



End of Sale Notice

Notification Date: 04-Dec-2024

Revision Date: 04-Dec-2024

Effective Date: 04-Feb-2025

Subject: End of Sale – Avaya Communications APIs (CPaaS)

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 Communications APIs will no longer be available for purchase effective February 4, 2025, and the service will be discontinued effective April 28, 2025.



Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
414677	Local Number Setup Fee
410240	Local Number Monthly Recurring Fee
414678	Local Number Porting In Fee
414679	Porting Out Fee
414710	Toll Free Number Setup Fee
410241	Toll Free Number Monthly Recurring Fee
414711	Toll Free Number Porting in Fee
410242	Local Inbound Calling
410243	Local Outbound Calling
410245	Toll Free Inbound Calling
410247	International Outbound
410251	SMS Inbound (to LongCode)
410252	SMS Outbound (LongCode)
410253	SMS Inbound (Toll Free)
410254	SMS Outbound (Toll Free)
414712	Dedicated ShortCode Setup Fee
410255	Dedicated ShortCode Monthly Recurring Fee
410645	Vanity Dedicated Shortcode Monthly Recurring Fee
410256	SMS Inbound (ShortCode)
410257	SMS Outbound (ShortCode)
410258	MMS Inbound (LongCode)
410259	MMS Outbound (LongCode)
410260	MMS Inbound (Toll Free)
410261	MMS Outbound (Toll Free)
410263	MMS Inbound (ShortCode)
410262	MMS Outbound (ShortCode)
414713	MMS Dedicated Short Code One-Time Setup
410264	SMS International Outbound
415526	10DLC Brand registration
415527	10DLC Campaign registration or Campaign migration
415528	10DLC Per month campaign charges
415529	10DLC Adding a number to a campaign
415530	10DLC Carrier review fees (more than 200K per day)
415531	10DLC Brand vetting fee
410265	Carrier Lookups
410266	BNA Lookups
414676	CNAM Lookups per dip
414675	CNAM support /number/month
410249	SIP Inbound Dialling
410250	SIP Outbound Dialling
410268	Auto Transcription
410270	Transcription Storage
410272	Text to Speech (Standard)
410273	Text to Speech (Wavenet)
410274	Automatic Speech Recognition/STT (Usage min)
410280	Call Recording
410281	Recording Storage



Migration Strategy

Please contact your Sales Representative for available support for your migration journey.

Schedule

End of Sale Date (last day to order new systems)	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>