# End of Sale Notice

## Notification Date: 15-Nov-2022

## Revision Date: 24-Aug-2023

## Effective Date: 15-Nov-2022 or 15-Feb-2023 depending on the component as listed below

## Subject: Avaya Breeze platform and the following snap-ins

- Engagement Designer
- Context Store Snap-in
- Co-browsing Snap-in
- WebRTC Snap-in
- Call Park and Page Snap-in
- Avaya Device Adapter Snap-in
- Call Announcement Snap-in
- Call Reconnect Snap-in
- Call Redirection Manager Snap-in
- Smart Caller ID Inbound/Outbound Snap-in

## Theatre/Region: All Regions

### Revision History

| Revision Date | Reason for change |
|---|---|
| **15-Nov-2022** | Initial notification |
| **27-Jan-2023** | Updated Summary and Migration Strategy section |
| **12-May-2023** | Updated the EoSS definition and set the date to TBD.<br>Set the EoMS date for Context Store and Engagement Designer. |
| **21-Jun-2023** | Added two missing Smart Caller ID material codes to the list |
| **24-Aug-2023** | Set the EoMS date for Breeze |

### Summary

As part of Avaya's restructuring and portfolio simplification, Avaya will no longer sell the Avaya Breeze platform and snap-ins as a standalone offer.

This EoS Notice includes the standalone Breeze offer and the following standalone snap-ins; Engagement Designer, Context Store, Co-browsing, WebRTC, Call Park and Page, Avaya Device Adapter, Call Announcement, Call Reconnect, Call Redirection Manager and Smart Caller ID Inbound/Outbound.

Avaya Oceana and Avaya Aura CC-Elite, Presence Services, Workspaces and Workplace Attendant still depend on the Breeze platform as part of their offers and are not included in this Breeze EoS Notice.

The Avaya Oceana solution bundles Breeze, Context Store, Co-browsing and the Engagement Designer snap-ins.  These components and all other embedded Breeze snap-ins included with the Oceana solution continue to be supported when purchased as part of these offers.

Similarly, the Avaya Aura CC-Elite Subscription offer includes Avaya Workspaces and customer journey based on Breeze and Context Store. These Breeze snap-ins continue to be supported as part of these offers.

Effective 15-Nov-2022 or 15-Feb-2023 depending on the component Avaya will no longer sell, make commercially available standalone Avaya Breeze platform and snap-ins per the schedule listed below.

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## Discontinued Order Codes and Migration Strategy

**Discontinued Codes from the Pricing Catalog and configuration tools for new sales.**

| Material Code | Description |
|---|---|
| **Avaya Breeze platform** | |
| 307286 | BREEZE R3 TRIAL NON PRODUCTION LIC |
| 384414 | AAMS R8 SYSTEM LIC FOR BREEZE TRIAL |
| 388061 | BREEZE R3 LAB LIC |
| 307410 | BREEZE R3 USER LIC |
| 307413 | BREEZE R3 AVAYA SNAP-IN SRVR INSTNC |
| 390717 | BREEZE R3.2 WEBRTC DEBUG LIC |
| 389563 | BREEZE R3 CUSTOM SNAP-IN SERVER INSTANCE LIC |
| 388950 | BREEZE R3 MSG RCDG SYS |
| 389560 | BREEZE R3 PER MEDIA CH |
| 384422 | BREEZE R3 MEDIA CH SML AAMS R8 SYS |
| 384423 | BREEZE R3 MEDIA CH SML AAMS R8 ENTL |
| 384424 | BREEZE R3 MEDIA CH SML AAMS R8 UPG |
| 384425 | BREEZE R3 MEDIA CH MED AAMS R8 SYS |
| 384426 | BREEZE R3 MEDIA CH MED AAMS R8 ENTL |
| 384427 | BREEZE R3 MEDIA CH MED AAMS R8 UPG |
| 384428 | BREEZE R3 MEDIA CH LG AAMS R8 SYS |
| 384429 | BREEZE R3 MEDIA CH LG AAMS R8 ENTL |
| 384430 | BREEZE R3 MEDIA CH LG AAMS R8 UPG |
| 415551 | BREEZE R3 MEDIA CH SML AAMS R10 SYS |
| 415552 | BREEZE R3 MEDIA CH SML AAMS R10 ENTL |
| 415553 | BREEZE R3 MEDIA CH SML AAMS R10 UPG |
| 415554 | BREEZE R3 MEDIA CH MED AAMS R10 SYS |
| 415555 | BREEZE R3 MEDIA CH MED AAMS R10 ENTL |
| 415556 | BREEZE R3 MEDIA CH MED AAMS R10 UPG |
| 415557 | BREEZE R3 MEDIA CH LG AAMS R10 SYS |
| 415558 | BREEZE R3 MEDIA CH LG AAMS R10 ENTL |
| 415559 | BREEZE R3 MEDIA CH LG AAMS R10 UPG |
| 384816 | BREEZE CUSTOM DEVELOPMENT SUBS 1YPP |
| 384817 | BREEZE CUSTOM DEVELOPMENT SUBS 2YPP |
| 384818 | BREEZE CUSTOM DEVELOPMENT SUBS 3YPP |
| 384819 | BREEZE CUSTOM DEVELOPMENT SUBS 4YPP |
| 384820 | BREEZE CUSTOM DEVELOPMENT SUBS 5YPP |
| 385125 | BREEZE R3 AVAYA SNAP-IN SRVR INSTNC /H |
| 390313 | BREEZE R3 CUSTOM SNAP-IN SRVR INSTNC /H |
| 390314 | BREEZE R3 MEDIA SRVR BNDL INSTNC /H |
| 402434 | BREEZE R3 MEDIA CH SML AAMS R7.8 SYS /H |
| 402435 | BREEZE R3 MEDIA CH SML AAMS R8 SYS /H |
| **Breeze Speech** | |
| 370477 | NU R6/BREEZE VOC 1LANG |
| 370478 | NU R6/BREEZE VOC 2LANG |
| 370479 | NU R6/BREEZE VOC 3LANG |
| 370480 | NU R6/BREEZE VOC 1LANG DR |
| 370481 | NU R6/BREEZE VOC 2LANG DR |
| 370482 | NU R6/BREEZE VOC 3LANG DR |
| 370369 | NU R6/BREEZE RCG R10 T3 1LANG |
| 370380 | NU R6/BREEZE RCG R10 T3 2LANG |
| 370381 | NU R6/BREEZE RCG R10 T3 3LANG |

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| | |
|---|---|
| 370382 | NU R6/BREEZE RCG R10 T3 1LANG DR |
| 370383 | NU R6/BREEZE RCG R10 T3 2LANG DR |
| 370384 | NU R6/BREEZE RCG R10 T3 3LANG DR |
| 370367 | NU R6/BREEZE DM-CORE 1LANG |
| 370368 | NU R6/BREEZE DM-CORE 2LANG |
| 370462 | NU R6/BREEZE DM-CORE 3LANG |
| 380844 | NU R6/BREEZE DM-CORE 1LANG DR LIC |
| 380845 | NU R6/BREEZE DM-CORE 2LANG DR LIC |
| 380846 | NU R6/BREEZE DM-CORE 3LANG DR LIC |
| 370385 | NU R6/BREEZE ADM 1LANG |
| 370386 | NU R6/BREEZE ADM 2LANG |
| 370474 | NU R6/BREEZE ADM 3LANG |
| 370387 | NU R6/BREEZE ADM 1LANG DR |
| 370388 | NU R6/BREEZE ADM 2LANG DR |
| 370475 | NU R6/BREEZE ADM 3LANG DR |
| 370464 | NU R6/BREEZE DM US CTY/ST |
| 370463 | NU R6/BREEZE DM-ADDR US/CA/UK |
| 370468 | NU R6/BREEZE DM US CTY/ST DR |
| 370467 | NU R6/BREEZE DM-ADDR US/CA/UK DR |
| 370476 | NU R6/BREEZE DM-ADDR US/CA/UK SUBS |
| 370465 | NU R6/BREEZE DM-NAMES |
| 370469 | NU R6/BREEZE DM-NAMES DR |
| 370470 | NU R6/BREEZE DM-EMAIL |
| 370471 | NU R6/BREEZE DM-EMAIL DR |
| 370472 | NU R6/BREEZE DM-SPELLING |
| 370473 | NU R6/BREEZE DM-SPELLING DR |
| 370389 | NU R6/BREEZE ASR/TTS LANG ARA |
| 370390 | NU R6/BREEZE ASR/TTS LANG CH-HK |
| 370391 | NU R6/BREEZE ASR/TTS LANG DA-DK |
| 370392 | NU R6/BREEZE ASR/TTS LANG DE-DE |
| 370393 | NU R6/BREEZE ASR/TTS LANG EN-AU |
| 370394 | NU R6/BREEZE ASR/TTS LANG EN-IN |
| 370395 | NU R6/BREEZE ASR/TTS LANG EN-UK |
| 370396 | NU R6/BREEZE ASR/TTS LANG EN-US |
| 370397 | NU R6/BREEZE ASR/TTS LANG CASTL |
| 370398 | NU R6/BREEZE ASR/TTS LANG ES-MX |
| 370399 | NU R6/BREEZE ASR/TTS LANG FR-CA |
| 370400 | NU R6/BREEZE ASR/TTS LANG FR-FR |
| 370401 | NU R6/BREEZE ASR/TTS LANG IT-IT |
| 370402 | NU R6/BREEZE ASR/TTS LANG JA-JP |
| 370403 | NU R6/BREEZE ASR/TTS LANG KO-KR |
| 370404 | NU R6/BREEZE ASR/TTS LANG NL-BE |
| 370405 | NU R6/BREEZE ASR/TTS LANG NL-NL |
| 370406 | NU R6/BREEZE ASR/TTS LANG NO-NO |
| 370407 | NU R6/BREEZE ASR/TTS LANG PL-PL |
| 370408 | NU R6/BREEZE ASR/TTS LANG PT-BR |
| 370409 | NU R6/BREEZE ASR/TTS LANG PT-PT |
| 370410 | NU R6/BREEZE ASR/TTS LANG RU-RU |
| 370411 | NU R6/BREEZE ASR/TTS LANG SV-SE |
| 370412 | NU R6/BREEZE ASR/TTS LANG EN-ZA |
| 370413 | NU R6/BREEZE ASR/TTS LANG ES-LA |

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| 370414 | NU R6/BREEZE ASR/TTS LANG EN-EI |
| 370415 | NU R6/BREEZE ASR/TTS LANG EN-SC |
| 370416 | NU R6/BREEZE ASR/TTS LANG CATAL |
| 370417 | NU R6/BREEZE ASR/TTS LANG EU-ES |
| 370418 | NU R6/BREEZE ASR/TTS LANG HI-IN |
| 370419 | NU R6/BREEZE ASR/TTS LANG ID-ID |
| 370420 | NU R6/BREEZE ASR/TTS LANG FR-BE |
| 370421 | NU R6/BREEZE ASR/TTS LANG ZH-CN |
| 370422 | NU R6/BREEZE ASR/TTS LANG DE-AT |
| 370423 | NU R6/BREEZE ASR/TTS LANG MS-MY |
| 370424 | NU R6/BREEZE ASR/TTS LANG AR-JO |
| 370425 | NU R6/BREEZE ASR/TTS LANG CA-ES |
| 370426 | NU R6/BREEZE ASR/TTS LANG EL-GR |
| 370427 | NU R6/BREEZE ASR/TTS LANG TR-TR |
| 370428 | NU R6/BREEZE ASR/TTS LANG CS-CZ |
| 370429 | NU R6/BREEZE ASR/TTS LANG CE-HK |
| 370430 | NU R6/BREEZE ASR/TTS LANG EN-SG |
| 370431 | NU R6/BREEZE ASR/TTS LANG ES-AR |
| 370432 | NU R6/BREEZE ASR/TTS LANG DE-CH |
| 370433 | NU R6/BREEZE ASR/TTS LANG FI-FI |
| 370434 | NU R6/BREEZE ASR/TTS LANG HU-HU |
| 370435 | NU R6/BREEZE ASR/TTS LANG SK-SK |
| 370436 | NU R6/BREEZE ASR/TTS LANG SL-SL |
| 370437 | NU R6/BREEZE ASR/TTS LANG ZH-TW |
| 370438 | NU R6/BREEZE ASR/TTS LANG HE-IL |
| 370439 | NU R6/BREEZE ASR/TTS LANG ES-CO |
| 370440 | NU R6/BREEZE ASR/TTS LANG KN-IN |
| 370441 | NU R6/BREEZE ASR/TTS LANG TA-IN |
| 370442 | NU R6/BREEZE ASR/TTS LANG ML-IN |
| 370443 | NU R6/BREEZE ASR/TTS LANG TE-IN |
| 370444 | NU R6/BREEZE ASR/TTS LANG BN-IN |
| 370445 | NU R6/BREEZE ASR/TTS LANG GU-IN |
| 370446 | NU R6/BREEZE ASR/TTS LANG MR-IN |
| 370447 | NU R6/BREEZE ASR/TTS LANG TH-TH |
| 370448 | NU R6/BREEZE ASR/TTS LANG OR-IN |
| 370449 | NU R6/BREEZE ASR/TTS LANG PA-IN |
| 370450 | NU R6/BREEZE ASR/TTS LANG AF-ZA |
| 370451 | NU R6/BREEZE ASR/TTS LANG IS-IS |
| 370452 | NU R6/BREEZE ASR/TTS LANG RO-RO |
| 370453 | NU R6/BREEZE ASR/TTS LANG ES-US |
| 370454 | NU R6/BREEZE ASR/TTS LANG AR-WW |
| 370455 | NU R6/BREEZE ASR/TTS LANG AS-IN |
| 370456 | NU R6/BREEZE ASR/TTS LANG BG-BG |
| 370457 | NU R6/BREEZE ASR/TTS LANG SR-RS |
| 370458 | NU R6/BREEZE ASR/TTS LANG ES-CO |
| 370459 | NU R6/BREEZE ASR/TTS LANG UK-UA |
| 370460 | NU R6/BREEZE ASR/TTS LANG UR-IN |
| 370461 | NU R6/BREEZE ASR/TTS LANG UR-PK |
| **Engagement Designer** | |
| 390674 | ENGAGEMENT DESIGNER R3 BASE LIC |
| 390676 | ADDITIONAL ENGAGEMENT DESIGNER R3 DESIGNER LIC |

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| 396306 | ENGAGEMENT DESIGNER R3 PER PORT INTERACT VCE RESPONSE TASK LIC |
| 390318 | ENGAGEMENT DESIGNER R3 BASE UNIT CU PRD USG /H |
| 390319 | ENGAGEMENT DESIGNER R3 ADDITIONAL UNIT CU PRD USG /H |
| 390962 | ENGAGEMENT DESIGNER R3.2 ADDITIONAL DESIGNER NU PRD USG /H |
| 406669 | ENGAGEMENT DESIGNER R3 NON PRODUCTION SYSTEM LIC |
| **Context Store Snap-in** | |
| 305220 | CONTEXT STORE R3 PER SERVER LIC:DS |
| 305221 | CONTEXT STORE R3 SCREEN POP USER LIC:CU |
| 307379 | CONTEXT STORE R3 AVAYA ENTERPRISE PORTAL CONNECTOR LIC:NU |
| 307390 | CONTEXT STORE R3 API LIC:NU |
| 307465 | CONTEXT STORE R3 PER SERVER MIGRATION LIC:DS |
| 307466 | CONTEXT STORE R3 USER MIGRATION LIC:CU |
| 307467 | CONTEXT STORE R3 AEP CONNECTOR MIGRATION LIC:NU |
| 307468 | CONTEXT STORE R3 API MIGRATION LIC:NU |
| 380821 | CONTEXT STORE R3 GEO REDUNDANCY LIC:DS |
| 381022 | CONTEXT STORE R3 PER SERVER LAB LIC:DS |
| 381023 | CONTEXT STORE R3 SCREEN POP USER LAB LIC:CU |
| 381024 | CONTEXT STORE R3 AEP CONNECTOR LAB LIC:NU |
| 381025 | CONTEXT STORE R3 API LAB LIC:NU |
| 385461 | CONTEXT STORE R3 PER SERVER WITH GEO REDUNDANCY /E LIC:DS |
| 385462 | CONTEXT STORE R3 SCREEN POP USER WITH GEO REDUNDANCY /E LIC:CU |
| 385463 | CONTEXT STORE R3 API CLIENT WITH GEO REDUNDANCY /E LIC:NU |
| 390315 | CONTEXT STORE R3 PER SERVER DS PRD USG /H |
| 390316 | CONTEXT STORE R3 SCREEN POP USER CU PRD USG /H |
| 390317 | CONTEXT STORE R3 API NU PRD USG /H |
| **Co-browsing Snap-in** | |
| 381071 | COLLABORATIVE BROWSING R3 USER LIC:NU |
| **WebRTC Snap-in** | |
| 308442 | WEBRTC R3 VOICE GATEWAY SMALL PACKAGE LIC:CL |
| 308443 | WEBRTC R3 VOICE GATEWAY MEDIUM PACKAGE LIC:CL |
| 308444 | WEBRTC R3 VOICE GATEWAY LARGE PACKAGE LIC:CL |
| 308445 | WEBRTC R3 VOICE GATEWAY LAB PACKAGE LC:CL |
| 339253 | WEBRTC R3 ON PREM OPEX VOICE GATEWAY SMALL PACKAGE LIC:DS |
| 339254 | WEBRTC R3 ON PREM OPEX VOICE GATEWAY MEDIUM PACKAGE LIC:DS |
| 339255 | WEBRTC R3 ON PREM OPEX VOICE GATEWAY LARGE PACKAGE LIC:DS |
| **Call Park and Page Snap-in** | |
| 381550 | PARK AND PAGE R3 SYSTEM LIC:CL |
| 381551 | PARK AND PAGE R3 MIGRATION FROM CS1K SYSTEM LIC:CL |
| 381552 | PARK AND PAGE R3 SYSTEM LAB LIC:CL |
| 381553 | PARK AND PAGE R3 MIGRATION FROM CS1K SYSTEM LAB LIC:C |
| **Avaya Device Adapter Snap-in** | |
| 398136 | DEVICE ADAPTER R8 VE VAPPLIANCE SYSTEM ENABLEMENT |
| 398137 | DEVICE ADAPTER R8 AMAZON WEB SERVICES AMI ENABLEMENT |

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| 398138 | DEVICE ADAPTER R8 KVM VIRTUAL ENABLEMENT |
| 398139 | DEVICE ADAPTER R8 1ST BREEZE R3 SERVER INSTANCE LIC:DS |
| 398140 | DEVICE ADAPTER R8 ADDITIONAL BREEZE R3 SRVR INSTANCE LIC:DS |
| 398141 | DEVICE ADAPTER R8 SYSTEM LIC:DS |
| 398142 | DEVICE ADAPTER R8 NEW SYSTEM TRACKING |
| 400034 | DEVICE ADAPTER R8 1ST BREEZE R3 SERVER INSTANCE DS PRD USG /H |
| 400035 | DEVICE ADAPTER R8 ADDITIONAL BREEZE R3 SRVR INSTANCE DS PRD USG /H |
| 400036 | DEVICE ADAPTER R8 SYSTEM DS PRD USG /H |
| 413444 | DEVICE ADAPTER R10 VE VAPPLIANCE SYSTEM ENABLEMENT |
| 413445 | DEVICE ADAPTER R10 1ST BREEZE R3 SERVER INSTANCE LIC:DS |
| 413446 | DEVICE ADAPTER R10 1ST BREEZE R3 SERVER UPGRADE LIC:DS |
| 413447 | DEVICE ADAPTER R10 1ST BREEZE R3 SERVER ENTITLEMNT LIC:DS |
| 413448 | DEVICE ADAPTER R10 ADDITIONAL BREEZE R3 SRVR INSTANCE LIC:DS |
| 413449 | DEVICE ADAPTER R10 ADDL BREEZE R3 SRVR INSTANCE UPGRADE LIC:DS |
| 413450 | DEVICE ADAPTER R10 ADDL BREEZE R3 SRVR INSTANCE ENTL LIC:DS |
| 413451 | DEVICE ADAPTER R10 SYSTEM LIC:DS |
| 413452 | DEVICE ADAPTER R10 SYSTEM LICENSE UPGRADE LIC:DS |
| 413453 | DEVICE ADAPTER R10 SYSTEM LICENSE ENTITLEMENT LIC:DS |
| **Call Announcement Snap-in** | |
| 399640 | CALL ANNOUNCEMENT R1 |
| **Call Reconnect Snap-in** | |
| 399641 | CALL RECONNECT R1 |
| **Call Redirection Manager Snap-in** | |
| 387433 | Call Redirection Manager Base Applic |
| 388943 | CALL REDIRECT MGR R1 45DAY TRIAL LIC |
| **Smart Caller ID Inbound/Outbound Snap-in** | |
| 308496 | Smart Caller ID Inbound/Outbound Base Soft |
| 388686 | SMART CALLER ID R1 OUTBND LIC |
| 388687 | SMART CALLER ID R1 INBND LIC |
| 388941 | SMART CALLER ID R1 OUTBND 45DAYTRIAL |
| 388942 | SMART CALLER ID R1 INBND 45DAY TRIAL |

**System Expansion post-End of Sale**
New system sales will end on the date indicated below. After the End of Sale date, system expansions will be supported as indicated below.

**Migration Strategy**
For the migration of the following Snap-In's, contact APS at APSOffers@Avaya.com regarding the Call Steering API on the Avaya Hybrid Cloud Service (HCS) to address this functionality. HCS can be quoted and purchased in The Avaya Store or in ProServices Now.

- Call Redirection
- Smart Caller ID Inbound
- Smart Caller ID Outbound

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In addition, AI Chat Bot's can address some of Breeze use cases for example workflows and action/notification tasks. Contact APS Sales for opportunity assessments.

**Avaya Co-browse**
Recommend customers to adopt Third party co-browse solution.

## Schedule

Definitions:
EoS = End of Sale
EoMS = End of Manufacturer Support
EoSS = End of Support Sales

Aligning with our go-forward strategy and roadmap plans, Avaya will exit some products that do not align to our cloud strategy. We are identifying a few key categories:

1. Software-only products that will not be available for net new customer sales or existing customer expansions.
2. Software-only products where we do not want to expand to new customers will not be available for net new customer sales, but existing customers will be permitted to continue to purchase new systems and system expansions.

| (1) Software Only Products End of Sale Timelines<br>Not Available For Net New Customer Sales or Existing Customer Expansions | | | | | |
|---|---|---|---|---|---|
| **Product** | **EoS Notice Date** | **EoS Date** | **Last day to purchase Expansion** | **EoMS Date** | **EoSS Date**** |
| Avaya Device Adapter Snap-in | 15-Nov-22 | 15-Feb-23 | 15-Feb-23 | 15-Feb-24 | TBD |
| Call Park and Page Snap-in | 15-Nov-22 | 15-Feb-23 | 15-Feb-23 | 15-Feb-24 | TBD |
| Co-browsing Snap-in | 15-Nov-22 | 15-Feb-23 | 15-Feb-23 | 15-Feb-24 | TBD |
| WebRTC Snap-in | 15-Nov-22 | 15-Feb-23 | 15-Feb-23 | 15-Feb-24 | TBD |
| Call Announcement Snap-in | 15-Nov-22 | 15-Feb-23 | 15-Feb-23 | 15-Feb-24 | TBD |
| Call Reconnect Snap-in | 15-Nov-22 | 15-Feb-23 | 15-Feb-23 | 15-Feb-24 | TBD |
| Call Redirection Manager Snap-in | 15-Nov-22 | 15-Feb-23 | 15-Feb-23 | 15-Feb-24 | TBD |
| Smart Caller ID Inbound / Outbound Snap-in | 15-Nov-22 | 15-Feb-23 | 15-Feb-23 | 15-Feb-24 | TBD |

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| (2) Software Only Products End of Sales Timelines<br>Not Available For Net New Customer Sales, Existing Customers Permitted | | | | | |
|---|---|---|---|---|---|
| **Product** | **EoS Notice Date** | **EoS Date** | **Last day to purchase Expansion** | **EoMS Date** | **EoSS Date**** |
| Breeze | 15-Nov-22 | 15-Nov-22 | 15-Feb-24 | 31-Dec-2026 | TBD |
| Context Store | 15-Nov-22 | 15-Nov-22 | 15-Feb-24 | 15-Feb-24 | TBD |
| Engagement Designer | 15-Nov-22 | 15-Nov-22 | 15-Feb-24 | 15-Feb-24 | TBD |

***End of Support Sales (EoSS): After this event Support Service contracts can no longer be purchased or renewed. Avaya will continue to meet its commitments under Support Services contracts already purchased from Avaya by customers or Channel Partners until they expire or are terminated*

## 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.

## 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

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