AVAYA

End of Sale Notice

Notification Date: 04-Dec-2024

Revision Date: 04-Dec-2024
Effective Date: 04-Feb-2025
Subject: End of Sale – Avaya SIP Trunking (Carrier Services)
Theatre/Region: All countries, regions, and theatres

Revision History

Revision Date	Reason for change
04-Dec-2024	Initial Notice

Summary

In alignment with Avaya's commitment to delivering solution-driven innovations and enhancing our product portfolio to support our long-term business objectives, Avaya SIP Trunking will no longer be available for purchase effective February 4, 2025, and the service will be discontinued effective April 28, 2025.

Moving forward, Avaya will prioritize a carrier-oriented architecture, emphasizing "Bring Your Own Carrier" (BYOC) models. This strategy will enable us to collaborate with standardized carriers across all required regions, with a particular focus on SIP aggregators and service expansions.

The end of sale will affect the following countries.
- Austria
- Belgium
- Canada
- France
- Ireland
- Italy
- Portugal
- Puerto Rico
- Spain
- Netherlands
- UK
- United States

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
407965	Local Number / month
407966	Toll Free Number / month
407967	Toll Free Number Setup One time
407968	Local Number/DDI Setup Fee One time
407954	DDI Porting Out Fee One time
407970	Emergency Services / number / month
410545	CNAM support /number/ month
410267	CNAM Lookups per dip
407971	Local Inbound Calling /min
407972	Local Outbound calling /min
407974	Toll Free Inbound Calling / min
410546	International Outbound Calling
407976	Per User / Month (includes 1000 min, DID/DDI, Emergency Services)
407979	International Calling Bundle - 1000 min

Migration Strategy

Avaya now offers the following alternative solution.

Customers having Avaya One Cloud Private (OCP) will have the option to choose a carrier of their choosing to be integrated and moved as AXP Private cloud customers.

Customers using AXP public will be able to migrate to other type of connections BYOC (Bring Your Own Carrier) Standard or Hybrid.

The following are the list of carriers that has been already certified for BYOC-Standard options.

Carrier	Country
OSD (CDA)	Thailand
Hong Kong Telecommunications (HKT)	Hong Kong
IP Integrations	UK
Hungarian Telekom	Hungary
Maintel	UK
Sabio	France
Vonex	Brazil
Alestra	Mexico
Colt	Austria
	Belgium
	Denmark
	France
	Germany
	Ireland
	UK
	Italy
	Netherlands
	Portugal
	Spain

	Sweden
	Switzerland
British Telcom (BT)	UK
	Belgium
	Czech Republic
	Denmark
	Finland
	France
	Germany
	Hungary
	Ireland
	Italy
	Luxembourg
	Netherlands
	Norway
	Poland
	Romania
	Spain
	Sweden
	Switzerland
	Brazil
	Canada
	Mexico
	USA
	Australia
	Hong Kong
	Japan (Tokyo)
	Singapore

Please note that the carrier list may be subject to additions or modifications as Avaya continues to focus on expanding service availability to additional countries.

Migrating to BYOC-Hybrid is also an option for customers own a carrier relation and would like to expand this relation through their own on-premise infrastructure.

Any Bring Your Own Carrier (BYOC) connection requires an established relationship and a valid contract with the carrier. It is strongly recommended to expedite this process to facilitate a timely migration, if necessary. Please contact the designated carrier to confirm connectivity arrangements and ensure full compliance with all applicable regulations.

List of approved Session Border controllers for BYOC-Hybrid.

SBC	Notes
Avaya Session Border Controller (ASBC)	Approved and certified for version 10.x and higher. Connections and other services like BYOB and SIP referrals are supported. Please reach out to your Sales representative for specific features.
Audio Codes SBC	Approved and certified for version 7.24 and higher, for connections only.
Ribbon SBC	Approved and certified for version 10.x and higher, for connections only.
NextGen SBC (NX-B5000)	Approved and certified for version 7.1 and higher, for connections only.

Please note that there might be addition/modification to the SBC lists as Avaya is focusing on expanding service availability to other countries and customers.

Please contact your Sales Representative for available investment protection programs to support your migration journey.

Schedule

End of Sale Date (last day to order new systems) (EoS)	03-Feb-2025
Discontinuation of Service (DoS)	*28-Apr-2025*

* Per Avaya Lifecycle Policy for Cloud Services

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 February 4, 2025.

Additional Information

Avaya website:
http://www.avaya.com

Avaya End-of-Sale Notices:
http://support.avaya.com

Avaya Lifecycle Policy for Cloud Services
https://support.avaya.com/support/en/helpcenter/GenericDetail/1399860302759