist you in the planning for the future. Additional information about Avaya's extensive Contact Center solutions portfolio can be found on our website at <http://www.avaya.com>.

Schedule

End of Sale Date (last day to order non-Avaya Switch connector)	3-Dec-2012
End of Manufacturer Support for SOFTWARE *	3-Dec-2013
End of Manufacturer Support for HARDWARE *	Not Applicable
Last day to purchase system expansions	Not Applicable
Last day to purchase a new Avaya services contract *	Not Applicable
Targeted End of Services Support**	Not Applicable

** Per Avaya Product Lifecycle Policy. Third party lifecycle support is governed by the third party agreements*

***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.*

Currently Supported Third Party Switches

Vendor	Avaya Interaction Center	Switch/Software Release
Aspect	7.3, 7.2	Call Center 8.3 Call Center 9.1 Call Center 9.2 Call Center 9.3
Nortel	7.3,7.2	Meridian 1 with: <ul style="list-style-type: none">• Option 11c, 61c, 81c Symposium• Call Center Server 6.0
Cisco	7.3, 7.2	ICM 7.5.1

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 until further notice.



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