Services Support Notice: 6/9/2015

Avaya S8720 Server

End of Services Support Notice

Product(s) moving to End of Maintenance Eligibility Status:	In accordance with Avaya lifecycle policy, the following Avaya S8720 Server is moving to End-of-Services-Support. See below the complete list of Product and Maintenance codes impacted by this Notice.
End of New Contract & Renewals - Effective Date:	December 31, 2015*
End Of Service Support - Effective Date:	December 31, 2016*
Steps To Be Taken As a Result of this EOSS Notification :	**Actions:** • Customers receiving this notification are directed to consult their Account Representative or an Avaya Authorized Partner to discuss new opportunities in order to replace the existing product. • Contract renewals for terms less than 1 year will need to be manually generated through and will not be allowed to exceed Dec 31, 2016 * *Avaya Services may revise the 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 on* ***https://support.avaya.com*** *for final information on product supportability.*
Comments / Summary:	Avaya has announced the End of Sale date for this product effective September 8, 2008 and Extended Support effective September 8, 2011. Now, Avaya is taking it to End of Services Support effective December 31, 2016. All current contracts will be supported through the above EOSS effective date.
Product Migration Path:	Avaya now offers to move to Common Server R2 or Common Server R3 as upgrade path for customers.

List of Impacted Product Material Codes	Material Code	Description
	195307	S8720 SERVER
	195308	S8720 ESS SERVER

For More Information on Product Status:

Lifecycle Summary Matrix

Summary of Extended Support Status:

Avaya may discontinue or limit the scope of Maintenance Services for Supported Products that Avaya or a third party manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, Avaya Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support." Extended Support will continue to provide the same maintenance services with the following exceptions: At the end of manufacturer support, Tier IV R&D product developer support and going-forward maintenance updates (e.g., Product Correction Notices ("PCN's"), "bug fixes," interoperability / usability solutions) are no longer provided by the manufacturer.

Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer. In addition, as replacement parts* are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, or may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at Customer's expense in order to ensure compatibility and preserve Supported Product functionality.

*Does not apply to Remote-Only Maintenance Service.

All active PCNs currently issued against these products will be honored until such time they are deemed inactive and no longer available.
For more information on Avaya Extended Support click on Product Life Cycle Policy