

Services Support Notice: 01 July 2014**Service Offer Name: SME Technical
Support (including Legacy IP Office-APR)
Block of Hours Offer****End of Sale****Offer Moving to End of Sale
Status:****SME Technical Support (including Legacy IP Office-
APR) Block of Hours Offer****Effective End of Sale Date:** 30 09 2014**Check all Applicable
Regions:**

- | | |
|-------------------------------------|--------|
| ☐ | US |
| ☐ | Canada |
| ☐ | EMEA |
| ☐ | CALA |
| ☐ | APAC |
| ☒ | ALL |

Comments / Summary:

End of Sale - SME Technical Support (including Legacy IP Office-APR) Block of Hours Offer effective 30th September 2014 for the following Material Codes: SP2515000, SP2516000, SP2517000, SP2518000, 244882, 244883, 244881, 244880, 248210, 266652, 266653, 263139, 263140, 263141, 263142, 263143, 263144, 263145, 263146, 263147 and 263148.

Avaya will continue to support the existing SME Technical Support (including Legacy IP Office-APR) partner contracts for the remainder of the existing contract term. Additional hours will not be available for purchase post September 30, 2014.

Offer Migration Path:

Recommended migration path for these Legacy SME systems is to Avaya IP Office Solutions or the currently available Legacy Maintenance Support options. Effective 1st October 2014, an IP Office Support Services Basic Offer for RIs 8.0 and prior will be made available offering the following deliverables: RTS only (no upgrades or parts) with a 1 year pre-paid option. This will be orderable via the current SME Order Form via Distribution. For additional details Partners are advised to contact their Avaya Sales Representative.

Impacted Products:	Business Communications Manager (BCM), Software Communications System (SCS), Norstar, Callpilot Mini, Partner and IP Office Release 8.0 and earlier.
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