



Service Agreement Supplement

Support Advantage End of Life Service Offer

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1. Introduction

This Service Description describes the Avaya Support Advantage End of Life Service offer for eligible Supported Products and supersedes all prior descriptions or contract supplements relating to such support. When a translated version of this document conflicts with the English version, the English version will take precedence. This document is an attachment to the End Customer's Commercial Agreement with Avaya and shall serve as the Service Description with respect to such support offering. In the event of a conflict between this Service Description and the End Customer's Commercial Agreement with Avaya, the terms and conditions of the End Customer's Commercial Agreement will control. In the event that an Avaya authorized reseller, distributor, systems integrator or service provider is purchasing support coverage for the End Customer, Avaya will provide the support specified herein to the End Customer.

2. Scope of End of Life Service

A. Product Eligibility for Coverage under this Supplement

This description applies to Avaya and selected non-Avaya products and components that Avaya has designated in the applicable order or associated quote to be eligible for coverage and currently supported ("Supported Products").

B. Coverage Hours

Avaya will work on requests for support from 8:00a.m. to 5:00 p.m. in the time zone of the location where the products under coverage reside, Monday through Friday, excluding Avaya observed holidays ("Standard Business Hours"). Any request for assistance that is submitted outside of Standard Business Hours will be reviewed on the next business day. Requests for support outside the Standard Business Hours may be accommodated at Avaya's option and will be subject to Avaya's then current Per Incident Maintenance rates.

C. Remote Software and Hardware Support

The End Customer may contact Avaya for assistance through the Avaya Service Center. The primary method for requesting remote support services is via Avaya's <http://support.avaya.com> website (or other website designated by Avaya). Telephone support is also available.

Avaya may require that only Avaya-authorized End Customer contacts are eligible to request support, verify the identity of End Customer contacts requesting support and limit the number of authorized contacts. Avaya's remote support, including all electronic and telephone communications, is provided in the English language.

During Standard Business Hours, Avaya will troubleshoot and resolve product related problems via telephone or remote dial-in connection. Avaya will analyze the system malfunction, if applicable, or remotely access the system to verify existence of the problem and conditions under which it exists or recurs.

D. Service Levels

Avaya will only work on requests for support during Standard Business Hours. There are no service level objectives to respond to tickets based on Business Severity.

E. Web Services

The End Customer has access to web-based services available at <http://support.avaya.com>. Detailed instructions for access and use of each web service are posted on the support website. Avaya may require that only Avaya-authorized End Customer contacts are eligible to access the support website and may also limit the number of authorized contacts.

Avaya E-Notifications – Register and receive proactive notifications via email anytime new and modified product documentation and downloads are posted on the support website. These announcements include



Product Correction Notices, Security Advisories, End of Sale Notices, Services Support Notices and user guides.

Avaya Support Forums – View, post and reply to web-based conversation threads to discuss Supported Products (<http://support.avaya.com/forums>).

Case Status Alerts – Register for proactive email or text message alerts on the status of an Avaya service request.

Diagnostics - Scripting technologies used by Avaya Service and Engineering teams to End Customers. These scripts are based on actual break/fix Service Request data to enhance resolution and trouble isolation steps. Each script can run diagnostic steps against the product quickly, providing simple green, yellow, and red indicators of potential trouble areas along with failure logs where a fault was found.

HealthCheck – Optimize reliability and performance for the Supported Product by using an on-demand tool to generate a HealthCheck report and review the current configuration parameters.

Knowledge Base – Access Avaya's on-line knowledge base and use advanced search engines to find documentation organized by Supported Product including all available user guides for product administration and programming, installation, configuration, upgrades and migrations, and general support; software and firmware download instructions; alarm code definitions with instructions on how to clear the associated alarms; problem descriptions with instructions for prescribed resolution; and answers for frequently- and previously-asked questions.

My Reports – View and create reports for service requests and entitlements across all of the Customer's Sold To numbers.

Software Compatibility Audit (ASCA) – Create a report providing the software and firmware versions installed on all Communication Manager upgradeable devices as well as the latest versions available for those same devices.

Service Request creation – Create a web request for support and receive enhanced response.

F. Maintenance Software Permissions (MSPs) and DADMIN Logins

Maintenance Software Permissions (MSPs) and DADMIN logins are applicable only to all Avaya Aura® Communication Manager (CM) Releases, including earlier versions such as DEFINITY®, G3V4 – R7 and G3V3. MSPs provide the technological ability to execute certain on demand maintenance commands to a customer that is logged into an Avaya PBX system using a user name and password reserved for customers (called a “Customer Login”). In this way, MSPs provide support services capabilities used to respond to some alarms and to aid in identifying and resolving problems with a system.

Customers may have access to MSPs, at no charge. One way to request MSPs is through Avaya's MSP Activation page (<https://support.avaya.com/MSPActivation>).

For all Avaya PBXs sold before May 2008, including CM 4 and earlier releases, both the customer that purchased the PBX and any agent acting on its behalf – including an unauthorized maintenance provider (“UMP”) or independent service provider (“ISP”) – may use MSPs at no charge.

Customers that purchased Avaya PBXs since May 2008, including CM 5.0 and later releases, also have access to MSPs at no charge, but such customers might breach their contracts with Avaya by allowing an UMP or ISP (or any other agent that is not authorized by Avaya) to use the on demand maintenance commands enabled by MSPs.

The DADMIN login was developed for and is licensed only to Avaya's authorized channel partners, subject to customer approval and Avaya authorization. The DADMIN login provides the partner with support services capabilities. DADMIN logins may be used only by authorized partners in accordance with the applicable Avaya license terms. DADMIN logins are not transferable or assignable, and they are not to be provided to customers or any unauthorized third parties.



Three other levels of Avaya Logins also exist – CRAFT, INADS and INIT – but these logins are reserved for the exclusive use of Avaya associates. UMPs do not have a license or permission from Avaya to use CRAFT, INADS, INIT or DADMIN logins.

For additional information about MSPs or DADMIN logins, please refer to Avaya’s Intellectual Property Policy for Customers and Partners.

G. Remote Access

End Customers must install or arrange for the installation of an Avaya-approved remote access methodology for systems/devices that support remote access.

For Supported Products that use the Secure Access Link (SAL), as an entitlement to End Customer’s product purchase, Avaya will provide the SAL Gateway in order to provide remote, secure access to the End Customer’s systems for support. The Customer should have the SAL Gateway installed so that Avaya can perform the services as described. The IP address must be provided to Avaya as soon as it is available. The Policy set by the End Customer must allow outbound connection from the End Customer’s location back to the Avaya Service Center in order for Avaya to provide remote support on a 24x7 basis or there may be degradation to the service and support the End Customer receives from Avaya. The Avaya support obligations under this document are contingent on the provision of remote access.

For Supported Products that do not use SAL, then remote access is made possible with a traditional phone line for modem-equipped products or through an Avaya-approved VPN access solution. The line number or IP address must be provided to Avaya as soon as it is available. This modem line or VPN must remain available to provide remote access on a 24x7 basis or there may be degradation to the service and support received from Avaya. Avaya’s support obligations under this document are contingent on the provision of remote access.

If an Avaya-approved standard remote connectivity method is not approved and implemented by the End Customer, Avaya is excused from any liability and contractual performance standards when using non-standard connectivity methods. If using non-standard connectivity methods, Avaya may not be able to provide support and Avaya may charge time and material charges using Avaya’s then current Per Incident Maintenance rates to cover any additional costs to Avaya in providing support to the End Customer when such costs are caused by the End Customer’s use of non-standard connectivity methods or its failure to complete the Avaya product registration process.

H. Support Limitations and Exclusions

- For Supported Products that are not configured in accordance with Avaya documentation, including published guidelines for technical compatibility and connectivity to non-Avaya products, Avaya has the right to restrict its diagnostic and/or corrective procedures to those problems that originate entirely within such Supported Products and do not arise out of, or in connection with, non-documented configurations and/or the Supported Products’ interoperation with any other products.
- Support is limited to unaltered versions of the Supported Products and to problems that are reproducible in that version of the Supported Product when operating in a standard operating environment (“Standard Operating Environment”).
 - A Standard Operating Environment is one where the covered applications, databases and operating systems have been tested, certified, and documented by Avaya. If the Supported Product is not being run in a Standard Operating Environment, then Avaya may be delayed in starting work on the service request and additional charges may apply.
 - In the event that support is requested for a Supported Product that is not being run in a Standard Operating Environment and Avaya requests that it be put in a Standard Operating Environment in order to reproduce and diagnose the problem, Avaya will not be responsible for the delays caused by such reconfiguration and the End Customer may be responsible for performing such reconfiguration.



- Any product under an active Support Advantage Support Contract which is deinstalled, moved or altered is not considered in a Standard Operating Environment and will have to be installed, tested and certified to Avaya policy to be considered covered.
- In the event that no trouble is found after putting the altered Supported Product into a Standard Operating Environment, the End Customer may be charged time and material charges using Avaya's then current Maintenance Per Incident rates for Avaya's efforts to troubleshoot the problem.
- Corrections to certain problems may only be available through a more current release of software or through a documentation update.
- Trouble isolation and fault management associated with the installation of Updates will be limited to correcting faults for a Standard Operating Environment.
- Support does not cover customized system features or reports created by the End Customer, Avaya
- Professional Services or other third parties. Any bug fixing or system re-configuration(s) that Avaya must perform to clear a trouble resulting from the End Customer's configuration changes are not included in the scope of this Service Description. If Avaya determines that a problem is due to the End Customer's or a third party's application, or configuration changes, or Unauthorized Avaya Product then resolution and diagnostic fees may be charged at Avaya's then current Maintenance Per Incident rates.
- Avaya will not be held responsible for any loss due to the use of its products in a nonstandard operating environment.

The following exclusions apply to End of Life Service coverage:

- Any customized system features, configuration changes, or reports.
- The capture of any system alarms.
- Interfacing directly with the End Customer's network carrier or service provider.
- Support for the Secure Access Link (SAL) Policy Server software beyond general usability questions.
- Implementation, installation, and customization services that may be required and that may be provided by Avaya at an additional cost.
- The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to the Supported Products.
- Customization of, or labor to install, a software application on the hardware.
- Media or hardware replacement for damages or malfunctions caused by: (1) actions of non-Avaya personnel or the attachment of products not supported by Avaya; (2) failure to follow manufacturer's installation, operation, or maintenance instructions; (3) failure of products not serviced under this Service Description; (4) abuse, misuse, or negligent acts of non-Avaya personnel; (5) repair to products if the End Customer or the End Customer-authorized party modified the product in any manner, shall not be covered.
- Services and all troubleshooting support not directly attributable to a fault in Supported Products (including faults in the End Customer's own network or the public network).
- Services that cannot be provided due to the End Customer's failure to fulfill the End Customer responsibilities detailed in the Responsibility Matrix section of this Service Description.
- Your Avaya Support Services Agreement does not cover troubleshooting or resolution of any issues caused by your use of root access to Avaya software or by any third party software use by you. Any requested Avaya support to return the communication systems to proper operating condition shall be charged at Avaya's commercial time-and-material rates. Any detrimental impacts due to the use of root access shall not be grounds for imposing a contractual penalty upon Avaya, and you may not pursue



any claim against Avaya arising out of or relating to your use of root access. Avaya's support services obligations may be further limited by the Support Limitations and Exclusions described in the Service Agreement Supplement.

- Distribution of patches and specific versions of legacy products with the embedded software that is no longer being used by Avaya. The list of affected products is located at <https://downloads.avaya.com/css/P8/documents/101029433>
- Identification of system certificates that will impact the system, and installation of new certificates. "Certificate Management".

3. Upgrade Advantage

A. Upgrade Advantage Entitlement

Upgrade Advantage is available with the Support Advantage End of Life offer if and only if the End Customer has purchased it with their Support Advantage Essential or Preferred coverage and has not let their Upgrade Advantage coverage lapse. If the End Customer let their Upgrade Advantage coverage lapse, then they must purchase a paid-for upgrade to the latest Major or Innovation Release to re-instate Upgrade Advantage coverage.

Upgrade Advantage is not available for Supported Products where there are no additional Major or Innovation Releases.

Upgrade Advantage is priced and billed separately from Support Advantage with these exceptions:

- Products licensed as a Subscription, wherein Support Advantage, Upgrade Advantage, and the license are included in a single price.

When the End Customer purchases Upgrade Advantage, it enables them to upgrade their Avaya provided software user/session licenses to the latest Major or Innovation Release, if and when available. Upgrade Advantage covers the application software user/session licenses but does not cover any infrastructure or operating environment software that may be necessary.

Upgrade Advantage is only available on Avaya's then most current Major or Innovation Release and is not available on prior Major or Innovation Releases. End Customers may also retain their Upgrade Advantage coverage, at then current terms and conditions, when purchasing a current Support Advantage End of Life offer + Upgrade Advantage agreement.

During the term of the Upgrade Advantage support contract, the End Customer must maintain active End of Life coverage, as applicable based on product release.

All associated upgrades of Major or Innovation Releases must be scheduled and implemented during the coverage term of the Upgrade Advantage support contract.

Billing for the Upgrade Advantage option will occur even if the End Customer fails to exercise its right to upgrade before the end of the Upgrade Advantage coverage term.

B. Upgrade Advantage Exclusions

The Upgrade Advantage option only applies when upgrading a covered software product from one Major or Innovation Release to a subsequent Major or Innovation Release. It does not include:

- Design support, installation, professional services or other service charges.
- Any provisioning of the software.
- Any and all equipment costs.



- Upgrading of components located in an End Customer “crash kit” or maintenance spared equipment.
- Hardware changes required to comply with minimum vintage requirements.
- Project Management costs.
- Upgrades to any and all adjunct software applications.
- New feature functionality or capacity requirements associated with additional software licensing.
- Migration of software application to a new or different hardware or software/operating system platform.

4. Exclusions

A. Out of Scope Services Supported With Maintenance Per Incident Time and Material (T&M)

Avaya provides “Maintenance Per Incident T/M” support for out of scope maintenance related activities not included in an Avaya Maintenance Contract. Support is only available to Avaya End Customers and Partner End Customers who have support coverage on the product requiring support. Services provided not directly attributable to a fault in Supported Products that end up being a result of an out of scope activity defined below are billable per the current hourly rate structure. Billable time starts from the time the customer calls or a web ticket is picked up, to the time the case is closed, for support provided for items that would fall outside of what maintenance or warranty would entitle.

Examples of support that would fall outside of maintenance coverage that would be provided under Maintenance Per Incident Time and Material (T/M) would be as follows:

- Programming, administration or configuration changes
- Third party integration or applications
- Acts of nature
- Customer network outages and/or service providers issues
- Avaya installation of customer or partner installable patches
- Support that ends up being related to a product not under warranty or maintenance coverage
- Parts or onsite support for Remote Only or Remote + Parts contracts
- Products that are improperly certified by a party other than Avaya

5. Responsibility Matrix

Service requests from non-accredited personnel may result in delayed support and will be billed time and material charges using Avaya’s then current Maintenance Per Incident Rates.

Responsibility	End Customer	Avaya
Define internal procedures to maintain control of the original software media including creation of backup copies.	X	
Maintain a procedure external to the software program(s) and host computer for backup and reconstruction of lost or altered files, data or program to the extent the End Customer deems	X	



Responsibility	End Customer	Avaya
necessary.		
Notify Avaya of any moves of Supported Products covered by this Service Description.	X	
Access and use web-based services available at http://support.avaya.com prior to submitting a service request to Avaya	X	
Utilize Support Web site tools such as Create Service Request, Check Case Status, Request Parts Replacement, Administer End Customer Site Contacts, Download Software, and Check upgrade Entitlements	X	
Contact Avaya for entitled support.	X	
Respond to Avaya regarding support requests to ensure timely resolution. Note: Avaya will attempt to contact End Customer or Partner 3 times over a 5-business day period. If there is no response, Avaya will assume the issue is resolved and may close the service request.	X	
Monitor alarms generated by Supported Products and carry out instructions available at http://support.avaya.com to resolve those alarms. If the Partner requests support from Avaya but has made no attempt to resolve the alarm or if another fault has resulted from an unresolved alarm, the Partner may be charged time and material charges using Avaya's then current Maintenance per Incident rates.	X	
Provide the Avaya Service Center with the following information when reporting a trouble: Avaya-provided End Customer Sold To Number, End Customer contact information, Description and urgency of the problem, as well as system passwords and equipment access control features required for Avaya to provide remote support.	X	
Upon receipt of an Avaya service request, perform troubleshooting and diagnostics via remote connection to isolate software and hardware-related problems and determine whether a Supported Product is working in accordance with Avaya's standard and published documentation, including all associated application and configuration notes.		X
Onsite troubleshooting as required.	X	
Upon receipt of an Avaya service request, isolation and resolution of all reproducible problems or anomalies resulting when Avaya installation or configuration instructions were used, as long as the configuration errors are specific to unaltered Avaya software product.		X
Upon receipt of an Avaya service request, identification and resolution of any inconsistencies or errors in Avaya product documentation.		X



Responsibility	End Customer	Avaya
Request advance replacement of parts only for the eligible Supported Products.	X	
Replace defective part. Return faulty parts to Avaya according to the guidelines in the Parts Coverage section of this Service Description.	X	
Schedule availability of authorized staff that will have the authority to make decisions on End Customer's behalf concerning the maintenance and service support of systems. The authorized staff is responsible to: • Approve any associated maintenance per incident charges • Provide and approve all purchase orders for maintenance per incident invoices; • Permit Avaya to conduct an equipment certification, serviceability, and inventory check if required by Avaya prior to service assumption.	X	
Determine and schedule Major or Innovation Release Upgrades including authorizing End Customer contacts eligible to download the software (Upgrade Advantage only).	X	
Maintain Avaya products at the most current Service Pack ("SP") and Firmware ("FW") update level	X	
Ensure registration of Avaya Supported Products is updated as defined by Avaya's most recent registration process, including the removal of deactivated equipment. This includes removing the programming for any inactive or moved equipment administered in the customer's Communication Manager.	X	
Notify Avaya of any software/hardware upgrades, updates to, or additions of any new software and/or applications to the existing systems, if such upgrades and software/applications were purchased from a vendor other than Avaya.	X	
Perform network audits on their network to ensure it is within Quality of Service specifications (e.g. packet loss, jitter, packet latency, etc.) to maintain voice and data services, especially after making any changes to their network.	X	
Advise Avaya of all changes that affect the End Customer's network configurations and operations of Supported Products which may include IP addresses, subnet assignments, topology, server configuration or changes to firewalls that impact Avaya's ability to monitor or remotely access the Supported Products.	X	
As of May 1, 2018, Avaya will no longer have available for download specific versions of legacy products with the embedded software that is no longer being used by Avaya.	X	
Before May 1, 2018, Customers with affected products in		



Responsibility	End Customer	Avaya
Production are responsible to download and preserve all software necessary to restore, move, or re-install for any reason their Production systems OR upgrade to a release or product line that is not affected, as recommended by Avaya. The list of affected products is located at https://downloads.avaya.com/css/P8/documents/101029433		
Certificate Management/Renewal: monitor PSNs to understand when certificates expire and take the appropriate steps to update the certificates per the Avaya instructions.	X	

For Wholesale, the Partner will be responsible for ensuring that the End Customer responsibilities are performed under this document, and securing (either directly or through resellers, as applicable) all necessary approvals, consents and performance from the End Customer

For Retail, the Partner is responsible for:

- Obtaining the purchase order (PO) from End Customers who require a PO to process an invoice payment, and ensuring its submission to Avaya before the due date of scheduled mid-term payments with multi-year support contracts.
- Working with the End Customer to complete registration of Avaya Supported Products as defined by Avaya's most recent registration process and accurately maintained after system changes.
- Provide guidance on Avaya product roadmap encouraging the End Customer maintains their system at a current support release (N), or one Major or Innovation Release prior (N -1).
- Provide Avaya with remote system access via an Avaya-approved connectivity method as provided in this Service Description.

6. General

A. Invoicing and Billing

Invoicing is pre-paid in advance as identified on the quote with the applicable contract term date.

B. Renewal of Coverage

Support Advantage and Upgrade Advantage coverage for Supported Products will automatically renew at the end of the initial term of coverage and any renewal term under Avaya's then current Service Description applicable to Supported Products, unless either party provides written notice of its intent not to renew such coverage at least 30 days prior to the renewal date. If the Customer is an Avaya authorized reseller or Distributor, renewals will not be automatic unless auto-renewal is available from Avaya. Auto-renewal for authorized resellers and distributors is not available in all regions. Where auto-renewal is available, Support Advantage and Upgrade Advantage will renew at then-current rates and for a similar term length as the expiring agreement, except when shorter renewal terms are required by local country laws or regulations.



C. Re-initiation of Lapsed Coverage

A re-initiation fee will apply to reinstate support when coverage has lapsed. The applicable re-initiation fee will be invoiced and payable with the first billing of the new coverage. For details on the fees, refer to the <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2015630103327136012>.

Notes:

1. The re-initiation fee is subject to change at any time.
2. Re-initiation fees are not discountable.
3. Time and Materials (T&M) support is not available if a support contract has lapsed.
4. Support and upgrade entitlements are not available the day after the expiration date of the support contract.

D. Termination of Support

Global Maintenance Termination Policy: The Customer may terminate Services at any time during the current contract term upon at least 30 days written notice and shall be subject to payment of: (i) support charges up to and including the effective date of termination, and (ii) Termination Cancellation Fees. Termination Cancellation Fees shall be calculated and equal to the charges set forth in the applicable SAS/SD or SoW document or, if no Termination Cancellation Fees are set forth in the applicable SAS/SD/SoW, in the current Avaya Global Maintenance Termination Policy in effect as of the effective date of the termination. For complete policy details reference the Avaya Global Maintenance Termination Policy which can be found here:

<https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20179209390387056>

or can be provided by Avaya upon written request.

E. Extended Services Support

Periodically, Avaya or a third party manufacturer may declare “end of life,” “end of service,” “end of support,” “manufacture discontinued” or similar designation (“End of Support”) for certain Supported Products. When this designation occurs, the subsequent support period is referred to as “Extended Services Support”. Refer Avaya Product Lifecycle Policy for further details: <http://support.avaya.com/css/P8/documents/100081098>

The End Customer may access Avaya’s user support website (<http://support.avaya.com>, or such successor site as designated by Avaya) for End of Support notifications, and to register an e-mail address to receive e-mail notifications of the same, when published by Avaya. For Products subject to End of Support, Avaya will continue to provide the support described in this Service Description, except for the End of Support exceptions listed herein

Avaya will make commercially reasonable efforts to provide the same level of support described in this document, with the following exceptions:

- Product Engineering support and new maintenance updates, such as Product Correction Notices (PCNs), “bug fixes” and interoperability/usability solutions, are no longer provided.
- Certain faults or functionality issues may not be resolvable or reproducible without upgrading the system to a version currently supported by the manufacturer. The Customer will be responsible for the costs associated with any upgrades.
- Access to and availability of support expertise on some Products may decline over time
- The Customer may experience delays in response or repair intervals.
- Avaya will endeavor to reserve its spare parts inventory to support Extended Services Support customers. However, since replacement parts may no longer be manufactured, some Products may become increasingly scarce over time. This scarcity may affect response and repair times, and certain Products may require replacement with more current substitute Products, whether new or refurbished.
- It may be necessary to purchase an upgrade to resolve a trouble if replacement parts or substitute Products are not available, or if the substitute Product is incompatible with a customer’s current Product. The risk of this situation will depend on the Product’s type and age. Avaya will endeavor to highlight upcoming shortages via ongoing “Services Support Notices” posted at support.avaya.com.



- The extended services support period may vary based on product availability, demand and other business factors, at Avaya's discretion.

Extended Services Support is provided only to the Avaya End Customer purchasing support services (i.e., Support Advantage) for the affected Supported Products.

A list of products that are currently supported is available from Avaya at http://support.avaya.com/Support_Advantage.

7. Definitions

Business Severity Categories:

Outage Service Request: A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. NOTE: requires customer to commit to 8x5 dedicated resource until restoration/workaround..

Severe Business Impact Service Request: Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm's ability to deliver goods or services. Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. NOTE: requires customer to commit to a 8x5 resource until restoration/workaround.

Business Impact Service Request: Significant degradation to the system's operation, maintenance or administration, which requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above.

Non-Service Impact Service Request: A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues.

Class 1 Product Correction Notice: A major system failure due to product non-conformance with high probability of potential loss of system use or functionality and/or loss of customer information.

Class 2 Product Correction Notice: A moderate system failure with moderate probability of loss of system use or functionality and/or loss of customer information.

Class 3 Product Correction Notice: A minor system failure with low probability of potential loss of system use or functionality and/or loss of customer information.

Commercial Agreement: Means, as the context requires, a direct Customer Agreement, a Reseller Agreement, a Value Added Reseller Agreement, a Distributor Agreement, a Service Provider or Systems Integrator Agreement.

End Customer: The end customer purchasing support service directly from the Partner (or the Partner purchasing service for its own internal use) for the Supported Products.

Feature Pack: A downloadable, quick and easy to install, software deliverable containing one or more features that may be enabled individually and/or optionally licensed. May also contain maintenance correction. Feature Packs are typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[Z]).

Maintenance Per Incident: Time and material (T&M) support available for out-of-scope or break-fix related activity not included in this Service Description. Support may be remote and/or onsite based on the product being supported and the time of day.



Major or Innovation Release: A major change to the software that introduces new optional features and functionality. Major or Innovation Releases are typically designated as a change in the digit(s) to the left of the first decimal point (e.g., [n].y.z).

Minor Release: A change to the software that introduces a limited amount of new optional features and functionality and/or extension of existing features. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g., n.[y].z).

Order Closure: When an order is booked and closed within Avaya's billing system of record (SAP).

Partner: Means, as the context requires, any of the following: an authorized Avaya reseller, value added reseller, distributor, service provider or systems integrator partner

Perpetual License: One-time fixed quantity license typically billed up front allowing continued use of the software for as long as the customer complies with the license terms in the contract language.

Service Description: The Service Description may also be referred to as a Service Agreement Supplement (SAS), Service Description Document (SDD), Statement of Work (SoW), or Channel Service Agreement.

Software Update: Changes in the software that typically provide maintenance correction only. An update is typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]), representing a re-release of the corrected software version, or an issue(s)-specific correction provided in the form of a patch, super patch, service pack, bug fix, etc.

Standard Business Hours: Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).

Standard Operating Environment: The covered applications, databases and operating systems that have been tested and certified by Avaya.

Subscription Licensing: The Software licenses which are subject to a Fixed Term Software Subscription.

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