



AVAYA

Avaya Cloud Office Services & Support

October 2025

Services for Avaya Cloud Office

At Avaya, we believe great service starts with clarity.

This guide is your one-stop resource to understand, access, and make the most of every service we offer for Avaya Cloud Office. This deck is designed to:

- **Inform** you about all available services
- **Remind** you of key Web sites available 24*7 for requesting services
- **Guide** you through how to engage with our Services
- **Connect** you with the right contacts for each service

Services

Avaya Cloud Office

All services are accessible via the Avaya OneCare Portal or by contacting the relevant support teams.

Services are available for:

- [Technical Assistance](#)
 - [Report Incidents](#)
 - [Submit configuration changes or Porting requests](#)
- [Account & Contract Management](#)
 - [Request new Services or licenses](#)
 - [Inquire about contract changes, renewals, or terminations](#)
- [Billing & Invoicing](#)
 - [Inquire about invoices, questions & disputes](#)
- [Services Documentation](#)
- [Tutorials](#)

Services Access Portal

OneCare - Services Access Portal

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Avaya OneCare Portal

<https://onecare.avaya.com/customercare/en/public?view=AvayaCloudOffice>

Avaya OneCare Portal - Access various services such as Technical Support, Billing, Contract Management, and Documentation.

Avaya Cloud Office OneCare site uses a Sign In feature that allows Avaya Cloud Office authenticated users to submit a ticket or LIVE chat with an agent.

Simply Sign In using your Avaya Cloud Office credentials.

The screenshot shows the Avaya OneCare Portal interface. At the top, there is a navigation bar with the Avaya OneCare Portal logo on the left, a globe icon, and a 'My Tickets' dropdown menu on the right. Below the navigation bar, the text 'AVAYA CLOUD OFFICE® by RingCentral' is displayed. A welcome message reads 'Welcome to the Avaya OneCare Portal'. A search bar contains the text 'What can we help you find?' and a dropdown menu is set to 'Avaya Knowledge'. The main content area is titled 'Get Support' and features five service tiles:

- Avaya Cloud Office Product Documentation**: Avaya Cloud Office Product Documentation
- Avaya Cloud Office Sales and Partner Support**: New Order Placement, Channel Management, Agent and Partner, Territory Sales, Deals Desk and Legal
- Avaya Cloud Office Services and Technical Support**: Chat or Request support for Implementation, Avaya Professional Services, Technical Support and Parts Replacement
- Avaya Cloud Office Billing and Invoicing**: You need assistance with Billing and Invoicing
- Avaya Cloud Office Contract Management Desk**: Assistance with contract modifications, service adjustments, cancellations, or renewals

Avaya Cloud Office Services and Technical Support

Request Technical Support

- Technical Support – Incidents, Break-Fix
- Select **Priority 1, ACO Outage** for Emergencies

Moves, Adds and Changes - Request a change

- For simple change, add, and change (MAC) requests
- Porting Requests
- If the request requires additional service, an offer will be made.

General Questions

Parts Replacement

- To request a replacement of equipment (telephone sets, conference bridges, etc.)
- Avaya hardware comes with a 1-year warranty.
- Follows the Avaya Return Material Authorization (RMA) process



Avaya Cloud Office Services and Technical Support

Implementation

Avaya Professional Services

Technical Support - Urgent (Service Change, Report an Issue, or Ask a Question)

Parts Replacement

You could not find a knowledge article to answer your question or could not chat with a LIVE agent. Please submit a request using this form. An agent will respond to your ticket.

Company ID / User ID *

Email Address *

First Name *

Last Name *

Phone Number *

Select your type of request *

Select an option

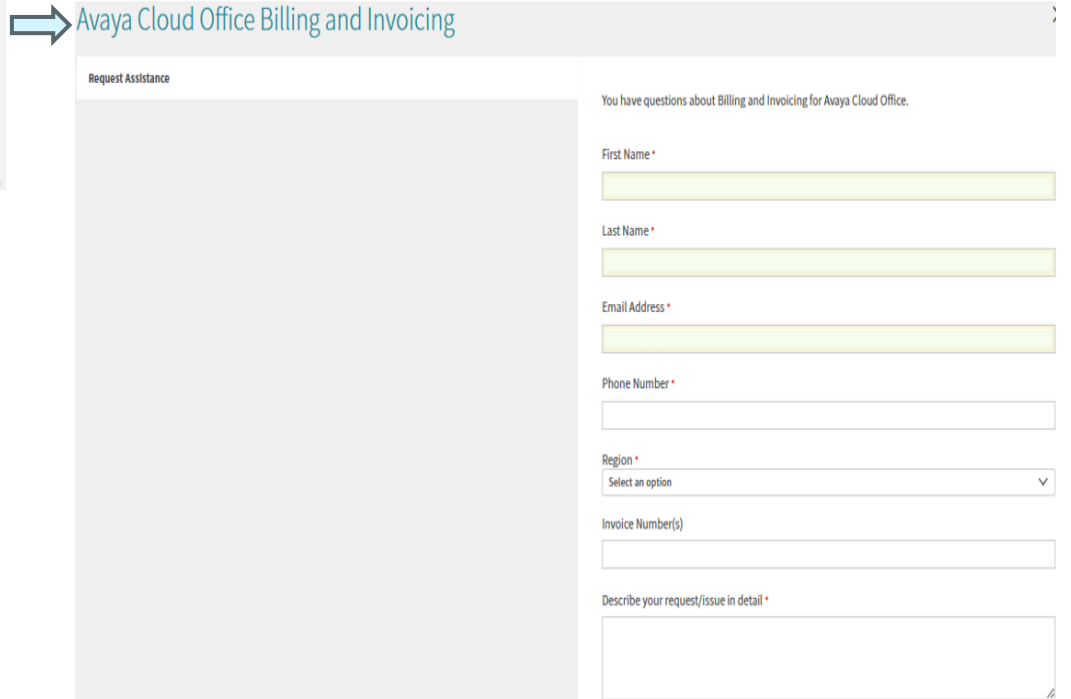
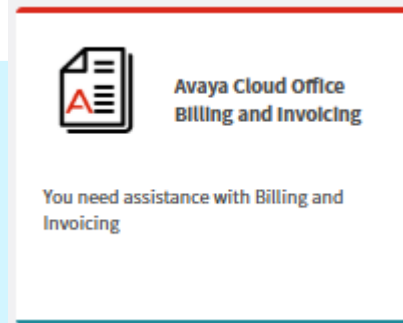
Search

Request Technical Support
Request Technical Support (Priority 1 - ACO OUTAGE)
General Question
Moves Adds and Changes

Avaya Cloud Office Billing and Invoicing

Request Billing and Invoicing assistance

- Add the **Invoice Number(s)** (if any) and describe your request.
- Describe your Request or Issue, and the Avaya Billing team will contact you.

A screenshot of a web form titled "Avaya Cloud Office Billing and Invoicing" with a blue header bar. Below the header is a "Request Assistance" section. On the right side of the form, there is a message: "You have questions about Billing and Invoicing for Avaya Cloud Office." Below this message are several input fields: "First Name" (text input), "Last Name" (text input), "Email Address" (text input), "Phone Number" (text input), "Region" (dropdown menu with "Select an option" and a downward arrow), "Invoice Number(s)" (text input), and "Describe your request/issue in detail" (text area with a small icon in the bottom right corner). The left side of the form is mostly blank, with the text "Request Assistance" at the top.

Avaya Cloud Office Contract Management

Make a Request to Manage your contract.



Avaya Cloud Office
Contract Management
Desk

Assistance with contract modifications,
service adjustments, cancellations, or
renewals

Avaya Cloud Office Customer Success

The Contract Management Desk will assist you with any request related to your Avaya Cloud Office contract, including:

- contract changes (e.g. change of company name, addition of licenses, assignment of numbers, ...)
- Addition of new services (training, new implementation, etc.)
- Renewals and Termination

Contact us

Please submit this form with the relevant contact information. How we can assist to take your business further?

First Name *

Last Name *

Email Address *

Phone Number *

Region *

Describe your request/issue in detail *

Avaya Cloud Office Product Documentation

Avaya Cloud Office Documentation

Provides centralized access to Avaya Cloud Office documentation, including:

- Service descriptions,
- Admin and User Experience (Video) tutorials,
- Device guides
- Enablement, Support, Porting job aids
- And more...



Avaya Cloud Office Product Documentation

Services Descriptions and Compliance

Admin and User Experience

Devices

Enablement (Including Porting)

Avaya Cloud Office Video Tutorials

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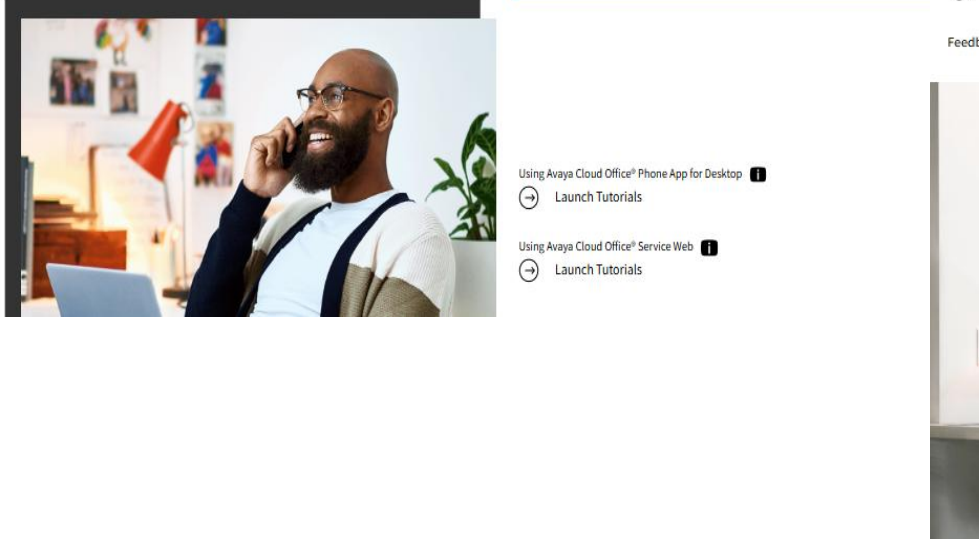
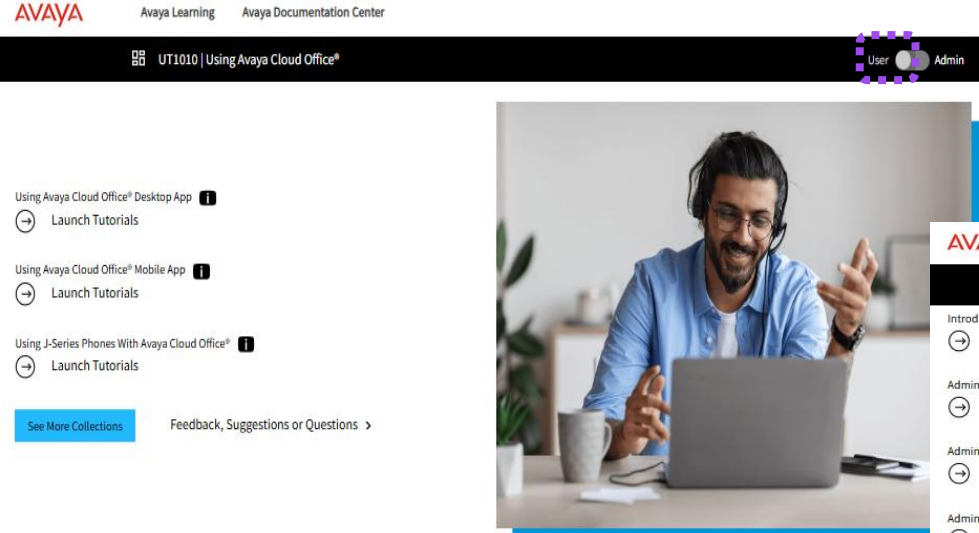
Video Tutorials

The video tutorials are available to everyone, and can be accessed at <https://www.avaya.com/aco-user>

They are organized by Role (**Administrator** and **User**) and are regularly updated with new features.

Once you've selected either the Admin or User Videos section, you can use the Search feature to quickly find the specific topic or task you're looking to complete. This makes it easy to locate the exact guidance you need, whether it's setting up users, configuring call flows, or managing licenses.

The user videos are available in multiple languages including German and French.



Avaya Cloud Office Billing

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ACO Billing

Billing User Portal

- A standalone billing user portal interface for all billing information and management.
- It serves as a comprehensive interface for customers to conveniently access and manage their billing information.
- It provides – **Account Overview, Services, Billing History** and **Payment method**
- Accessible through the Administrator Interface and restricted to administrators

Avaya Cloud Office billing team

- Is available to answer any questions related to billing or changes that need to be made by the authorized user to the account.
- Requests can be made by by email to ACObilling@avaya.com or via [Avaya | OneCare](#)
- A reference id will be assigned to each request to facilitate follow-up.

Contacts for Access to the Services

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Contacts

**The [Avaya Portal | OneCare](#)
Provides access to Avaya services –
Technical Assistance, Technical Support,
Billing, Contract Modification, Documentation**

The following contacts can also be used.

Contacts emails

- For technical assistance, contact Acosupport
acosupport@avaya.com
- For Billing & Invoices questions, contact ACObilling
acobilling@avaya.com
- For inquiries related to contract, license questions and device orders, contact the Contract Management Desk at:
North America, US & CA customerfirst@avaya.com
Europe contactsmemea@avaya.com
Asia-Pacific acosuccessaus@avaya.com

Contacts Telephone

- A single telephone number **is available per country** for reaching any of these teams and for emergency calls.
- Additional details on phone numbers and support ticket opening are available through provided link -> [Avaya Knowledge - Avaya Cloud Office: How do I get help / support?](#)

Service Status

[Avaya Cloud Office Service Status Dashboard](https://status.cloudoffice.avaya.com/)

Displays service status by region (Americas, **EMEA – Europe** & Middle East, APAC) and by service type (messaging, video, telephony, etc.). Includes historical uptime data.

<https://status.cloudoffice.avaya.com/>

	AMERICAS	EMEA	APAC
+ Calling	✓	✓	✓
+ Phones	✓	✓	✓
Messaging	✓	✓	✓
+ SMS	✓	✓	✓
+ Fax	✓	✓	✓
+ Meetings	✓	✓	✓
Connect Platform	✓	✓	✓
Service Portal	✓	✓	✓
Developer Sandbox	✓	✓	✓
+ Analytics	✓	✓	✓



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