End of Sale Notice

Subject	Notification Date	Effective Date
End of Sale (EoS) Avaya Aura® 8.x Perpetual new sales and upgrades for Communication Manager (CM), including Aura® 8.x User Licenses: Suites, Analog, IPT Basic, IPT Enhanced, and Communication Manger Base Stations	Commercial October 7, 2021 JITC May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual new sales and upgrades for Avaya Aura® Contact Center Elite (CC Elite).	Commercial October 7, 2021 JITC May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual new sales and upgrades for Avaya Aura® Session Manager (SM) and Branch Session Manager.	Commercial October 7, 2021 JITC May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual new sales and upgrades for Avaya Aura® System Manager (SMGR).	Commercial October 7, 2021 JITC May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual new sales and upgrades for Avaya Aura® Presence Services (PS).	Commercial October 7, 2021 JITC May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual new sales and upgrades for Avaya Aura® Device Adaptor (AADA).	Commercial October 7, 2021 JITC May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual new sales and upgrades for Avaya Aura® Application Enablement Services (AES).	Commercial October 7, 2021 JITC May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual New and Upgrades for Avaya Aura® Session Border Controller (ASBCE).	Commercial October 7, 2021 May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual New and Upgrades for Avaya Aura® Device Services (AADS).	Commercial May 17, 2022 May 10, 2023	Commercial December 13, 2021 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual new sales and upgrades for Avaya Aura® Web Gateway (AAWG).	Commercial Feb 9, 2022 May 10, 2023	Commercial April 18, 2022 JITC June 30, 2023
End of Sale (EoS) Avaya Aura® 8.x Perpetual New and Upgrades for Avaya Aura® Media Server (AAMS).	Commercial Feb 9, 2022 May 10, 2023	Commercial April 18, 2022 JITC

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	June 30, 2023

Aura 8 End of Sale Transactions Matrix

Commercial Transaction	Target Type	Scenario	End of Sale Status
New/Upg	Perpetual	Aura 8 Perpetual New/Upgrade	Not supported Must purchase Aura 10 Subscription and may deploy Buy-to-Current as Aura 8 Subscription
Adds & Uplifts	Perpetual	Aura 8 Perpetual Additions	Supported by quoting tools until Aura 8 Perpetual Adds End of Sale (targeted March 2023) No password required
Additions	Perpetual	Addition of new incremental items not previously existing on customer record	Not supported Customers may only purchase additions to items that are previously existing on their systems and cannot add incremental functionality as part of a regular addition. This includes, but is not limited to, addition of new Power Suites, AES, CC Elite, or CS1K users. For example, new, additional agent licenses can be added to an existing call center, but a new call center cannot be added to an existing Aura 8 system. Customers may still purchase uplifts where available per the line item above.
Additions	Perpetual	Addition of ESS/Duplex (CM)	Supported by quoting tools until Aura 8 Perpetual Adds End of Sale (targeted March 2023) No password required
Migration	Perpetual	Simplex to Duplex Migrations	Supported by quoting tools until Aura 8 Perpetual Adds End of Sale (targeted March 2023) No password required
Additions	Perpetual	New (additional) instances required for capacity increases such as	Supported by quoting tools until Aura 8 Perpetual Adds End of Sale (targeted March 2023) No password required

		Session Managers, AES , SBCE, etc. for existing customer environments	
Additions	**Perpetual**	Local Survivable Processor (LSP) including Branch Session Manager (BSM) for existing customer environments	Supported by quoting tools until Aura 8 Perpetual Adds End of Sale (targeted March 2023) No password required
Migration (Upgrade)	**Perpetual**	CS1K ASIPP Migrations (including migration to existing Aura 8 perpetual systems)	Not supported Must quote 10 subscription (including additional CS1K user count), may deploy Buy-to-Current as Aura 8 subscription Will receive migration credit for CS1K assets.
New/Upg	**Subscription**	Deploy as Aura 8 Subscription	Supported Must quote Aura 10 Subscription, may deploy Buy-to-Current as Aura 8 Subscription or Aura 10 Subscription
Subscription Conversions	**Subscription**	Existing Aura 8 perpetual converting to Aura 8 Subscription	Supported (via A1SR process) Best sales motion is subscription upgrade to Aura 10 and, if needed, deploy as Aura 8 (BTC) subscription.
Adds & Uplifts	**Subscription**	Existing Aura 8 Subscription Additions	Supported Aura 8 Subscription only systems, add as Aura 8 Subscription Post Dec 2021 Aura 10.1 GA, systems purchased as BTC Aura 10 will add as BTC Aura 10, deployed as Aura 8 Subscription Adds End of Sale (targeted March 2023)

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Notification Date: 07-October-2021

Revision Date: 10-May-2023

Effective Date: 13-December-2021

Subject: End of Sale – Avaya Aura 8.x Perpetual New Sales and Upgrades

Theatre/Region: Global

Revision History

Revision Date	Reason for change
7-Oct-2021	Initial Release
27-Oct-2021	Removed reference to AACC in Summary section. Updated links to Avaya Product Lifecycle Policy.
21-Dec-2021	Added Transactions Matrix. Updated End of Manufacturer Support row in Schedule table.
25-Jan-2022	Corrected Aura Device Manager (AADA) to Aura Device Adaptor (AADA). Added AES material code 397579 per PLM.
9-Feb-2022	Updated to move Aura 8 EoMS to March 2023 for all Aura 8 products. Updated AAMS & AAWG EoS to confirmed effective April 2022.
7-March-2022	Added new rows to the Transactions Matrix to further clarify additions and CS1K user migration to existing Aura 8 Perpetual systems. Changed link for Targeted End of Services Support (EoSS) in Schedule table to the Lifecycle Summary Matrix.
28-March-2022	Updated Schedule section, EoMS row, to include AAMS as part of All Aura 8 applications.
5-April-2022	Updated AAMS & AAWG GA and EoS dates from 11 April 2022 to 18 April 2022 to align with new IT tools update schedule
17-May-2022	Added AADS material codes and dates. Also added language to Targeted End of Services Support line in Schedule table.
18-Nov-2022	Updated Schedule for EoMS, Effective End of Sale date and last day to purchase expansion and uplifts date
30-Jan-2023	Clarified System Expansions on AVP
10-May-2023	Updated EoS, EoMS schedule for JITC customers

Summary

Avaya is announcing the End of Sale for Avaya Aura® 8.x perpetual new sales and upgrades with the release of the new Avaya Aura Platform and Avaya Call Center Elite on December 13, 2021.
- Effective December 13, 2021, Avaya will no longer sell (make commercially available) Aura 8.x perpetual new sales or upgrades (including perpetual buy to current).
- Avaya will continue to support license additions (Perpetual and Subscription) for Avaya Aura Release 8 and Avaya Call Center Elite Release 8.x through 3rd March 2023.

- Avaya will provide Buy to Current offers through 3rd March 2023, so customers can purchase the new Avaya Aura Platform and Avaya Call Center Elite as Release 10 Subscription, but deploy as Release 8 Subscription if they choose to do so.
- To align with the market's move to cloud solutions and our cloud-first approach:
  - The new Avaya Aura Platform and Avaya Call Center Elite will be offered only under the existing Avaya OneCloud Subscription model using the current Subscription packages or Avaya OneCloud Private packages.
  - Avaya will move away from future release numbers.

Additions and uplifts for Avaya Aura perpetual 8.x continue to be available until March 2023, and design support (bug fixes, service packs, patches, and security updates) will continue until the End of Manufacturer Support (EOMS) date of March 6th 2023.

Maintenance support for Avaya Aura Perpetual 8.x continues per lifecycle policy: https://support.avaya.com/css/P8/documents/100081098

This includes:

- Aura licensing: Power, Core, IPT Enhanced, IPT Basic, and Analog
  - Any product entitlements of these licenses
- Avaya Aura® Communication Manager (CM)
- Avaya Aura® Communication Manager Base Stations
- Avaya Aura® Contact Center Elite (CC Elite)
- Avaya Aura® Session Manager (SM)
- Avaya Aura® Branch Session Manager (BSM)
- Avaya Aura® System Manager (SMGR)
- Avaya Aura® Presence Services (PS)
- Avaya Aura® Device Adapter (AADA)
- Avaya Aura® Application Enablement Services (AES)
- Standalone Web-based License Manager (WebLM) 8.0-8.1.2
- Avaya Aura® Session Border Controller for Enterprise (ASBCE)
- Avaya Aura® Device Services (AADS)
- Avaya Aura® Web Gateway (AAWG) – April 2022 End of Sale
- Avaya Aura® Media Server (AAMS) – April 2022 End of Sale

Discontinued Order Codes and Migration Strategy

Discontinued Codes with the December 13th, 2021 End of Sale of Avaya Aura 8.x perpetual new sales and upgrades.

Avaya Aura® Communication Manager (CM)	
Material Code	**Description**
397159	AURA R8 LARGE ENT DUPLX SOL TRK
397160	AURA R8 LARGE ENT SMPLX SOL TRK
397161	AURA R8 EMBEDDED CM ONLY SOL TRK
397168	AURA R8 CM VIRTL PLTFRM SOL TRK
397171	AURA R8 CM SFTW ONLY SOL TRK
397163	AURA R8 LARGE ENT DUPLX SOL UPG TRK
397165	AURA R8 LARGE ENT SMPLX SOL UPG TRK
397166	AURA R8 EMBEDDED CM ONLY SOL UPG TRK
397170	AURA R8 CM VIRTL PLTFRM SOL UPG TRK
397173	AURA R8 CM SFTW ONLY SOL UPG TRK
397162	AURA R8 LARGE ENT DUPLX SOL MIG TRK
397164	AURA R8 LARGE ENT SMPLX SOL MIG TRK
397167	AURA R8 EMBEDDED CM ONLY SOL MIG TRK
397169	AURA R8 CM VIRTL PLTFRM SOL MIG TRK
397172	AURA R8 CM SFTW ONLY SOL MIG TRK
396792	AURA R8 BASIC IPT NEW LIC
396793	AURA R8 ENH IPT NEW LIC
396794	AURA R8 CORE NEW LIC
396795	AURA R8 POWER NEW LIC
397075	AURA R8 FND ASIPP SRS LIC
397071	AURA R8 CORE ASIPP LIC
397072	AURA R8 CORE ASIPP SRS LIC
397073	AURA R8 POWER ASIPP LIC
397074	AURA R8 POWER ASIPP SRS LIC
397110	AURA R8 ANALOG UPG ENTITLE LIC
397095	AURA R8 BASIC IPT UPG ENTITLE LIC
397096	AURA R8 ENH IPT UPG ENTITLE LIC
397097	AURA R8 FND UPG/UPL ENTITLE LIC
397098	AURA R8 CORE UPG ENTITLE LIC
397099	AURA R8 POWER UPG ENTITLE LIC
397100	AURA R8 CORE UPG/UPL UA LIC
397101	AURA R8 POWER UPG/UPL UA FRM BASE
397102	AURA R8 POWER UPG/UPL UA FRM MOB
397109	AURA R8 ANALOG UPG LIC
397090	AURA R8 BASIC IPT UPG LIC
397091	AURA R8 ENH IPT UPG LIC
397092	AURA R8 CORE UPG/UPL LIC

397093	AURA R8 POWER UPG/UPL LIC
397094	AURA R8 POWER UPG FRM CLB/POWER LIC
397112	AURA R8 ANALOG MOVE ENTL LIC
397105	AURA R8 FND MOVE/UPL ENTL LIC
397106	AURA R8 CORE MOVE/UPL UA LIC
397107	AURA R8 POWER MOVE/UPL UA LIC
397111	AURA R8 ANALOG MOVE LIC
397103	AURA R8 CORE MOVE/UPL LIC
397104	AURA R8 POWER MOVE/UPL LIC
397142	AURA R8 PRESENCE SERVICES R8 UPG /E
397141	AURA R8 AES UNIFIED DSKTP R8 UPG /E
397137	AURA R8 ASBCE R8 STD UPG /E
397138	AURA R8 ASBCE R8 ADV UPG /E
397139	AURA R8 ASBCE R8 STD HA UPG /E
397140	AURA R8 ASBCE R8 ADV HA UPG /E
397143	AURA R8 MSG SEAT BASIC R7 UPG /E
397144	AURA R8 MSG MAINSTREAM R7 UPG /E

Avaya Aura® Contact Center Elite (CC Elite)	
Material Code	**Description**
396838	CC R8 ELITE AGT NEW 1-250 LIC
396839	CC R8 ELITE AGT NEW 251+ LIC
397502	CC R8 ELITE AGT UPG LIC
397503	CC R8 ELITE AGT ENTL
397504	CC R8 ELITE AGT UPG MOVE LIC
397505	CC R8 ELITE AGT UPG MOVE ENTL
397509	CC R8 ELITE AGT ASIPP LIC
397510	CC R8 ELITE AGT ASIPP ENTL

Avaya Aura® Session Manager (SM)	
Material Code	**Description**
397941	SM R8 SYSTEM LIC
397942	SM R8 ONLY USER LIC
397943	SM R8 ASIPP LIC
397944	SM R8 ASIPP EQUIVALENT LIC
397946	SM R8 SYSTEM UPG LIC
397948	SM R8 ONLY USER UPG LIC
397951	SM R8 SYSTEM UPG ENTL
397952	SM R8 ONLY USER UPG ENTL
Avaya Aura® Branch Session Manager	
397945	SM BRANCH (BSM) R8 SYSTEM LIC
397953	SM BRANCH (BSM) R8 SYSTEM UPG ENTL

397949	SM BRANCH (BSM) R8 SYSTEM UPG LIC
397950	SM BRANCH (BSM) R8 ADDL SYS LIC UPG

Avaya Aura® System Manager (SMGR)	
Material Code	**Description**
397278	AURA SMGR R8 UPG LIC
397279	AURA SMGR R8 UPG ENTL
397280	AURA SMGR R8 REDUNDANCY UPG LIC
397281	AURA SMGR R8 REDUNDANCY UPG ENTL
397285	SMGR R8 VIRTUAL PLATFORM NEW SYS TRK
397286	SMGR R8 VIRTUAL PLATFORM UPG SYS TRK
397287	AURA SMGR R8 LIC
397288	AURA SMGR R8 REDUNDANCY LIC
397289	SYSTEM MANAGER R8 LICENSE
397290	SYSTEM MANAGER R8 UPGRADE LICENSE

Avaya Aura® Presence Services (PS)	
Material Code	**Description**
398135	AURA PS R8 GEOREDUNDANCY LIC
398151	AURA PS R8 GEOREDUNDANCY UPG LIC
398152	AURA PS R8 GEOREDUNDANCY UPG ENTL
398153	AURA PS R8 RTC ENABLE LIC

Avaya Aura® Device Adapter (AADA)	
Material Code	**Description**
398139	DEVICE ADPTR R8 1ST BREEZE R3 SRVR
398140	DEVICE ADPTR R8 ADDL BREEZE R3 SRVR
398141	DEVICE ADPTR R8 SYSTEM LICENSE

Avaya Aura® Application Enablement Services (AES)	
Material Code	**Description**
397515	AES R8 BSC TSAPI LIC
397516	AES R8 BSC TSAPI UPG LIC
397517	AES R8 BSC TSAPI UPG ENTL LIC
397521	AES R8 PARTNER BSC TSAPI LIC
397522	AES R8 PARTNER BSC TSAPI UPG LIC
397523	AES R8 PARTNER BSC TSAPI UPG ENTL
397524	AES R8 ADV TSAPI SML LIC
397525	AES R8 ADV TSAPI SML UPG LIC
397526	AES R8 ADV TSAPI SML UPG ENTL LIC
397528	AES R8 ADV TSAPI MED UPG

397529	AES R8 ADV TSAPI MED UPG ENTL LIC
397530	AES R8 ADV TSAPI LG LIC
397531	AES R8 ADV TSAPI LG UPG
397532	AES R8 ADV TSAPI LG UPG ENTL LIC
397540	AES R8 CVLAN UPG LIC
397541	AES R8 CVLAN UPG ENTL LIC
397543	AES R8 DLG LIC
397544	AES R8 DLG UPG LIC
397545	AES R8 DLG UPG ENTL LIC
397546	AES R8 DMCC FULL LIC
397547	AES R8 PARTNER DMCC FULL LIC
397548	AES R8 DMCC BASIC LIC
397549	AES R8 DMCC UPG LIC
397550	AES R8 DMCC UPGRADE ENTITLE LIC
397551	AES R8 UNFD DSKTP LIC
397552	AES R8 UNFD DSKTP UPG
397553	AES R8 UNFD DSKTP UPG ENTITLE LIC
397554	AES R8 GRHA SM LIC
397555	AES R8 GRHA SM UPG LIC
397556	AES R8 GRHA SM UPG ENTL LIC
397557	AES R8 GRHA MED LIC
397558	AES R8 GRHA MED UPG LIC
397559	AES R8 GRHA MED UPG ENTL LIC
397560	AES R8 GRHA LG LIC
397561	AES R8 GRHA LG UPG LIC
397562	AES R8 GRHA LG UPG ENTL LIC
397575	AES R8 MPHA TO GRHA SUBSCR/UPG SM
397576	AES R8 MPHA TO GRHA SUBSCR/UPG MED
397577	AES R8 MPHA TO GRHA SUBSCR/UPG LG
397578	AES R8 GRHA VM TRACKING
397579	AES R8 VE VIRTUAL APPLIANCE ENABLEMENT
397580	AES R8 NEW SYS TRACKING
397581	AES R8 UPG SYS TRACKING
397585	PLDS BNDL STA TRK FOR CM R8 SYSTEM
397586	CM R8 ASAI ALL FEAT FOR AES
397587	CM R8 UPG ASAI ALLFEAT FOR AES
397588	CM R8 ASAI ALL FEAT LIC ENABLE AES
403361	AES R8 BSC TSAPI ECD LIC

Avaya Aura® Session Border Controller Enterprise (ASBCE)	
Material Code	Description
397188	ASBCE R8 STD SVCS LIC
397193	ASBCE R8 STD SVCS UPG LIC
397194	ASBCE R8 STD SVCS ENTL LIC
397195	ASBCE R8 ADV SVCS LIC
397200	ASBCE R8 ADV SVCS UPG LIC
397201	ASBCE R8 ADV SVCS ENTL LIC
397202	ASBCE R8 STD SVCS HA LIC
397207	ASBCE R8 STD SVCS HA UPG LIC
397208	ASBCE R8 STD SVCS HA ENTL LIC
397209	ASBCE R8 ADV SVCS HA LIC
397214	ASBCE R8 ADV SVCS HA UPG LIC
397215	ASBCE R8 ADV SVCS HA ENTL LIC
397216	ASBCE R8 ELEMENT MGR LIC
397217	ASBCE R8 HA LIC
397218	ASBCE R8 ELEMENT MGR UPG LIC
397219	ASBCE R8 HA UPG LIC
397220	ASBCE R8 ENCRYPTION LIC
397221	ASBCE R8 ENCRYPTION UPG LIC
397222	ASBCE R8 VIDEO CONF LIC
397223	ASBCE R8 VIDEO CONF UPG LIC
397224	ASBCE R8 VIDEO CONF ENTL LIC
397225	ASBCE R8 VIDEO CONF HA LIC
397226	ASBCE R8 VIDEO CONF HA UPG LIC
397227	ASBCE R8 VIDEO CONF HA ENTL LIC
397263	ASBCE R8 ELEMENT MGR ENTL LIC
397264	ASBCE R8 HA ENTL LIC
397265	ASBCE R8 CES LIC
397266	ASBCE R8 CES HA LIC
397267	ASBCE R8 TRANSCODING SES LIC
397268	ASBCE R8 TRANSCODING SES HA LIC
397270	ASBCE R8 SIGNAL ONLY ENCRYPT LIC
398042	ASBCE R8 DYNAMIC LICENSE
398047	ASBCE R8 DYNAMIC LICENSE UPG
398196	ASBCE R8 SIGNAL ONLY ENCRYPT UPG LIC
398200	ASBCE R8 TRANSCODING SES UPG LIC
398201	ASBCE R8 TRANSCODING SES ENTL LIC
398202	ASBCE R8 TRANSCODING SES HA UPG LIC
398203	ASBCE R8 TRANSCODING SES HA ENTL LIC
398204	ASBCE R8 CES UPG LIC
398205	ASBCE R8 CES ENTL LIC

398206	ASBCE R8 CES HA UPG LIC
398208	ASBCE R8 CES HA ENTL LIC
398212	ASBCE R8 DYNAMIC LICENSE ENTL
402453	ASBCE R8 STD SVCS FOR AMTGS R9
402454	ASBCE R8 ADV SVCS FOR AMTGS R9
406671	ASBCE R8 PREMIUM SVCS SESS LIC
406672	ASBCE R8 PREMIUM SVCS SESS HA LIC
406673	ASBCE R8 MSFT NEW SYS TRACKING
414470	ASBCE R8 NG911-1 LIC
414471	ASBCE R8 NG911-0 LIC

Avaya Aura® Device Services (AADS)	
Material Code	Description
397937	AADS R8 VE VAPP ENABLE
397939	AADS R8 KVM ENABLE
397938	AADS R8 AWS AMI ENABLE
397940	AADS R8 SFTW ONLY ENABLE

Discontinued codes for April 18th, 2022 End of Sale of Avaya Aura 8.x perpetual new and upgrades.

Avaya Aura® Aura Web Gateway (AAWG)	
Material Code	Description
389785	WEB GATEWAY R3 PER SRVR INSTANT LIC
389786	WEB GATEWAY R3 AUDIO PORT
389787	WEB GATEWAY R3 VIDEO PORT
390686	AAWG CONCUR VRTL ENDPOINTS LIC
392257	WEB GATEWAY R3 AUDIO PORT /E
392258	WEB GATEWAY R3 VIDEO PORT /E

Avaya Aura® Media Server (AAMS)	
Material Code	Description
398011	AAMS R8 SYSTEM LICENSE
398012	AAMS R8 DSP CHANNEL LICENSE
398016	AAMS R8 DSP CHANNEL ASIPP LIC
398017	AAMS R8 DSP CHANNEL ASIPP SRS LIC
398025	AAMS R8 SYSTEM UPGRADE ENTITLED
398026	AAMS R8 DSP CHANNEL UPGRADE ENTITLED
398027	AAMS R8 VAPP OVA UPGRADE ENABLE
398028	AAMS R8 PVI UPGRADE
401239	AAMS R8 SYSTEM UPGRADE
401240	AAMS R8 DSP CHANNEL UPGRADE

System Expansion post-End of Sale
Please note that although Avaya Aura 8.x perpetual new system sales and upgrades availability will end on the date indicated, the capacity of installed systems for all Aura 8.x products may be increased based on the continued availability of order codes for any System Expansions.

Ability to expand customer environments running Aura 8.1 on AVP may be limited due to the ASP 120 (AVP) servers going End of Sale in July 2022
https://download.avaya.com/css/public/documents/101081599

Migration Strategy
Avaya now offers the following alternative solution(s). Avaya Aura Platform Subscription, deployed as Aura 8.x subscription via Buy-to-Current program.

Schedule

Last day to order Aura 8 perpetual new or upgrade systems	10-December-2021 (Friday)
Aura 8 Perpetual New and Upgrades End of Sale Date Effective Date	13-December-2021
Last day to order AAMS 8 perpetual new and upgrades	15-April-2022
Avaya Aura Web Gateway (AAWG) 8 End of Sale Date	18-April-2022
Avaya Aura Media Server (AAMS) 8 End of Sale Date	18-April-2022
Last day to purchase Aura 8 perpetual system expansions and uplifts including AAMS, AAWG, AVP, and AVPU	3-March-2023 (Friday)
End of Sale effective date for Aura 8 expansions and uplifts including AAMS, AAWG, AVP, and AVPU	6-March-2023 JITC: 30-June-2023
End of Manufacturer Support (EOMS) of all Aura 8 applications, including AAMS, AAWG, AVP, AVPU (both Perpetual & Subscription)	6-March-2023 JITC: 28-June-2024
Targeted End of Support Sales**	See Lifecycle Summary Matrix*

Per Avaya Product Lifecycle Summary Matrix: https://download.avaya.com/css/public/documents/100172510

**Avaya Services may revise the Target End of Support Sales 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.*

To see more details about the lifecycle events mentioned in this table please see our Lifecycle Policy:
https://sales.avaya.com/documents/1399719771579

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 >> Policies and Legal >> Warranty & Product Lifecycle >> Avaya Product Lifecycle Policy