



*Effective October \_21\_, 2024*

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# **Avaya Subscription Subscription Licensing Supplement or “SLS”**

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## A. Overview Avaya Subscription Licensing

Avaya Subscription Licensing is a software licensing model whereby software bundles are licensed to users at a per license/agent subscription price which includes:

- License to use eligible software;
- Software Upgrade subscription entitlements; and
- Remote technical support entitlements.

Subscription Licensing includes Fixed Term based subscriptions.

### Software Eligible for Subscription Licensing

The following Avaya software packages are available to be purchased in the Avaya Subscription Licensing model:

Experience Package	License Packages	License Add-Ons
Employee Experience	UC Basic UC Core UC Power	AES TSAPI BASIC and DMCC- 3 <sup>rd</sup> Party CTI** Attendant Speech to Text Text to Speech ASBCE Avaya Aura® X for Zoom Workplace*
Customer Experience	AXP Basic Agent AACC Oceana Digital Agent Digital Premium IVR Call Back Assist Proactive Outreach Manager CRM Connector* Workspaces for Salesforce*	Advanced AES- ASAI, DLG CVLAN and TSAPI Advanced* Advanced Analytics
Workforce Engagement	Contact Recording Quality Management Workforce Management Workforce Optimization	Advanced Desktop Analytics Speech Analytics including Transcription Speech Analytics (Advanced) Multilingual Agents Real Time Speech Analytics Add On Customer Feedback Interaction Data Export Manager Data Center Redundancy N+N CR Redundancy



Nuance Speech	Tier 3 Single Language Tier 3 Unlimited Language Tier 4 Single Language Tier 4 Unlimited Language Vocalizer Single Language Vocalizer Unlimited Language	Vocalizer Offline Disaster Recovery Dialog Module for Email and Spelling Dialog Module for Names and Addresses Dialog Module for US Stocks, Mutual Funds, and Options Dialog Module Update Service for Names and Addresses Dialog Module Update Service for US Stocks Dialog Module Update Service for US Mutual Funds Dialog Module Update Service for US Options
ASBCE	Standard/Advanced Services	

\*no expansion entitlements

\*\* limited expansion entitlements

Expansion entitlement: Many Avaya Subscription Licensing bundles include a 20% expansion above the contracted number of units of Subscription Licenses. Customers have access to this expansion during the contract period without any additional fees. Customers can grow beyond the expansion by purchasing additional Avaya Subscription Licenses which will be co-terminous with their existing Avaya Subscription Licensing order. (Bundles identified by an asterisk do not include any expansion entitlement. Bundles identified by a double asterisk: CTI (TSAPI BASIC and/or DMCC) do not include expansion for perpetual licenses the customer currently has when converting their existing installed base into Subscription Licensing. Customers are entitled to expansion for any new/additional third party CTI purchased as part of the Subscription Licensing.) \*\*

Expansion eligibility and allowance is supported in accordance with Avaya's Product Lifecycle Policy found at [Avaya Lifecycle Policy](#)

## B. Support Coverage

All Avaya Subscription Licensing bundles include Support Advantage Preferred with Upgrade Advantage. Support entitlements are contingent upon meeting the requirements and fulfilling the Customer responsibilities detailed in the Support Advantage Preferred Service Agreement Supplement. Details about Support Advantage Preferred can be found in the Service Description; Service Agreement Supplement document a:

[Support Advantage Service Agreement Supplement](#)



## **C. Conversion of Perpetual Licenses**

Avaya Aura® R6.3.118 Load 141, Avaya Aura® R7, Avaya Aura® R8 and Avaya Aura® R10 licenses may be converted to Subscription Licensing. The feature entitlements and 20% overage for these licenses will be limited to those available on such generally available releases and are subject to Avaya Product Lifecycle Policy found at:

[Avaya Lifecycle Policy](#)

## **D. Avaya Spaces Service Entitlement**

Each user or agent bundle is entitled to an Avaya Spaces user account during the Subscription License Term, where available. Avaya Spaces is a hosted offer and is not available in all geographies. If Avaya Spaces is not available in the geography where the Subscribed Licenses are purchased or Customer expressly requests Avaya not to include Avaya Spaces, then Customer is not entitled to receive it during the Subscription Term as part of the Subscription bundle even if Avaya Spaces becomes available in that geography. The Customer must register on <http://avayaspaces.com> to activate the service. The Avaya Spaces service is subject to the then-current Service Description and the applicable Avaya hosted terms.

## **E. Surrender of Perpetual Licenses to Avaya Subscription Licenses**

At the time of conversion or upgrade to Subscription Licensing, the End Users may convert their perpetual licenses into Subscription Licenses on a per System basis. However, a customer cannot combine perpetual and Subscription Licenses within the same System or Sold To location. If the perpetual licenses on a particular System or location are not being surrendered, then Customer must move such perpetual licenses to a different System or Sold To location at its own expense. Customers receiving Investment Protection Credits or discounts for the conversion of perpetual licenses to Subscription Licenses must surrender the perpetual licenses and once the licenses are converted by execution of the Subscription order, Customer is no longer licensed to use said perpetual licenses. To be eligible for Investment Protection Program credits, perpetual licenses must be under and remain under a current contract for Avaya-provided maintenance support until the effective date of the Subscription Licensing Term at which time the licenses are surrendered and license rights are extinguished.

Under Investment Protection Program, End Users will receive a credit or discount for the quantity of eligible perpetual licenses converted to Subscription Licenses not to exceed the quantity of Avaya Subscription Licenses purchased. Credits are applied as a reduction in the price of the Subscription License for the converted license for the initial Subscription Term of the Subscription License. If the initial Subscription License Term of the Subscription License is extended, the licenses will be renewed as Subscription Licenses at then-current rates. Investment Protection Program credits or discounts do not extend past the first Subscription License Term.

At the time of upgrade and conversion, the perpetual license quantity and type converted to Subscription Licenses which received Investment Protection Program Credits or discounts will be deleted from the Avaya End User record of perpetual licenses. All rights granted by Avaya under these perpetual licenses will immediately terminate upon conversion and Customer shall return or destroy tangible editions of such perpetual licenses.

## F. Supported Avaya Subscription License Use Cases

A Customer network may include a single System instance or may be part of a larger network made up of multiple System instances. Customers have the flexibility to choose to deploy perpetual licenses or Subscription Licenses on each of their Workplace and Contact Center System instances - Including Avaya Workforce Engagement but cannot mix Subscription Licenses and perpetual licenses within the same System.

### *Some Examples:*

- Within a System instance a customer may choose to deploy one thousand Core Suite Subscription Licenses and deploy 150 Avaya Elite Introductory Agent as Subscription Licenses.
- Within a System a customer may choose to deploy Core Suite with one thousand Core Suite Subscription Licenses and deploy 150 Avaya Elite Introductory Agent as perpetual licenses.
- Within a System a customer may **not** choose to deploy Core Suite with one thousand Core Suite Subscription Licenses and deploy 150 Core Suite as perpetual licenses.
- A customer may deploy one System with two thousand Core Suite Subscription Licenses and a second distinct system with one thousand Core Suite as perpetual licenses.

## G. New and Add/Expansion

Products available to be purchased using the Subscription Licensing model are subject to Avaya's Product Lifecycle Policy found at [Avaya Lifecycle Policy](#).

## H. Subscription License Term Start Date

Unless an earlier date is specified in an order, the Subscription License Term for the Subscription License(s) will commence and be chargeable as follows:

New System builds:

- If Avaya sells and installs the Subscription Licenses directly, the Subscription License Term will commence on the date Avaya notifies the Customer that the Subscription Licenses are installed according to specifications.
- If Avaya sells the Subscription Licenses directly, but does not install the Subscription Licenses, the Subscription License Term will commence on the earliest of the date when Subscription Licenses (i) features are enabled, (ii) is downloaded to the target processor or (iii) is physically delivered to the End User premises.

If the Subscription Licenses are purchased through an Avaya channel partner (including Support Advantage Retail), regardless of what company installs the Subscription Licenses, the term will commence on the first day of the second month following the order of the Subscription Licenses. If the Subscription Licenses are replacing existing perpetual licenses being transitioned from an existing maintenance support order, the Subscription License Term starts on the start date specified on the order.

Subscription Licenses which are being added to an existing Subscription License Term are effective on the 1<sup>st</sup> day of the first month following Avaya's acceptance of the order for additional Subscription Licenses.

## I. Invoicing



Invoicing is in advance at the frequency identified on the order form, either monthly or annually.

## **J. Pricing and Product Subscription Material Codes**

Subscription Licenses are ordered and invoiced using specific material codes provided by Avaya or the Channel Partner. Pricing will be provided per Subscription License bundle for the specific Subscription License bundle metric and based on the length of the Software Subscription Term. Pricing is quoted exclusive of taxes and fees.

## **K. Miscellaneous**

Initial Set Up. Implementation and installation of the Subscription Licenses within the Customer environment are not included in the Subscription Fees. Avaya can provide those services as a separate engagement.

Architectural and Infrastructure Requirements. Customer is responsible for all architectural requirements to accommodate the number of Subscribed Licenses it orders at the desired capacity, and is responsible for the provision of all hardware, software, equipment and services for the deployment of such licenses.

Quantities increase. Customer may request additional Fixed Term Software Subscription licenses, beyond the quantity set out in the initial order, by providing Avaya with a 30 day advance written notice. Avaya may make such additional Fixed Term Software Subscription licenses available for use by Customer. If Avaya approves an increase of licenses, Avaya will increase the periodic billing in proportion to the number of additional software licenses requested by Customer at the then current price.

## **L. Renewal of Coverage**

To assure continuity of service and availability of the licensed solutions, Avaya Subscription Licensing will automatically renew at the end of the term [for a similar term length at then current Avaya list pricing for the offer unless either party provides written notice of its intent not to renew such coverage at least 30 days prior to the renewal date end of Subscription License Term. If a customer is a direct Avaya customer located in the EU, the Subscription License Term will automatically renew for one year [at then current pricing] unless either party provides written notice of its intent not to renew such coverage at least 30 days prior to the renewal date. If a shorter renewal term is required by local country laws or regulations, the Subscription License Term will automatically renew for at least one year, or for the maximum term permitted by such local country laws or regulations, and Avaya will notify customer of the same.

Changes to Subscription Licenses at renewal. Customer must notify Avaya at least 60 days in advance if Customer wants to modify the quantity or type of Subscription Licenses for the renewal term; otherwise, all contracted Subscription Licenses will be auto renewed as described in Paragraph 1. If, at the time of any renewal, the customer requests a change to (i) the quantity of Subscription Licenses for the renewal term; and/or (ii) the type of Subscription Licenses for the renewal term, then, Avaya will present a quote reflecting the changes. If in the event the Customer does not place the new order for the reflected quote prior to the end of the affected Subscription License Term, the Subscription Licenses will auto renew in accordance with the specific term specified in the initial Subscription License order.

Please note, for Subscription Contracts on non-current release and already in place with the 20% expansion allowance will continue to access the 20% expansion allowance with the current contract and future renewals so



long as the renewal contract is completed on time without lapse and there is no reduction of UC or CC user license count.

NOTE: WorkForce Engagement bundles will not automatically renew as new license keys will need to be issued for a subsequent term and prices may be subject to change.

## **M. Termination/Order cancellation**

Accepted orders for Subscription Licenses are not cancelable but the Subscribed Licenses may be terminated as specified in this SLS.

The Customer may terminate a subscription in its entirety during the Subscription License Term upon thirty (30) days' written notice subject to termination fees equal to 50% of the remaining unpaid balance of the Subscription License Term; provided, that the following special termination terms apply to subscriptions for Workforce Engagement bundles: Customer may terminate a subscription for Workforce Engagement bundles in their entirety during the Subscription License Term upon one hundred twenty (120) days' written notice exercisable at any time after the first 28 months of the subscription term and subject to termination fees equal to 60% of the remaining unpaid balance of the Subscription License Term.

## **N. Consequences of Termination**

Upon termination or expiration of the Subscription License Term, Customer's right to use the affected Subscribed Licenses, and to receive all associated services, will terminate immediately and Customer will: (a) cease all use of the affected Subscribed Licenses and related Documentation; (b) in accordance with Avaya's instructions, irretrievably delete, deactivate, return and/or destroy any Subscribed Licenses installed or downloaded at the Customer site or on any of its devices or otherwise made available or accessible by Customer, as well as any related Documentation, or allow Avaya to do the same; (c) upon request, promptly certify compliance with the foregoing requirements by an authorized representative of Customer; and (d) pay Avaya all Subscription Fees due up until the date of termination. Upon Avaya's request, Customer will promptly provide the certification set forth in (c) to Avaya and acknowledges and agrees that Avaya may share the certification with its applicable licensors.

Terminated or expired Subscription Licenses may be subject to re-initiation fees.

## **O. About this Document**

This Subscription Licensing Supplement describes the Avaya Subscription Licenses for eligible software and supersedes all prior descriptions relating to Subscription Licensing.

## R. Glossary

- **Customer**- the entity that purchases the Subscription Licenses from Avaya, which may be an End User or as a channel partner for resale.
- **Documentation** - information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials.
- **End User**- the entity which purchases the Subscription Licenses directly from Avaya or indirectly from an Avaya channel partner, for its internal use and not for resale or sublicense.
- **Expansion**- Avaya Subscription includes a 20% expansion allowance which can be leveraged during the contract period without impact to the billing.
- **Fixed Fee** - a recurring fixed subscription based fee payable by Customer to Avaya for the Fixed Term Software Subscription; “License Term” means the specific term for which subscription software licenses are granted.
- **Fixed Term Software Subscription** - a fixed quantity of Units of software provided by Avaya under the Subscription Licensing Terms for Customer’s internal use (not for further resale, sublease, or sublicense) on a time-bound subscription basis.
- **Investment Protection Program Credits or IPP** – one time discount that is applied by Avaya to the Subscription Licensing fees that the Customer will pay during the Initial Term
- **Packages**- the collection of software included within a single Subscription License. Packages are detailed in section Appendix A
- **Service Agreement Supplement or SAS** - a document that describes the features, terms and conditions of an Avaya support services offer.
- **Service Description or SD** – Scopes of Work/SOW’s or SAS’s that describe the features, terms and conditions of an Avaya service offer.
- **Sold To Location**- The physical location where Avaya products and solutions are in use.
- **Subscription Fees** - any fees described in this Subscription License Supplement or an order for Subscription Licenses, including Usage Fees, Minimum Fee, and Fixed Fees
- **Subscription License(s) or Subscribed Licenses** – software licenses ordered by the Customer which are subject to a Fixed Term Software Subscription fee model providing the right to use the software for a defined period of time. Subscription License (s) are considered Products.
- **Subscription License Term** - the specific term during which the Subscription License(s) will be available for the End User’s use. The length of the term shall be identified on the Customer order form and can be 1 year, 3 year or 5 year terms.
- **System** - a collection of UC and/or CC applications (single or geo data centers) connected to a Single Web License Manager System for licensing.
- **“Unit”** – the specific metric used by Avaya as the basis for pricing and invoicing of Subscription Licenses and related services. Unless otherwise specified , a single user license shall comprise a Unit.

## Appendix A



Components	Employee Experience Packages			Customer Experience
	Basic	Core	Power	AXP Basic/AACC/Oceana
SUITE LICENSING				
Enhanced IPT/Analog License (NU,CU,SR)	Y	-	-	-
Core Suite License (NU,CU,SR)	-	Y	-	Y
Power Suite License (NU,CU,SR)	-	-	Y	-
MESSAGING (NU)	BASIC	ADVANCED	ADVANCED	ADVANCED
PRESENCE SERVICES (NU)		Y	Y	Y
SESSION BORDER CONTROLLER (CU,DS)	Y	Y	Y	Y
SESSION MANAGER (DS,NU,SR)	Y	Y	Y	Y
AVAYA AURA MEDIA SERVER (DS,CU)	Y	Y	Y	Y
SPACES	ESSENTIAL	BUSINESS	POWER	BUSINESS
UC Core Subscription User (NU,CU,SR)				Y
CC ELITE (CU)				Y
Desktop (CU, NU, DS)				Y
CALL MANAGEMENT SYSTEM (CU, DS, SR)				Y



EXPERIENCE PORTAL (CU, SR, DS)				Y
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Components	Employee Experience
	Attendant Console
Attendant Console	
Client User License (CU)	Y
Connection to External Databases (DS)	Y
Server License (CL)	Y
Geo Redundancy (DS)	Y

Components	Employee Experience
	Messaging Speech
Avaya Messaging	
Messaging Text to Speech (NU)	Y
Components	Employee Experience
	Messaging Transcription
Avaya Messaging	
Messaging Voice to Text (NU)	Y

Components	Customer Experience Package		
	Digital	Digital Premium	
	Avaya Oceana	Avaya Oceana	Avaya Aura Contact Center
Email (CU,DS)	Y	Y	Y
Chat (CU,DS)	Y	Y	Y
SMS (CU,DS)	Y	Y	Y
Co-Browse (CU,DS)	-	Y	-
IM (CU,DS)	-	Y	Y
Video (CU,DS)	-	Y	Y
Social (CU,DS)	-	Y	Y

Components	Customer Experience
	Oceana Add-ons
	Avaya Oceana
Additional Basic Supervisor (CU)	Optional
Advanced Reporting (CU)	Optional
Geographic HA (DS)	Optional

Components	Customer Experience
	AACC Add-ons
	AACC Add-ons
Additional Supervisor (CU)	Optional
Additional Announcement Port (CU)	Optional
Additional Dialog Port (CU)	Optional
Additional CC Device (CU)	Optional

Components	Customer Experience Package
	Call Back Assist
CBA	
CBA Base Server (DS,SR)	Y
CBA Additional Server (DS,SR)	Y
CBA Port License (CU)	Y

Components	Customer Experience Package
	Experience Portal
EXPERIENCE PORTAL	
AAEP PRODUCTION + DR PORTS (CU,SR)	Y
SIP SIGNALING + DR (CU)	Y
CALL CLASSIFICATION + DR (CU)	Y
AAEP MEDIA ENCRYPTION (CU)	Y
AAEP EMAIL AND SMS + DR (CU, DS)	Y
DSS BASE SOFTWARE (DS)	Y
DSS PORT (CU)	Y
ORCHESTRATION DESIGNER (DS)	Y



Components	Customer Experience Package		
	POM		
Proactive Outreach Manager			
APOM Base Outbound Port (CU)	Y	Y	Y
POM Add On's	Preview	Predictive	Digital
APOM PREVIEW Agents (CU)	Y	Y	-
APOM PROGRESSIVE Agents (CU)	-	Y	-
APOM PREDICTIVE Agents (CU)	-	Y	-
APOM DIGITAL SMS Channels (DS)	-	-	Optional
APOM DIGITAL Email Channels(DS)	-	-	Optional

Components	Use with Workplace or Contact Center	
	CTI Service	
Application Enablement Services		
AES Basic TSAPI (CU,DS)	Y	
AES DMCC Full (CU,DS)	Y	
(entitles a Basic UC service)		

Components	Avaya Subscription	
	AES Packages	
APPLICATION ENABLEMENT SERVICES		
AES ASAI (DS)	Optional	
AES Advanced TSAPI (DS)	Optional	
AES DLG (DS)	Optional	
AES CVLAN (DS)	Optional	

Components	Employee Experience
	ASBCE
ASBCE	
Standard Services to include HA	Y
Advanced Services to include HA	Y



Room System X with HA	Y
CES with HA	Y
Transcoding SES with HA	Y

Each level of Employee Experience Subscription licenses has Avaya Spaces content which can be quickly leveraged at time of Subscription activation. Basic includes the Essential level of Spaces, Core includes the Business level of Spaces, and Power includes the Power level of Spaces. As an added benefit Spaces Calling is now available in both the Business and Power level of Spaces.

Avaya Spaces Packages		
Essential (Basic UC)	Business (Core UC)	Power (Power UC)
<ul style="list-style-type: none"><li>• Voice and <b>Video Conferencing</b></li><li>• <b>100 Participant Meetings</b></li><li>• <b>(2) 60- minute meetings/24 Hours</b></li><li>• <b>See 5 Simultaneous Participants</b></li><li>• Desktop and Application Sharing</li><li>• Chat and Messaging</li><li>• File Sharing (1 GB/30 Days)</li><li>• Task Management</li><li>• Application Integrations</li></ul>	<ul style="list-style-type: none"><li>• All Essential Capabilities PLUS</li><li>• <b>Spaces to Spaces Video Calling</b></li><li>• <b>Enterprise Calling Integration</b></li><li>• <b>AI Noise Removal</b></li><li>• 200 Participant Meetings</li><li>• Unlimited Meeting Duration</li><li>• See 34 Simultaneous Attendees</li><li>• Video Room System Integration</li><li>• File Sharing</li><li>• Manage Users by Domain</li></ul>	<ul style="list-style-type: none"><li>• ALL Business Capabilities PLUS</li><li>• <b>Immersive Presenter</b></li><li>• <b>Virtual Backgrounds</b></li><li>• <b>1,000 Participant Meetings</b></li><li>• <b>See 61 Simultaneous Attendees</b></li><li>• Recording</li><li>• Phone Dial In</li></ul>

**NOTE:** Avaya grants Customer a license to use the Subscription Licenses in accordance with the terms of this SLS and the terms and conditions set forth in the Avaya Global Software License Terms, found at <http://support.avaya.com/LicenseInfo> or a successor site (sometimes referred to herein as the “EULA”). The license types (e.g., CU, DS, SR, etc.) mentioned in this Appendix A are defined in the EULA.