



End of Sale Notice

Notification Date: 13-Dec-2022

Revision Date: 11-Mar-2025

Effective Date: 17-Jan-2023

Subject: Avaya Oceana 3.9.x and Avaya Analytics 4.2.x

Theatre/Region: All Regions

Revision History

| Revision Date | Reason for change |
|---------------|--|
| 13-Dec-2022 | Initial Notice. Effective 17-Jan-2023, Avaya will End the Sale (EoS) of Avaya Oceana 3.9.x and Avaya Analytics 4.2.x for new opportunities as a newer version, Avaya Oceana Solution 3.10 and Avaya Analytics 4.3 shall be available 17-Jan-2023 |
| 26-Mar-2024 | Extension of EoMS for Avaya Oceana 3.9.x and Avaya Analytics 4.2.x |
| 11-Mar-2025 | Extension of EoMS for Avaya Oceana 3.9.x and Avaya Analytics 4.2.x |

Summary

This is an update to the previously announced End-Of-Sale notice of Avaya Oceana 3.9.x and Avaya Analytics 4.2.x

Avaya has announced End Of Sale for Avaya Oceana 3.9.x and Avaya Analytics 4.2.x that is effective 17-Jan-2023 post General Availability of Avaya Oceana 3.10 and Avaya Analytics 4.3. The End Of Sale notice is published on Avaya support portal.

The End Of-Manufacturer Support (EoMS) for Avaya Oceana 3.9.x and Avaya Analytics 4.2.x is being extended till 30-Jun-2025.

Avaya will continue to provide support as per the schedule listed in this notification for Avaya Oceana 3.9.x and Avaya Analytics 4.2.x.

Avaya customers are strongly encouraged to upgrade to a supported release for bug fix support, and to the latest Service Pack and Generally Available patch lineup on that dot release. Per the Avaya Product Lifecycle Policy, bug fixes are only applied to the latest Service Pack and Generally Available patch lineup on any supported release.

<https://downloads.avaya.com/css/P8/documents/100081098>



Discontinued Order Codes and Migration Strategy

Current release of Avaya Oceana Solution 3.10 is commercially available for new system opportunities and leverages the existing set of the Avaya Oceana 3.9.x Solution material codes, meaning these material codes will be provisioned for new sale opportunities.

System Expansion post-End of Sale

New Avaya Oceana 3.9.x with Avaya Analytics 4.2.x system sales will end on the date indicated below, however existing customers will continue to be supported and can still purchase additional Agent and Supervisor licenses up to the capacity of their existing Avaya Oceana 3.9.x with Avaya Analytics 4.2.x system can support up to the product going into End of Manufacture Support (EoMS).

Migration Strategy

Existing Avaya Oceana 3.9.x with Avaya Analytics 4.2.x and any customers on older releases must plan to upgrade to Avaya Oceana Solution supporting Avaya Breeze 3.9.1 upon General Availability.

Request to refer the latest Product Services Support Notices (PSN) published for Avaya Oceana 3.9.x and Avaya Analytics 4.2.x on Avaya support portal.

Per the Avaya Lifecycle Policy, customers must be on the latest service pack of a dot release as bug fixes are only applied to the latest dot release within a major release.

Schedule

| | |
|---|-------------|
| End of Sale Date (last day to order new systems) ¹ | 17-Jan-2023 |
| End of Manufacturer Support for SOFTWARE ^{2,4,*} | 31-Dec-2025 |
| End of Manufacturer Support for HARDWARE [*] | NA |
| Last day to purchase system expansions | 31-Dec-2023 |
| Targeted End of Support Sales ^{**} | TBD |

Notes:

1. As of the, 17-Jan-2023, Avaya Oceana 3.9.x with Avaya Analytics 4.2.x is not available for new opportunities.
2. Manufacturer Support continues for Avaya Oceana 3.9.x with Avaya Analytics 4.2.x per the schedule above.
3. End of Services Support for Software will be announced later and Remote Support Only
4. Customers should always consult any available product Services Support Notices for final information on product supportability.

** Per Avaya Product Lifecycle Policy*

***Avaya Services may revise the Target 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 for final information on product supportability.*



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

Lifecycle Bulletin – Avaya Oceana Solution

<https://support.avaya.com/css/P8/documents/101065003>