

Services Support Notice Date:
March 1, 2018

Product Name: Avaya G250, G350, G700
Media Gateways

Services Support Lifecycle Change Notice

Service Support Lifecycle change:

The following Avaya Inc. G250, G350, G700 Media Gateways and associated materials are moving to the End of Services Parts Support/Remote Only Phase of the Lifecycle Support Policy; The date for Indefinite Access and End of Services Support has not been set at this time.

See below the complete list of codes impacted by this Notice.

End of Services Parts Support/Remote Only Support - Effective Date:

May 1, 2018*

* 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.

Steps To Be Taken As a Result of this Lifecycle Support Policy Change:

Actions:

- Customers receiving this notification are directed to consult their Avaya Account Representative or an Avaya Authorized Partner to discuss next steps in order to upgrade the existing product to meet your unique needs.
- Active support contracts will not be available for renewal or net new coverage purchased which include parts coverage after **May 1, 2018**

Comments / Summary:

Avaya announced the End of Sale date for this product effective November 2009 and May 2009. Now, Avaya is announcing End of Services Parts Support/Remote Only Support effective May 1, 2018 for the product material codes in the list of impacted codes. All current contracts will be supported through expiration however certain parts shipments involving the impacted product material codes contained will stop effective May 1, 2018. At time of renewal, customers who currently have parts coverage must move to remote only coverage.

- Avaya will continue to support the listed products under a active support contract until time of renewal, however in the event a product failure requires the shipment of the impacted codes listed, parts will not be available for shipment.
- For Net New support coverage offers identified as "Remote Only" are allowed, not parts coverage.
- Please contact your Avaya Account Executive or Avaya Authorized Partner to discuss upgrades and migrations to Avaya Aura Communication Manager (CM) or IP Office or other system upgrade as a result of this notice.

End of Sale Date (last day to order new systems)	2009
End of Manufacturer Support for SOFTWARE	N/A
End of Manufacturer Support for HARDWARE	2012
Last day to purchase system expansions	N/A
End of Parts Support/Remote Only	1-May-2018
Targeted End of Remote Only Support	N/A
Targeted Indefinite Access Support	N/A
End of Services Support	N/A

Product Migration Path:

Existing customers using G250, G350, G700 Media Gateway need to plan to upgrade Aura Communication Manager (CM) R7 or IP Office. Detailed Information on Avaya Solutions can be found on the Avaya.com.

**For More Information on
Product Status:**

[Lifecycle Summary Matrix](#)

**List of Codes
Impacted by this
Notice:**

Material Code	Material Code Description
170896	AVAYA G700 MEDIA GATEWAY
700018534	AVAYA G700 MEDIA GATEWAY ASSEMBLY
700259898	G250 ANALOG BRANCH GATEWAY (INTL)
700281694	G250 BRANCH GATEWAY
700284607	G250 BRANCH GATEWAY RHS
700316326	G250 BRANCH GATEWAY W/FIPS
700342231	G250 BRI BRANCH GATEWAY
700350887	G250 BRI BRANCH GATEWAY I/F W/FIPS
700356223	G250 BRI BRANCH GATEWAY RHS
700356231	G250 DCP I/F BRANCH GATEWAY
700356249	G250 DCP I/F BRANCH GATEWAY RHS
700363047	G250 DS1 BRANCH GATEWAY
700363054	G250 DS1 BRANCH GATEWAY RHS
700378821	G350 BRANCH GATEWAY VIN D.1 (INTL)
700381619	G350 BRANCH GATEWAY W/FIPS
700383144	G350 MEDIA GATEWAY
700394984	G350 MEDIA GATEWAY (US)
700397029	G350 MEDIA GATEWAY VINTAGE C.0
700397037	G350 MEDIA GATEWAY VINTAGE D.1 RHS
700397078	G350 MEDIA GATEWAY VINTAGE D.1 RHS
700397052	G700 MEDIA GATEWAY
700397060	G700 R3 AC/DC MEDIA GATEWAY GRAY
700397078	G700 R3 CUSTOM MEDIA GATEWAY
700419187	G700 R3 MEDIA GATEWAY W/AC/DC PWR SUPP
700419542	G700 R4 AC/DC MEDIA GATEWAY RHS
700394984	G700 R4 AC/DC MEDIA GATEWAY RHS

Summary of Lifecycle Support Status:

Avaya may discontinue or limit the scope of Support 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 Support Services for manufacturer End of Support Products will be under the terms of "Extended Support."

Extended Support will continue to provide the same support 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 Avaya.

Therefore, certain complex faults or functionality issues may not be resolvable without the customer upgrading the system to a version currently supported by Avaya.

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 Support

End of Services Parts Support Date/Remote Only Support - Avaya Services will provide support coverage but at a reduced level of coverage to include Remote Only Support which will not include coverage for parts or onsite dispatch. In some cases Remote Only Support availability may vary by product and at its discretion, Avaya may eliminate availability for a product group. The estimated support interval may be shorter or longer at the discretion of Avaya. As the Extended Support period ends, Avaya will define and communicate the intended Remote Only Support Services timeframe accordingly.

Remote Only support will include access to Remote Technical Support and Intellectual Property through the Avaya Support Website as defined in the corresponding Services Agreement Supplement or Service Description. If available, parts and onsite field dispatch support may be purchased through Per Incident Support (also known as Time and Material).

Indefinite Access - Avaya Services will allow support coverage to continue past the Remote Only support phase, but at an even further reduced level of coverage. Indefinite access will allow a customer the ability to access Avaya Intellectual Property through the Avaya Support Website and the ability to purchase remote and onsite technical support through Per Incident Support. Parts will not be available for purchase during this Lifecycle Phase. In some cases Indefinite Access availability may vary by product and at its discretion, Avaya may eliminate availability for a certain product group. The estimated support interval may be shorter or longer at the discretion of Avaya. As the Remote Only Support period ends, Avaya will define and communicate the intended Indefinite Access timeframe accordingly.

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 [here](#).

[Product Life Cycle Policy](#)