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Offer Definition

Powered by Avaya IP Office™ and IP Office Contact Center R1.1

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Offer Definition

Product →	Powered by Avaya IP Office R1.1	GA Date →	March 2016
Rev #		Rev Date	
1.2		June 2016	
Avaya Source Prime		Channel Partner Target Audience	
Colin Ovington		Product Management, Order Management, Documentation, Training, Lab Engineers, Sales Engineers	
CHANGE CONTROL RECORD			
Date (mm/dd/yy)	Issue/Version #	Prime	Summary of Changes
03/15/16	1.0	Colin Ovington	Initial Release for Partners
06/10/16	1.1	Colin Ovington	Addition of IP Office user subscriptions with 3 rd party IP Endpoint license included
08/05/16	1.2	Colin Ovington	Removal of mandatory RICS for Powered by Avaya IPOCC

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1 About this Document

Avaya is introducing Powered by Avaya IP Office; Partner hosted Avaya IP Office (IPO) R1.1 and IP Office Contact Center (IPOCC) R1.1 software, which is comprised of Avaya’s proprietary IP Office and IPOCC software to be hosted by a Partner in its datacenter and resold as the Partner’s service offering to end customers (“**Partner Service**”). The Powered by Avaya IPO and IPOCC offer will be referred to as “**Powered by Avaya IP Office**”.

This Offer Definition further explains the offer, and is intended for use only by Avaya authorized Distributors, Resellers, and Tier 1 Partners (individually, “**Partner**” and collectively, “**Partners**”). This Offer Definition is not intended to be given to end customers of the Partner Service. If a Distributor is involved, Distributor will provide to Reseller a copy of this Offer Definition in advance of their first order.

- “**Distributors**”, when used herein, shall refer to Avaya authorized distributors.
- “**Resellers**”, when used herein, shall refer to resellers who are authorized by Avaya to purchase through Distributors.
- “**Tier 1 Partners**”, when used herein, shall refer to Resellers who are authorized by Avaya to purchase, and who do purchase, Powered by Avaya IP Office directly from Avaya. Resellers not currently authorized as a Tier 1 Partner by Avaya may request to purchase Powered by Avaya IP Office directly from Avaya as a Tier 1 Partner (subject to Avaya’s written pre-approval).
- “**Hosting Partner**”, when used herein, shall refer to the Distributor, Reseller, or Tier 1 Partner that hosts the Powered by Avaya IP Office software primarily in its or its subcontractor’s datacenter and offers the Powered by Avaya IP Office software as a Partner Service.

While reasonable efforts have been made to ensure that the information in this Offer Definition is complete and accurate, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this Offer Definition. Further, the roadmap information contained herein is provided for information purposes only and is not a commitment or an obligation to deliver any product, product feature or software functionality. Avaya reserves the right to make changes to the content and timing of any product, product feature or software release presented herein.

1.1 *Non-Disclosure*

The Avaya non-disclosure processes will be followed for any documentation and information being released to the end customer or any type of Partner personnel not covered by a contract with Avaya prior to GA.

1.2 *Globalization*

The Powered by Avaya IP Office and IPOCC will be available globally.

2 About Powered by Avaya IP Office and IPOCC

Avaya offers three types of cloud deployments: Avaya Private Cloud Services, Avaya Powered Cloud Services, and Avaya Branded Cloud Services. The Avaya Powered Cloud Services includes Avaya IP Office and IPOCC offers which will enable global and regional cloud service providers and system integrators to create a cloud service offering based on Avaya IP Office and IPOCC. The Powered by Avaya IP Office offer will be available globally.

The Powered by Avaya IP Office and IPOCC software must be hosted by a Partner in its or its subcontractor’s datacenter and must be sold in a Wholesale Go-To-Market approach. Partners may resell Powered by Avaya IP Office as a Partner Service to end customers. In the process, Partners, at the Partner’s sole cost, may bundle surrounding services like SIP trunk for PSTN connectivity, calling plans, on-site support, internet access, etc. Partners, and not Avaya, will own the end customer relationship, and at their own cost will bill the end customer, on-board the end customer, and provide first line of support to the end customer.

The Hosting Partner is responsible for Powered by Avaya IP Office and IPOCC software provisioning, user administration, network/trunk integration, virtual machine fault/performance monitoring, virtual machine upgrade, virtual machine backup/restore, application backup/restore, and virtual machine failure recovery.

Partners, and not Avaya, will be responsible for hosting Powered by Avaya IP Office and IPOCC instances and for managing the hosting environment. As detailed further in Section 10 of this Offer Definition (Services and Support), Avaya will deliver back end support.

This offer is targeted at Midmarket businesses with services hosted by service providers, system integrators, IP Office and IPOCC Business Partners and Distributors.

Powered by Avaya IP Office is based on the Avaya IP Office™ platform, a cost-effective telephony system that supports a mobile, distributed workforce with voice and video on various any devices. IP Office is an integrated, modular communications solution that scales up to 3000 users.

Avaya IPOCC improves customer experience and contact center agent efficiency with powerful, affordable multichannel functionality for voice, email and web chat. The solution combines collaboration software plus multichannel contact centers.

This offer involves the following:

- Powered by Avaya IP Office R9.1.7 – delivering midmarket telephony and Unified Communications features from the cloud. The IP Office feature content is outlined in the IP Office R9.1 Product Update document as described at the following URL: <https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit> or such other URL as Avaya may provide.
- Avaya IP Office Contact Center R9.1.7- Avaya IP Office Contact Content is outlined in the IP Office R9.1.6 Offer Definition as described at the following URL: <https://sales.avaya.com/en/pss/ip-office-contact-center?view=collateral> or such other URL as Avaya may provide.
- Powered by Avaya IP Office and IPOCC will be hosted by Partners and Distributors.
- The end customer's purchase agreement is between the customer and the Hosting Partner, unless the Hosting Partner is a Distributor in which case end customer's purchase agreement is between the customer and the Reseller
- IP Office and IPOCC software license subscriptions are sold to Hosting Partners on an OPEX basis.
- Avaya hardware is sold as CAPEX through the existing 2-tier model.
- Ordering, quoting, and billing by Avaya to its Distributors and Tier 1 Partners is handled by a central resource, called A1S Cloud Services.
- Operations Support System (OSS) is a software application that will run in the Partner datacenter and is configured to connect to A1S Cloud Services. OSS includes the WebLM License Server and identifies new purchases in A1S Cloud Services.

The Powered by Avaya IP Office software is based on the Avaya's IP Office Server Edition architecture.

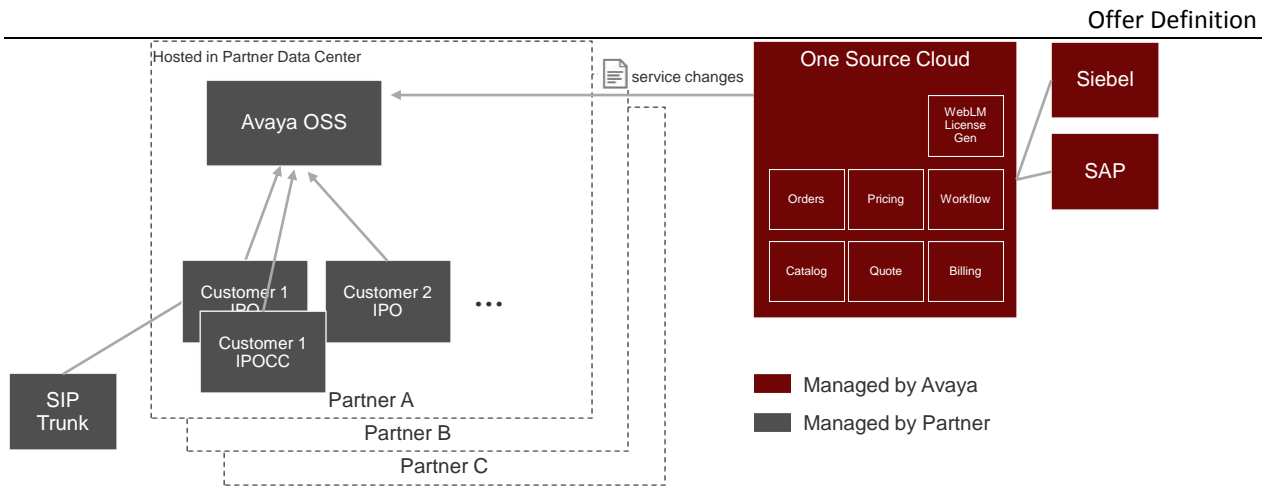


Figure 1 – Powered by Avaya IP Office Reference Architecture

The Powered by Avaya IP Office and IPOCC software must be deployed as VMware VM machine images (OVA), which can be downloaded by the Hosting Partner through the Avaya Support website. Hosting Partners can deploy as many VM images as they choose at no charge. However, in order to be used, the images must be activated (licensed) via the Avaya OSS.

The Hosting Partner is responsible for ensuring appropriate network configuration such that end customers can interact with Powered by Avaya IP Office and IPOCC software properly from end customer sites.

The Hosting Partner is responsible for implementing a compatible VMware datacenter to host the Powered by Avaya IP Office and IPOCC instances, including securing all necessary VMware and other third party licenses. Datacenter requirements, including VMware components, virtual machine sizing guidelines, and other engineering considerations are briefly described in *OnAvaya™ and Powered by Avaya IP Office Reference Configuration for Business Partners*. For more information, see *Deploying Avaya IP Office™ Platform Server Edition Servers as Virtual Machines*.

2.1 IP Office 9.1.6 Service Pack Overview

IP Office 9.1.6 is a service pack upgrade and as such, only implements bug fixes. It does not have any feature changes from previous versions of IP Office R9.1.

2.2 IP Office Contact Center 9.1.6 Feature Pack Overview

IPOCC 9.1.6 (FP) features the follow new capabilities:

- Integration with Avaya Contact Center Wallboard
- Multi-channel support
- Additional browser support (IE, Safari, Firefox and Chrome)
- Installation and Administration simplification
 - IPOCC Admin Web Page
 - Improved administration including configuration wizard
 - IPOCC UI download
 - Automated log collection
- Additional language support (EU French, Latin Spanish, German, Italian)
- Additional Language Packs (thick client only)

- Out-of-the-box custom CRM connectors for SFDC and SAP

3 A1S Cloud Services and Operations Support System

3.1 A1S Cloud Services

The A1S Cloud Services portal will be the commercial interface through which Partners will quote and, in the case of Distributors and Tier 1 Partners only, order the Powered by Avaya IP Office and IPOCC software license subscriptions from Avaya. Hosting Partners must become authorized to provide co-delivery support for IP Office and IPOCC and must complete execution of the Partner Hosted Cloud Services amendment in order to have access to this offer.

The A1S Cloud Services portal will enable Distributors and Tier 1 Partners to login to order and execute the above mentioned tasks. A1S Cloud Services will communicate with the hosted service environment to execute orders and collect data for the A1S Cloud Services portal to generate bills from Avaya to Distributors and Tier 1 Partners.

The model will follow the structure below:

- Avaya will sell through Partners.
- Partners may quote and, in the case of Distributors and Tier 1 Partners only, order the offer through Avaya A1S Cloud Services.
- Customer phones and other ancillary devices that may be used with the Partner Service are not part of or included in this offer, and can be ordered through normal channels (*i.e.*, through distribution) and through the regular order process. For clarity, they are not available on a subscription basis.

3.2 Operations Support System (OSS)

The Hosting Partner will deploy the Avaya Operations Support System (OSS) with the Powered by Avaya IP Office and IPOCC software. Hosting Partners can deploy OSS on a virtual machine or a physical server. OSS is delivered as a Red Hat Package Manager (RPM) package that Hosting Partner installs using yum on a CentOS 6.4+ server. OSS performs the following major functions:

- Integrates with OneSource Cloud to obtain purchase details. Partner can access OneSource Cloud through a browser using Partner's SSO credentials.
- Tracks subscriptions and monitors license subscriptions.
- Generates and updates product license subscriptions based on the associated WebLM instance.

After installing OSS, Hosting Partner uses the OSS interface to perform most server configuration. Hosting Partner can access the OSS interface from a web browser. The following configuration tabs are in the OSS interface:

- General
- Alerts - Optional
- Backups
- OneSource Cloud
- Automation - Optional

Hosting Partner can update configuration settings in the OSS interface anytime. Additional configuration that is not performed on the OSS interface includes:

- Changing the default WebLM password.
- Configuring and managing certificates.
- Optionally setting up a REST API server for automation.

The Web License Manager (WebLM) is a long-standing component of Avaya's license control strategy. WebLM will be included in the OSS.

The Hosting Partner must place a one-time merchandise order for the OSS software order code against the partner Functional Location (FL) to ensure Avaya Support entitlement is established. If the Hosting Partner is not set-up as a Tier 1 Partner to order merchandise direct from Avaya, the OSS must be ordered via a Distributor.

- Note, in order to link a Partner’s OSS to OS Cloud, an ITSS ticket is required to request credentials:A1S Cloud Services access and OSS password set up: Avaya IT Business Partners & e-Business Helpdesk: 1-513-228-8783 | USA: +1 866-Avaya-IT (+1-866-282-9248) | <https://partner-itss.avaya.com> Please ensure you request *OS Cloud Support* in order to be routed accordingly

Material Code	Description
381427	OPS SUPPORT SYSTEM R1

For more information about OSS planning, deployment, and administration see *Deploying Avaya Operations Support System* document available on the Avaya Support website.

4 Powered by Avaya IP Office Offer and IPOCC Details

Partners will need to submit a Purchase Order (PO) for each new end customer order.

Licenses associated with the Powered by Avaya IP Office and IPOCC software are tied to a particular end customer. Licenses tied to one end customer may not be re-used or re-allocated by Partner for a different end customer.

Key pricing and cost attributions for the Powered by Avaya IP Office and IPOCC software include:

- Existing APM MPG (9P) used for discounting
- Medal status APM discounts apply
- Support services as described in Section 10
- Software upgrades (if and when available)

4.1 Free Trial Period

Partners will have the option to start the Partner Service for each new end customer with a 30-day free trial, provided that the applicable Partners and Avaya have first executed the Partner Hosted Cloud Services Amendment to their Partner agreement. A1S Cloud Services will allow one free trial per end customer (no free trial in case of renewal).

Distributors and Tier 1 Partners will be able to request conversion of a free trial into a paid subscription offer by updating the status in the A1S Cloud Services portal (changing its status from free trial to paid Partner Service and submitting the Purchase Order to move to a paid Partner Service). The conversion will take place at the end of the 30 days of free trial.

During the free trial, the system functionality will be limited to 20 users (any mix of Avaya or 3rd Party Telephony or Avaya or 3rd Party Unified Communication users, agents or supervisors). Hosting Partners will be required to configure the software for the free trial. The user limit is removed when moving to the paid Partner Service. Distributors and Tier 1 Partners will be e-mailed notification on activation of the free trial period and Avaya will endeavor to email Distributors and Tier 1 Partners 15 and 25 days prior to completion of the trial to convert to a paid Partner Service.

4.2 Fees

The Powered by Avaya IP Office and IPOCC software is billed on a monthly subscription basis and uses the following material codes (which may change at Avaya’s discretion). List Prices are available via the Avaya Global Product and Pricing Catalogue (GPPC) available at www.avaya.com/ebizn for Americas and APAC, and www.avaya.com/ebiz for EMEA (or such successor site designated by Avaya).

Material Code	Description
385853	POWERED IPO TELEPHONY USER SUBSCRIPTION
389275	POWERED IPO TELE 3RD PTY ENDPT SUBSCRIPTION
385854	POWERED IPO UNIFIED COMM USER SUBSCRIPTION
389276	POWERED IPO UC 3RD PTY ENDPT SUBSCRIPTION
385850	IPOCC VOICE AGT SUBSCRIPTION
385851	IPOCC MULTI-CH AGT SUBSCRIPTION
385852	IPOCC SUPERVISOR AGT SUBSCRIPTION

Avaya will bill Distributor and Tier 1 Partner for the Powered by Avaya IP Office and IPOCC software license subscriptions. Included in the monthly subscription fee for the Powered by Avaya IP Office and IPOCC software are also support services as detailed in this Offer Definition in section 10.

The Partner authorization program is designed to ensure that Partners have the capabilities and skills to successfully sell, configure, design, install and support Powered by Avaya IP Office and IPOCC software as part of a Partner Service. The Partner authorization program represents the minimum requirements Partners must satisfy to support the Powered by Avaya IP Office and IPOCC software as part of a Partner Service.

Requirements for IP Office can be found in the Avaya Solutions Authorization Policy Guide below:
<https://sales.avaya.com/documents/1399552212704>.

4.3 Offer Terms

4.3.1 Term of Subscription Order

The **minimum Initial Subscription Order Duration** required is one month and it will automatically continue under the terms of the then current Offer Definition by one month duration(s) for the maximum period of 12 months from the Order Start Date (defined in Section 4.3.3 below) unless Avaya is notified through A1S Cloud Services of Partner’s desire not to renew no later than 2 business days before the renewal date. For administration purposes, a 12 month PO will be required; however if Distributor or Tier 1 Partner does not elect to renew with the foregoing, the order will be deemed to be terminated. If Distributor or Tier 1 Partner and Avaya elect to renew the subscription after the 12 month PO duration, the subscription may be renewed under the terms of then-current Offer Definition and list price on a monthly basis by submitting a PO for another 12 month period (“**Renewal Subscription Order Duration**”). The **Order Duration** shall collectively be the Initial Subscription Order Duration and any Renewal Subscription Order Duration (see Section 4.3.4, below), unless terminated earlier in accordance with the terms herein. The Powered by Avaya IP Office and IPOCC software license subscription is cancellable pursuant to the termination terms as stated in Section 5 below.

4.3.2 Minimum Order Quantity

There is no minimum order quantity requirement for the Powered by Avaya IP Office and IPOCC offer.

4.3.3 Powered by Avaya IP Office and IPOCC Software Activation and Order Start Date

The Powered by Avaya IP Office and IPOCC software license subscription will be deemed to be activated and the Order Start Date for an end customer will begin the next business day after the Customer Requested Date (CRD) on the Purchase Order in A1S Cloud Services.

4.3.4 Renewals

At the end of the 12 month initial PO period, if Avaya and Distributor or Tier 1 Partner mutually agree to renew the Powered by Avaya IP Office and IPOCC software for a particular end customer, Distributor or Tier 1 Partner will need to place another 12 month PO with Avaya, which is required for administrative purposes. Avaya reserves the right to change the pricing for renewal periods at the start of the Renewal Subscription Order duration; the Powered by Avaya IP Office and IPOCC software terms governing any renewal period will be set forth in the then-current Offer Definition and the then-current List Pricing will be valid for the duration of the 12 month renewal period. Avaya will endeavor to email the Distributor or Tier 1 Partner 30, 15 and 1 day prior to 12 month PO duration end date.

4.3.5 Billing

Unless otherwise specified by Avaya, Powered by Avaya IP Office and IPOCC will be available through A1S Cloud Services in the following currencies:

- Australian dollar (AUD)
- New Zealand dollar (NZD)
- Canadian dollar (CAD)
- Euros (EUR)
- Great Britain Pound (GBP)
- US dollar (USD)

Unless otherwise specified by Avaya, billing for the Service will be done on a monthly basis in arrears. The first invoice for a given subscription will be issued one month after the Order Start Date. Avaya will issue a separate monthly invoice per end customer.

"User" as used herein refers to the specific metrics used by Avaya as the basis for the pricing and invoicing for licenses for this Powered by Avaya IP Office and IPOCC software ordered from Avaya by Distributor or Tier 1 Partner. The types of User licenses include Telephony Users, Unified Communications (UC) Users, Agents, and Supervisor Users of end customers.

Daily User Count: Based on the information included in A1S Cloud Services for each end customer, Avaya will determine the daily count of Users of each User type that are available to Distributor or Tier 1 Partner on that day for that end customer. The daily count is determined irrespective of how many Users are effectively used. Any licenses that are activated by Avaya will be charged for, even if unused. Distributor or Tier 1 Partner may decrease User licenses for an end customer by submitting a change request via the A1S Cloud Services portal. Distributor or Tier 1 Partners may increase licenses for an end customer at any time during a month by submitting a change request via the A1S Cloud Services portal.

Monthly User Count: For each monthly billing cycle, based on User licenses purchased or changes during that billing cycle month, a sum of all the daily User counts will be calculated for each User type for each end customer. The total resulting sum in the monthly billing cycle for each User type, will then be divided by the number of days in that monthly billing cycle.

Please see examples for addition and reduction of licenses calculation in Section 4.3.6:

Reconciliation: In the monthly invoice Avaya will communicate to Distributor or Tier 1 Partner the monthly licenses purchased for each User type after the end of each monthly billing cycle. Distributor or Tier 1 Partner shall inform Avaya in writing within 5 business days from the date of such communication of any disputed portion of the monthly licenses purchased or any disputed portion of the fees charged to the Partner. If no written objection has been received by Avaya from the Partner within that time period, the Partner will be deemed to have accepted the monthly subscription count for each User type and the fees charged to the Partner, as presented by Avaya. If the Partner disputes in good faith the foregoing, Avaya may invoice the Partner for the undisputed portion and the Partner agrees to pay for such undisputed portion in accordance with the payment term as set out in the Partner’s reseller/partner agreement. The parties shall co-operate in good faith to resolve any such disputes and agree that the information from Avaya’s A1S Cloud Services and any other transactional records of Avaya’s will be the basis for reconciling the counts.

4.3.6 Amendments to Existing Orders

The offer is designed to be flexible, so the Distributor or Tier 1 Partner may add or reduce the Powered by Avaya IP Office and IPOCC software license subscriptions in the billing month using the A1S Cloud Services portal.

During the first 12 month PO period for an end customer, Distributor or Tier 1 Partner may procure the licenses from Avaya at the same price as the initial order for that end customer placed during that 12 month period. For PO renewals please refer to 4.3.4 which outlines how pricing changes will be initiated. There will be no additional processing charges.

As described above in section 4.3.5, in case of increase or decrease of licenses for a given end customer, billing for the monthly period during which the licenses were added or removed will be prorated based on when the change was made during the month.

Example of Addition of Licenses and Calculation for a 30 day month

- (Day 1 to Day 15), 10 Telephony Users, 5 UC Users
- (Day 16 to Day 30), increased to 12 Telephony Users and 7 UC users

Calculation:

Monthly user count for Telephony $((10 \times 15) + (12 \times 15)) / 30 = 11 \times$ Telephony User Monthly Price
 Monthly user count for UC users $((5 \times 15) + (7 \times 15)) / 30 = 6 \times$ UC User Monthly Price

Example of Reduction of Licenses and Calculation for a 30 day month

- Day 1 to Day 15, 20 Telephony Users, 2UC users
- Day 16 to Day 30, decreased to 12 Telephony Users and 1 UC users

Calculation:

Monthly user count for Telephony Users $((20 \times 15) + (12 \times 15)) / 30 = 16 \times$ Telephony User Monthly Price
 Monthly user count for UC Users $((2 \times 15) + (1 \times 15)) / 30 = 1.5 \times$ UC User Monthly Price

4.3.7 Changes to the Powered by Avaya IP Office and IPOCC Software and Offer Definition

Avaya may at its sole discretion modify the aspects, features, or functionality of the Powered by Avaya IP Office and IPOCC software without prior notice. Notwithstanding the foregoing, Avaya will endeavor to provide Hosting Partner with thirty (30) days prior written or electronic notice for any material changes to the Powered by Avaya IP Office and IPOCC software. If a Distributor is involved and gets notice of material changes to the Powered by Avaya IP Office or IPOCC software from Avaya, Distributor shall inform any Resellers of such materials changes, and require Resellers to inform their end customers using the Partner Service.

Avaya reserves the right to make changes to this Offer Definition, but will endeavor to provide Distributor or Tier 1 Partner with 30 days advance written or electronic notice if Avaya makes any material changes to this Offer Definition.

4.3.8 Updates

The Powered by Avaya IP Office and IPOCC software may require updates from time to time. Updates may take the form of maintenance fixes, new or enhanced functionality, new software modules, and updated or new versions of the software, and are intended to improve or enhance the offer. If and when Avaya provides such updates, it is the Hosting Partner responsibility to install these updates.

4.3.9 Required Contracts/Amendments

To order and resell the Powered by Avaya IP Office and IPOCC software as a Partner Service, in addition to any other requirements set forth herein, the Partner must have in effect with Avaya, as applicable, a Distributor, Reseller, or Tier 1 Partner agreement. In addition, Partners who desire to order and resell the Powered by Avaya IP Office and IPOCC software as a Partner Service must first enter into the following amendment to their Distributor, Reseller and Tier 1 Partner agreements, respectively, with Avaya:

- The most recent version of the Partner Hosted Cloud Services Amendment

Any Partner who does not first execute these required contracts and amendments with Avaya as described in this Section is not authorized by Avaya to resell the Powered by Avaya IP Office and IPOCC software as a Partner Service

4.3.10 License Terms for the Powered by Avaya IP Office and IPOCC

Access or use by any Partner or end customer of the Powered by Avaya IP Office and IPOCC software constitutes such Partner, or end customer's agreement to the Avaya Global Software License Terms set forth at <http://support.avaya.com/Licenseinfo> or a successor site designated by Avaya, or made otherwise available by Avaya upon request. If such Partner or end customer does not agree to such Avaya Global Software License Terms, they must not access or use the Powered by Avaya IP Office and IPOCC software. The right to access or use the Powered by Avaya IP Office and IPOCC software will at all times be conditioned on compliance with payment obligations for the Powered by Avaya IP Office and IPOCC software and compliance with the then-current Avaya Global Software License Terms.

The Distributor and Tier 1 Partner must, directly or indirectly, flow down the Avaya Global Software License Terms, as set forth further in the Partner Hosted Cloud Services Amendment to end customer (described in Section 4.3.9 above).

4.3.11 Notice of Any Security Breaches and Emergency Security Issues

Avaya retains the right to provide notice of security breaches as they relate to the Powered by Avaya IP Office and IPOCC software as necessary to comply with applicable laws and regulations. In the event of a security breach, Partner will cooperate and coordinate fully with Avaya with respect to the timing and content of any such notice. To the extent permitted by applicable law, Avaya is not responsible for any costs of notifying any end customers of such a security breach, and the end customer is responsible for all costs of notifying the end customer's employees and, if applicable, its customers of a security breach.

4.3.12 Emergency Services Notice and Disclaimer

YOU (AS THE PARTNER), UNDERSTAND AND ACKNOWLEDGE THAT THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE, AS PROVIDED BY AVAYA, IS NOT CONFIGURED TO SUPPORT OR PROVIDE EMERGENCY CALLS OR COMMUNICATIONS OF ANY KIND, INCLUDING, BUT NOT LIMITED TO 911 AND E911 SERVICE. IT IS RECOMMENDED THAT ANY USER OF THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE HAVE AN ALTERNATIVE MEANS OF ACCESSING EMERGENCY SERVICES. YOU MAY HAVE AN OBLIGATION TO PROVIDE EMERGENCY SERVICES, INCLUDING, BUT NOT LIMITED TO 911/E911 SERVICE, BY VIRTUE OF YOUR RESALE OR PROVISION OF THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE. IN ORDER TO PROVIDE EMERGENCY SERVICES TO USERS, YOU MUST IMPLEMENT AN APPROPRIATE EMERGENCY SERVICE SOLUTION THROUGH A THIRD-PARTY AND PROPERLY CONFIGURE THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE TO ROUTE EMERGENCY CALLS. YOU ARE SOLELY RESPONSIBLE FOR CONFIGURING AND TESTING ANY EMERGENCY SERVICE SOLUTION, INCLUDING CONFIGURATION OF THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE. AVAYA (INCLUDING ITS AFFILIATES) SHALL NOT HAVE ANY RESPONSIBILITY OR LIABILITY FOR ANY AND ALL CLAIMS, DEMANDS, SUITS, PROCEEDINGS, LIABILITIES, SETTLEMENTS, ATTORNEYS' FEES, COSTS, EXPENSES, PENALTIES, FINES, JUDGMENTS AND DAMAGES OF ANY KIND RESULTING FROM ANY ACTS OR OMISSIONS RELATED TO YOUR CONFIGURATION OF THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE AND/OR PROVISION OF EMERGENCY SERVICE.

YOU ALSO ACKNOWLEDGE THAT EVEN WHEN PROPERLY CONFIGURED, THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE HAS CERTAIN CHARACTERISTICS THAT DISTINGUISH IT FROM TRADITIONAL, LEGACY, CIRCUIT-SWITCHED 911 SERVICE. THESE CHARACTERISTICS MAY MAKE THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE UNSUITABLE FOR SOME CUSTOMERS. BECAUSE CUSTOMER CIRCUMSTANCES VARY WIDELY, YOU SHOULD ADVISE CUSTOMERS TO CAREFULLY EVALUATE THEIR OWN CIRCUMSTANCES WHEN DECIDING WHETHER TO RELY SOLELY UPON ANY EMERGENCY SERVICE SOLUTION YOU PROVIDE WITH THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE. IT IS YOUR RESPONSIBILITY TO ADVISE CUSTOMERS THAT THEY MUST DETERMINE THE TECHNOLOGY OR COMBINATION OF TECHNOLOGIES BEST SUITED TO MEET EACH CUSTOMER'S EMERGENCY CALLING NEEDS, AND TO MAKE THE NECESSARY PROVISIONS FOR ACCESS TO EMERGENCY CALLING SERVICES. YOU AGREE TO NOTIFY ANY END CUSTOMER OF THE POWERED BY AVAYA IP OFFICE AND IPOCC SOFTWARE OF THE EMERGENCY CALLING LIMITATIONS DESCRIBED HEREIN. IF YOU ARE A DISTRIBUTOR, YOU WILL REQUIRE RESELLERS TO NOTIFY ANY END CUSTOMER OF THE FOREGOING AND THE EMERGENCY CALLING LIMITATIONS DESCRIBED HEREIN.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, AVAYA (INCLUDING ITS AFFILIATES) SHALL HAVE NO LIABILITY OR RESPONSIBILITY ARISING OUT OF ANY EMERGENCY SERVICES OR ANY ACTS, OMISSIONS, FAILURES OR INTERRUPTIONS OF SERVICE, NEGLIGENCE OR OTHER MISCONDUCT OF ANY EMERGENCY SERVICE PROVIDER, INCLUDING, WITHOUT LIMITATION, 911 OR E911 PROVIDER, OTHER EMERGENCY CALL CENTER PROVIDER, PARTNER, RESELLER, OR CUSTOMER. AVAYA (INCLUDING ITS AFFILIATES) MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE NATURE, SCOPE, EXTENT, PERFORMANCE, COMPATIBILITY, OR QUALITY OF ANY EMERGENCY SERVICES OR SIMILAR SERVICES. YOU HEREBY AGREE TO

INDEMNIFY, DEFEND AND HOLD HARMLESS AVAYA AND ITS OFFICERS, DIRECTORS, MANAGERS, EMPLOYEES, AFFILIATES, ATTORNEYS, AND AGENTS, FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, SUITS, PROCEEDINGS, LIABILITIES, SETTLEMENTS, ATTORNEYS' FEES, COSTS, EXPENSES, PENALTIES, FINES, JUDGMENTS AND DAMAGES OF ANY AND ALL KIND WHATSOEVER (INCLUDING, WITHOUT LIMITATION, REASONABLE ATTORNEYS' FEES) BY OR ON BEHALF OF YOU, ANY PARTNER TO WHOM YOU RESELL THE SOFTWARE OR PARTNER SERVICE, AN END CUSTOMER OR ANY USER OF THE SERVICE, ARISING OUT OF OR OTHERWISE RELATING TO ANY ACTS, OMISSIONS, FAILURES OR INTERRUPTIONS OF THE SOFTWARE OR SERVICE, NEGLIGENCE AND OTHER MISCONDUCT OF AVAYA IN CONNECTION WITH EMERGENCY SERVICES.

4.3.13 Restrictions

This Powered by Avaya IP Office and IPOCC software may not be used for **High Risk Activities** and may not be sold to an end customer using the Powered by Avaya IP Office and IPOCC software for any High Risk Activities. "**High Risk Activities**" means activities where the use or failure of the Powered by Avaya IP Office and IPOCC software could lead to death, personal injury, or environmental damage, such as the operation of nuclear facilities, air traffic control, or life support systems.

This Powered by Avaya IP Office and IPOCC software may also not be used for the transmission of personal health information.

Partners will not create multiple applications, accounts or projects to simulate or act as a single application, account or project or otherwise access services in a manner intended to avoid incurring fees.

Further restrictions are set forth in the Avaya Global Software License Terms set forth at <http://support.avaya.com/Licenseinfo> or a successor site designated by Avaya, or made otherwise available by Avaya upon request.

4.3.14 Toll Fraud

"Toll Fraud" is the unauthorized use of telecommunications systems or service by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on the company's behalf). If Toll Fraud occurs, it can result in substantial additional charges. Avaya and its affiliates are not liable for Toll Fraud.

5 Termination

See the Partner Hosted Cloud Services Amendment referenced in Section 4.3.9 for details on termination.

6 Discontinuation of Powered by Avaya IP Office and IPOCC Software by Avaya

See the Partner Hosted Cloud Services Amendment referenced in Section 4.3.9 for more details on discontinuation.

7 Product Specifications

Powered by Avaya IP Office and IPOCC are based on the IPO and IPOCC technologies and feature enhancements from the latest service packs and feature packs.

7.1 Interoperability Matrix

The following table summarizes the supported endpoints for Powered by Avaya IP Office and IPOCC software which is dependent on the public versus private network connection options supported by the software.

	Public Internet (aka Over the Top)	Private Network (e.g. MPLS, VPN)
IP Phones (Hard Endpoints)		
96x1	Yes	Yes
E129	Yes	Yes
B179	Yes	Yes
E159/E169	No	Yes
16xx	No	Yes
11xx/12xx (SIP)	No	Yes
IP Phones (Soft Endpoints)		
Avaya Communicator Windows	Yes	Yes
Avaya Communicator iPad	Yes	Yes
One-X Mobile Preferred (iOS & Android)	Yes	Yes
Communicator for Web (WebRTC)-Note 1	Yes	Yes

Note 1: We include Communicator for Web functionality with each Unified Communication user subscription.

- The Partner will instruct the end user to download the Chrome client for Avaya Communicator for Web and the Partner will fill out the form located at <http://processmyorder.esna.com>. You can review the instructions for populating this data in the Communicator for Web offer definition located here: <https://sales.avaya.com/en/general/avaya-communicator-for-web?view=collateral> (look at section 8.2: Requirements for Ordering).
- The Communicator for Web team will ensure a license is enabled provided the form is filled out. Simply put "073116" in the form for the "Purchase Order Number" field at <http://processmyorder.esna.com>. This will be the indicator that this is a Powered by Avaya IP Office cloud deployment and will provide the Partner with a Communicator for Web license.

The following table summarizes the applications and services for Powered by Avaya IP Office and IPOCC software:

	Solution Elements	Version
Applications	IP Office™ Platform	9.1.7 (SP)
	IP Office™ Contact Center	9.1.7 (FP)
	Operations Support System	1.1.1
	A1S Cloud Services	16.2.1
Services	Avaya Private Cloud Services (APCS) (management of the hosted IPO/IPOCC instances.	N/A
	ACS (GSS)	

7.2 Product Documentation

The following table summarizes the documentation available to support Partners launching a Partner Service based on the Powered by Avaya IP Office and IPOCC software.

Document	Use this document to:
Planning	
OnAvaya™ and Powered by Avaya IP Office and IP Office Contact Center Reference Configuration for Business Partners	Understand system architecture and network engineering requirements for the Cloud environment.
Implementing	
Deploying OnAvaya™ and Powered by Avaya IP Office and IP Office Contact Center for Business Partners	Understand the planning, setup, configuration, and ongoing administration tasks that BPs perform in both Cloud solutions.
Deploying Avaya Operations Support System	Understand the planning, setup, configuration, and ongoing administration tasks that BPs perform to deploy OSS.

7.3 Unsupported Configuration

The following items are not supported in the initial release of Powered by Avaya IP Office

- Hybrid and Multi-node IP Office
 - Failover to secondary server/expansion server
 - IP500 V2 on customer premises
 - OSS not a High Availability system
- ASBCE not available with Powered by Avaya IP Office as an OPEX offer, but can be sold separately as CAPEX. Multi-tenant ASBCE configurations are not supported with Powered by Avaya in the current release.

- For Avaya IPOCC, Partners must complete the steps to create their own OVA file for Powered by Avaya IPOCC deployments. See the document: *Avaya IP Office Contact Center OVA Installation for Powered* for more details.

8 Product Order Codes, Pricing, and Licensing

8.1 PLDS Licenses

PLDS license files are used for this Powered by Avaya IP Office and IPOCC software. These are applied to the systems based on the customer configurations in A1S Cloud Services. Distributor or Tier 1 Partners will be charged by Avaya using the billing codes dependent on what is ordered, as set forth in more detail in Section 6 above.

The default license files for the Service are below and incremented by adding the User codes above.

Powered by Avaya IPO	Maps to following IPO Licenses
System Bundle	<ul style="list-style-type: none"> ▪ Server Edition Virtualized (Quantity 1) ▪ SIP trunks (Quantity 1024) ▪ Receptionist (Quantity 10) ▪ VM Ports (Quantity 350) ▪ CTI Link Pro (Quantity 1) ▪ 3rd Party Endpoints (Quantity 5)
385853 - Telephony User	<ul style="list-style-type: none"> ▪ Avaya IP Endpoint License (Quantity 1)
389275 – 3 rd Party Telephony User	<ul style="list-style-type: none"> ▪ 3rd Party IP Endpoint License (Quantity 1)
385854 - UC User	<ul style="list-style-type: none"> ▪ Avaya IP Endpoint License (Quantity 1) ▪ Power User license (Quantity 1) ▪ Web Collaboration User (Quantity 1)
389276- 3 rd Party UC User	<ul style="list-style-type: none"> ▪ 3rd Party IP Endpoint License (Quantity 1) ▪ Power User license (Quantity 1) ▪ Web Collaboration User (Quantity 1)

Powered by Avaya IPOCC	Maps to following IPO/IPOCC Licenses
System Bundle	<ul style="list-style-type: none"> ▪ IPOCC Base License (Quantity 1) ▪ IPOCC Wallboard (Quantity 5) ▪ Contact Recorder (Quantity 1) ▪ Avaya IP Endpoint License (Quantity 1)
385850 – Voice Agent	<ul style="list-style-type: none"> ▪ Voice Agent (Quantity 1)
385851 – Multi-Channel Agent	<ul style="list-style-type: none"> ▪ Multi-Channel Agent (Quantity 1)
383852 – Supervisor Agent	<ul style="list-style-type: none"> ▪ Supervisor Agent (Quantity 1)

9 Order Configurations and Rules

9.1 Requirements for Ordering

Partners must be correctly on-boarded and Avaya certified for selling, installing, and maintaining IP Office before ordering the Powered by Avaya IP Office and IPOCC software. Partners must also have entered into all the appropriate contracts/amendments with Avaya, as set forth in Section 4.3.9 above.

10 Services and Support

10.1 *Maintenance Service Offer*

Maintenance service is included in the Powered by Avaya IP Office per user subscription price set forth in Section 4.2 above. Hosting Partners are responsible to implement and maintain their hosted infrastructure and Avaya Services provides T3 & T4 support. The support will be delivered by the Global Support Service (GSS) Cloud Capsule team for IP Office to the Hosting Partner.

Ongoing Support (Day 2)

- Prerequisites:
 - o Partner has registered and completed technical onboarding for OSS, IP Office and IPOCC. Technical Onboarding is initiated through GRT and involves testing successful remote connectivity using SAL
 - o Partner and end customer maintenance records reflect appropriate support coverage
 - o The Co-Delivery model requires the Partner to be the support provider directly to the end customer.
 - o Hosting Partner must be formally Co-Delivery authorized and hold the minimum certifications for all products sold in Avaya Powered IP Office/IPOCC solution.
 - o Partners have performed due diligence in isolating the issue to the Avaya application before escalating issues to Avaya. Service Requests for IPO/IPOCC should be created against the end-customer FL carrying entitlements.
- Service request creation:
 - o Partners who purchase the Powered by Avaya IP Office/IPOCC subscription can receive support through multiple channels, specifically;
 - Engagement Web Chat, web talk and web video, the online searchable knowledge base, liaising with the online support community
 - For Service Outages, Partners can either escalate through the TSO button (support.avaya.com) or by calling the local service desk.
 - Support requests are routed to the existing GSS delivery teams for IP Office, IPOCC and Operations Support System (OSS).
 - For Avaya A1S Cloud Services issues the partner can create an ITSS ticket against Assignment Group: IT-AVA-ONESOURCE-CLOUD or request support by calling – ITSS @+1-866-282-9248

Additional Avaya IP Office Support Services Information

For additional details of the new Avaya IP Office Support Services offering, please refer to the Global Offer Definition Document and other launch materials located at the following URL

<https://sales.avaya.com/en/pss/ip-office-support-services>

10.2 Remote Implementation Configuration Support

RICS is an add-on service that provides Partners with remote access to a dedicated Avaya Subject Matter Technical Expert or Avaya Authorized Subject Matter Technical experts for a defined block of hours which includes, a scheduled Assessment of the Partner Implementation Plan prior to implementation, and access to an Avaya Subject Matter Expert or Avaya Authorized Subject Matter Technical experts during an implementation window for pre-in service (Day 0-1) support.

Partners are encouraged to purchase the Remote Implementation Configuration Support Offer pro-actively, so that proper planning and resources scheduling can occur ahead of time before the support is needed. The RICS process works best when there are more than 10 days’ notice before the scheduled upgrade, installation or implementation takes place. This allows for all of the data and network information to be carefully reviewed. The key to RICS success is preplanning and avoiding issues by evaluating as best can be the network and potential issues that could arise based on the Pre-Assessment Data.

Details of the Avaya RICS offer and pricing is provided at the following URL:
<https://sales.avaya.com/en/pss/remote-implementation-configuration-support?view=info>

10.3 Remote Connectivity using SAL

Remote Connectivity using Secure Access Link (SAL) is a mandatory requirement for Powered by Avaya IPO and IPOCC solution. All the constituent components in Powered by Avaya IP Office and IPOCC solution including OSS support rapid serviceability through SAL to Avaya Client Services and participating Partners. SAL uses the Partner’s existing Internet connectivity to facilitate remote support. All communication is outbound from the Partner’s environment using encapsulated Hypertext Transfer Protocol Secure (HTTPS). SAL requires upload bandwidth of at least 90 KB/s (720 Kbits/s) with latency no greater than 150ms (round trip).

A Secure Access Link 2.x Gateway can be deployed in Partner provided VMware infrastructure and manage ~ 500 devices through a single instance.

Important: Partners must ensure that SAL is always configured and registered with Avaya during installation. Avaya support will be delayed or not possible if SAL is improperly implemented or not operational. Secure Access Link is supported through the Avaya Client Services Backbone team. Simply go to support.avaya.com, and place a web ticket for assistance.

For more information on Secure Access Link (SAL) follow the links below;

- SAL Whitepaper: <https://sales.avaya.com/documents/1399552180941>
- SAL Offer Definition: <https://sales.avaya.com/documents/1399552153865>
- Documentation and other Collaterals: <https://support.avaya.com/products/P0587/secure-access-link/2.5.x>

10.4 GRT Registration and Technical Onboarding

The following material codes will be used for registration and technical onboarding in the Avaya Global Registration Tool (GRT).

Material Code	Material Code Description	Solution Element (SE) Code
385829	POWERED IPO TELE USER SUBS	IPOLNX

385830	POWERED IPO UC USER SUBS /	IPOLNX
381427	OPS SUPPORT SYSTEM R1	OSS
385826	POWERED IPOCC VCE AGT SUBS /S	IPOCC
385827	POWERED IPOCC MCHNL AGT SUBS /S	IPOCC

Refer the URL below for a demo of GRT Registration and Technical Onboarding process;

<https://www.youtube.com/watch?v=Yy6SNlaYTpk&feature=youtu.be>

High level process for GRT registration and technical onboarding of OSS and IP Office involves following steps;

1. Partner sets up and registers a SAL gateway **at their own SoldTo/FL**
2. Partner registers Ops Support System (OSS) **at their own Sold To/FL**
 - a. Complete only Technical Onboarding in GRT to register the OSS. Install Base Creation is not necessary because the material code should already be on the install base when it was ordered
 - b. When performing Technical Onboarding, the Business Partner should link the OSS with the SAL Gateway registered in Step 1
3. The Business Partner registers the IP Office and IPOCC devices **at per end customer's Sold To/FL**
 - a. Complete only Technical Onboarding in GRT to register the IP Office Powered Solution. Install Base Creation is not necessary because the material code should already be on the install base when it was ordered
 - b. When performing Technical Onboarding, the Business Partner should link the IP Office and IPOCC devices with the SAL Gateway registered in Step 1

10.5 Avaya Maintenance, Lifecycle and Warranty Information

Avaya IP Office Support Services complement standard Avaya maintenance, lifecycle and warranty policies that are posted at www.support.avaya.com.

11 Product Authorization

Authorization is the process by which the Partner organization establishes its readiness to support a new or existing product. This readiness may involve both competency of personnel as well as equipment and facilities. In order to offer the Powered by Avaya IP Office software, Partners must become authorized to provide co-delivery support for IP Office and IPOCC. Information on Avaya's Authorization process can be found on the Avaya Connect page at <https://sales.avaya.com/en/general/avaya-connect-partner-program>.

11.1 Credential Strategy

Avaya has a long-standing commitment to customer satisfaction. It is essential that our Partners are equipped with the necessary tools to become knowledgeable on the products and services, which are sold and maintained. This ensures that the appropriate product positioning, configuration, installation and support services are delivered to the end-customer. To support our commitment to the customer, we require a Partner to become authorized in order to resell and service certain products and services.

11.2 Credential Requirements

Avaya Certifications and Assessments measure an individual's competency on Avaya products and services. They support Partner authorization. The exams associated with Avaya Certifications are closed book and proctored (secure monitored test environment). Avaya uses a blend of Online Tests and Proctored Exams to validate competencies. Professional Specialist credentials are awarded based upon passing Online Tests. Certified credentials incorporate Proctored Exams as a requirement to earn the credential.

The Avaya Learning website houses all of the Partner credential requirements, policies and credential training maps. www.avaya-learning.com

12APPENDIX: Product Reference Information

Product Information

- Powered by Avaya IP Office product page on www.avaya.com or [SME Sales Portal](#)
- IP Office R9.1 Product Update <https://sales.avaya.com/cs/Sites?lookuphost=/&lookuppage=/en/pss/ip-office-release-9.1-sales-toolkit>
- IPOCC R9.1.6 Offer Definition <https://sales.avaya.com/en/pss/ip-office-contact-center?view=collateral>

- End of Document