Avaya Enhanced Services Packages

Service Description

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1. Introduction

1.1. General

This Service Description describes the describes the Enhanced Services Package available for the Customer to order and purchase on Avaya On Premise and Infinity™ License Applications. It supersedes all prior descriptions or contract supplements relating to such support and includes all its attachments, exhibits, and appendices. Your use of the Service is governed by this Service Description and the terms and conditions of the written or online agreement between you and Avaya or the applicable authorized Avaya partner ("Agreement").

In the event of a conflict between this Service Description and the Agreement, the terms and conditions of this Service Description will control. Capitalized terms used but not defined herein shall have the meaning set forth in your Agreement. If or when a translated version of this document conflicts with the English version, the English version will take precedence.

Avaya reserves the right to change this Service Description from time to time at its discretion. Avaya posts the most current Service Description at Avaya Service Descriptions or a successor webpage as designated by Avaya, and Customer is responsible for periodically monitoring the foregoing webpage. Features or functionality that are not explicitly documented in this Service Description are not offered. Avaya obligations are as specifically stated in this document. The Customer is responsible for ensuring that any use of the Service is compliant with all applicable local, state, national, foreign, and international laws, and regulations.

Enabling the Service depends on the Customer fulfilling their responsibilities as detailed in this Service Description. In addition, the Customer is responsible for the costs and expenses incurred by Customer to satisfy all its responsibilities under this Service Description.

If the Customer has not timely performed any of its express obligations under this Service Description, then until such time as Customer has fulfilled the said delayed obligations, Avaya may charge Customer for any additional activities performed and costs incurred by Avaya as a result of the delay or failure; and Avaya's failure to perform any of its express obligations is excused to the extent caused by Customer's failure or delay.

Any legal notice required or permitted by the Agreement will be delivered as described in the Agreement. Avaya will deliver other required or permitted notices regarding the Service via email or posting to an Avaya customer portal or website.

1.2. Supported Platforms

The Avaya Enhanced Service Package offer is available to purchase on the following solutions.

- Avaya Aura Platform™ On Premise
- Avaya Infinity™ Dedicated and Mutli-Tenant Instances hosted by Avaya

1.3. External links

While reasonable efforts have been made to ensure that the external links contained in this SD are accurate and up to date as of the date of publication, from time-to-time Avaya may change or designate successor web sites to post the content referred to in this Service Description without notice to Customer or a need to change this Service Description. Changes to external links will not result in additional costs to the Customer or degradation in available features and functionality.

1.4. Glossary

In this Service Description:

- “Agreement” as the context implies the Customer’s direct agreement.
- “Customer” “You” or “Your” is the customer contracting the Service from Avaya the applicable authorized Avaya partner. The Customer must have executed cloud terms as part of the Agreement with Avaya.
- “Customer Data” refers to Your electronic data, text, audio recordings or other data that is transmitted, stored, retrieved, or processed by You into, to, or through Infinity.
- “Documentation” means information published in various mediums which may include, without limitation, product information, service catalogs, operating instructions and performance specifications applicable to the Service as updated at any time and from time to time by Avaya and delivered to You and/or Your End Users. Notwithstanding anything to the contrary, if there is a conflict between this Service Description and any Documentation, this Service Description will govern and control.
- “End User” or “End Users” means Customer’s employees, agents, permitted contractors or any other users of the Service.
- “HIPAA” means the Health Insurance Portability and Accountability Act of 1996, as amended and supplemented, and the federal regulations issued pursuant to the Act.
- “Initial Term” means the subscription term indicated in the Order starting with the Service Operation start date.
- “Order” refers to an order placed by the Customer to Avaya setting out the Service being purchased by the Customer, and that has been accepted by Avaya.
- “Order Effective Date” means the date the Order was countersigned by the last Party.
- “Party” refers to Avaya or Customer individually and “Parties” refers to both Avaya and the Customer, collectively.
- “Point of Demarcation” means the interface where Avaya hands off the Service to Customer.

- "Ramp Period" means the Ramp Period as defined in this Service Description.
- "Renewal Term" means subsequent 1-year periods after the Initial Term.
- "Service Level Agreement" means the obligation of Avaya to meet the defined metric for support.

1.5. Terms, Acronyms and Phrases

Those terms, acronyms and phrases not defined in this document but in common usage in the information technology ("IT") industry, telecommunications industry or other pertinent business context shall have their generally understood meanings in such industries or other applicable business context.

2. Enhanced Services Overview

Avaya Enhanced Service Packages empowers Customers to move beyond basic support to ensure resilient network performance, and support from experts who help optimize feature and application content.

Enhanced Service Packages include the following service elements:

- **Technical Account Management:** Technical Account Managers serve as strategic partners who align platform capabilities with business goals, acting as internal advocates to drive continuous platform health optimization and a transition from reactive firefighting to proactive innovation.
- **Access to Experts:** Access to Experts bypasses standard queues to connect clients with cloud architects and specialists. This enables rapid optimization of voice routing and AI workloads, faster time-to-market for advanced features, and the elimination of inefficient, scripted troubleshooting**.**
- **Personalized Response:** Personalized Support utilizes custom runbooks and network-specific team training to integrate seamlessly with existing ticketing workflows. This context-aware approach reduces resolution times and ensures execution respects specific maintenance windows.
- **Enhanced Service Level Agreements*:** Enhanced Service Level Agreements provide enhanced response and restore times for critical service incidents and automated escalation paths, ensuring predictable IT service delivery and minimized repair times that safeguard corporate revenue.

The following table summarizes the service elements of the Enhanced Service Package offer included for On Premise and Infinity Cloud applications.

Service Element	On Premise	Infinity Cloud
Technical Account Management	•	•
Access to Experts	•	•
Personalized Response	•	•
Enhanced Service Level Agreement*	•	

***** Enhanced Service Level Agreements for incident response and restore are not available in Enhanced Service Package for Infinity Cloud at this time.

3. Order Requirements

The following are order requirements that must be met to purchase the Enhanced Service Package Offers for On Premise Application and Infinity™ License Applications.

3.1. Minimum Term Length

The minimum term length required at initial purchase is a thirty six (36) month term. After the initial term is fulfilled, then a 1, 3, or 5 year term can be renewed going forward.

3.2. Minimum License Required for Coverage

The minimum license counts under active agreement will be in place and a requirement of the Customer in order to purchase Enhanced Services for their Avaya On Premise or Cloud Applications.

1. For On Premise applications, Customers must have a minimum of **2500 UC Advanced or higher content license bundles for UC only deployments, or 400 Contact Center Elite license bundles** under an active Avaya Subscription or Support Advantage Preferred coverage on Perpetual Licenses.
2. For Infinity Cloud applications, Customers must have a minimum of **500 Infinity Agent bundles** under an active contract.

4. Onboarding

Commencement of the Service begins upon acceptance of the Customer Order or following a later start date described in the accepted Order. Upon an accepted order Avaya will engage the

customer within ten (10) business days to initiate the onboarding process and assign applicable support resources.

Throughout the onboarding process, Customers will designate a single point of contact (SPOC) that Avaya may contact in relation to all aspects of setting up the Service, including operational matters.

Customer delays with helping provide any required information to facilitate on boarding will result in the delay of the Services being delivered by Avaya.

5. Service Elements and Entitlements

This section describes the Services to be delivered by Avaya upon the purchase of the Avaya Enhanced Service Package.

5.1. Technical Account Management

Upon order, Avaya will identify and assign a Technical Account Manager to support the Customer. The assigned resource will establish an online meeting with the Customer within 30 days of the execution of the Enhanced Service contract.

Technical Account Managers demonstrate the value of ongoing support through proactive problem resolution, customer enablement, and operational oversight to include:

- Allocated partner for operational reviews and retrospectives.
- Strategic consultant aligning platform capabilities with business goals.
- Continuous platform health optimization and fewer recurring issues.
- Ensure solutions perform optimally and service commitments are consistently met

The following table summarizes the service elements of Technical Account Management included in the Enhanced Service Package for On Premise and Infinity Cloud applications.

Service Element	Description	Included
Strategic Alignment and Governance	• Executive Business Reviews (EBRs): Prepare and lead quarterly technical reviews analyzing platform stability, ROI, and technical roadmaps. • Assist Customer with Feature Realization & Optimization: Audit feature usage, recommending underutilized capabilities (e.g., automated routing, AI features, API connectors).	•

Service Element	Description	Included
	• Establish the principal relationships with customer executives, becoming a trusted advisor.	
Technical Health & Architecture	• System Health Audits: Proactively monitor API latency, network telemetry, error rates, and integration health. • Release & Patch Advisory: Serve as the client's single point of contact for software releases, feature deprecations, and configuration changes.	•
Escalation & Operational Support	• Consult with the customer to understand their specific needs and strategies to be incorporated into incident support and joint Operations Guide. • Priority Ticket Routing: Act as the internal advocate for priority-1 issues, coordinating engineering and DevOps teams. • Root Cause Analysis (RCA): Author and present post-incident reviews for high-severity events to maintain enterprise trust.	•
Access to Experts	• Facilitate seamless connection to Avaya Pro Services Technical Resources and Product Specialist for insight.	•

Technical Account Management Services are available for the applications within the Avaya On Premise or Infinity™ License bundles the customer has and has added Enhanced Services for. This includes applications from 3rd Party and non-Avaya manufacturers within the Avaya License bundles.

Technical Account Management support is available during standard business hours and in certain countries out of hours for Outage or Severe Business Impact Service Request. Standard Business Hours are defined as 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).

Exclusions from Technical Account Management:

- Does not include the Technical Account Manager acting as an administrative help desk for customers to place incident tickets with Avaya. Normal process should be followed by the customer to open support for incidents through the Avaya Support Portal.

- Does not include the Technical Account Manager performing any technical functions including, without limitation, accessing customer production applications to install, configure or perform maintenance related tasks.

Vacation Coverage

- As vacations are planned, the designated Technical Account Manager will coordinate the best coverage manner based upon the customer's needs.
- Coverage will be ensured to maintain the level of the Service Package purchased for any vacation or on sick leave.

5.2. Access the Experts

Each customer who has purchased the Enhanced Service for their Avaya On Premise and Infinity™ License Applications, will have the ability to engage Avaya subject matter experts for knowledge sharing and consultation on Avaya products and features sets up to four (4) hours per quarter during their contract term.

Benefits include:

- Direct access to CCaaS/UCaaS cloud architects.
- Direct queue-bypass straight to enterprise specialists.
- Peer-to-peer collaboration for your senior sysadmins.
- Rapid optimization of voice routing and AI workloads.
- Demonstrate how to use the workflow design, agent desktop and analytics tools.
- Faster time-to-market for advanced features.
- Elimination of scripted, trial-and-error troubleshooting.

Conditions of Access the Experts:

- The assigned Technical Account Manager will be the primary point of contact for customers to coordinate setting up the needed meeting based on availability of the needed Avaya Experts.
- Usage of the four (4) hours per quarter will be based on one (1) hour increments and cannot be carried forward. Unused hours each quarter will be forfeited if they are not used.
- A two (2) week lead time is needed for scheduling purposes of the Access the Experts.
- Up to 5 Customer attendees can attend each session.
- A scheduled session will be conducted during Avaya's standard service hours. Avaya's standard service hours are 08:00 to 17:00 Monday through Friday local time (the time in the time zone of the customer location where services are being provided), excluding Avaya designated holidays.
- All scheduled sessions are to be delivered remotely via conference meeting platform.

Exclusions from Access the Experts:

- Access to the Experts is intended to be for informational and knowledge sharing purposes only and does not include the task of performing any technical function, without limitation, to access the customer production applications to install, configure, program or test a production or lab system.
- Avaya can provide services to implement, re-configure and/or provide support for the Avaya Aura on-prem environment for an additional fee by engaging Avaya Professional Services.
- Retrieval or review of data that resides in any existing UC or CC platforms.
- Go-Live support for project installations, upgrades or migrations.

5.3. Personalized Response

Personalized Response brings additional value to customers by responding to their Avaya support related needs with fast designated personalized service. Transforming Support from a reactive crisis to a proactive, high-transparency partnership, The Avaya Personalized Response Team knows the customers' equipment, their network, and their expectations.

This designated support team provides a more personalized entry point into Avaya support to help manage service related issues cohesively and to provide a single point of contact for help or assistance the customer may need. Support cases are managed to ensure that each case is handled efficiently and effectively, positioning Avaya in partnership with the customer, and responding with the very best support that Avaya has to offer.

Response objectives and hours of coverage are based on the terms of the customer's service agreement. Personalized Response support can help customers handle support issues by providing specialized skills, coordinated cross functional expertise along with a customized process flow.

As part of Onboarding, the Technical Account Manager issues a welcome letter and survey to collect customer contact details by role and to outline key goals for incident management.

Service Element	Description	Included
Concierge Support Handling	Through the Technical Account Manager, consult with the customer to understand their business needs and strategies to be incorporated into incident support and the operations guide. Partner with the customer to provide input into scheduling hotfixes, configuration workarounds, and knowledge of a customer's CAB processes*. *May vary between dedicated instance and multi-tenant instance customers.	•
Support Command Center with Incident Manager Sev 1 / Sev 2	Instant (<15 min) launch of a dedicated bridge with a designated Incident Manager leading resolution.	•
Incident Summary Report & Post-Mortem Pack	Delivered within 24–48 hours post-incident, Focuses strictly on what happened, when it happened, and how it was restored. Includes timeline, problem cause, short/long-term remediations.	•
Executive Incident Briefing	A 1-page summary tailored for C-suite/Executives framing the incident in business terms.	•
Post-Incident Stability Check-In	A scheduled 7-day follow-up review ensuring no residual effects exist and tracking remediation item progress.	•

Value & ROI Metrics

Metric Type	Metric Name	What It Measures	Target Indicator
Operational Efficiency	**Time-to-First-Action (TTFA)**	Speed from ticket submission to expert intervention (beyond initial response)	< 15 minutes
Operational Efficiency	**Mean Time to Resolution (MTTResolution)**	Speed of full issue resolution or viable business workaround	30–50% reduction vs. standard support
Operational Efficiency	**Mean Time to Restore (MTTRestore)**	Speed of restoration, while final resolution is underway.	30–50% reduction vs. standard support
Systemic Prevention	**Recurrent Incident Rate**	Frequency of identical issues reoccurring after RCA implementation	Near 0% repeat incidents

5.4. Enhanced Service Level Agreements

Avaya customers who purchase the Enhanced Service Packages for On Premise products and applications will receive the following Service Level Agreements for Incident Response and Restore. The Service Level Agreement targets below would supersede those within the customers Avaya Support Advantage coverage.

Please note Enhanced Service Level Agreements for Incident Response and Restore are not available for Infinity™ customers buying the Enhanced Service Packages at this time.

For reporting Service related issues and incidents, Customers should always log into Avaya One Care reporting an incident via the web.

Priority Level	Description	Response SLA Target	Restore SLA Target
		Time from receipt of the request to first contact or notification to the customer.	Time from notification to the customer to the point where the service is restored.
P1- Outage	A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart)	15 Minutes	4 Hours
P2- Severe Business Impact	Severe degradation of a production system(s) or service performance for which there is no active workaround	30 Minutes	8 Hours
P3- Business Impact	Feature function degradation to the system's operation, maintenance, or administration to non-functional for less than 15% of the agents in one client call center OR service interruption sporadic OR partial or full workaround exists.	1 Hour	Next Business Day
P4- No Service Impact	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-users. If related to a problem, the problem has a tolerable workaround.	Next Business Day	N/A

5.4.1. Service Credits

The following Service Credits will apply if, during any monthly measurement period, Avaya has failed to achieve the Time to Respond and Restore target for a PI Outage or P2 Severe Business Impact Service Incident for an application covered under the Enhanced Service Package Offer.

Priority Level	Response Service Credit	Restore Service Credit
P1 Outage	Less than 95% attainment monthly, $500 each incident below	Less than 95% attainment monthly, $1500 each incident below
P2 Severe Business Impact	Less than 95% attainment monthly, $500 each incident below	Less than 95% attainment monthly, $1500 each incident below

5.4.3. Service Credit Terms

The Time to Restore Service Credits are subject to the following terms:

- Service Incidents reported directly to individual Avaya employees and not by creating a case on the Avaya OneCare Portal will not be subject to the Service Level Agreement targets.
- Service Credits will become due and payable only if requested by Customer in writing within 90 days after the end of the relevant Measurement Period;
- Services Credits due will be paid by Avaya within 90 days from receipt of Customer's request;
- Payment of Service Credits will be made in the form of a credit against future amounts due from Customer to Avaya;
- The total amount of all Service Credits due from Avaya for any Measurement Period may not exceed 5% of all Recurring Charges due for that Measurement Period;
- Customer's right to request Service Credits will not suspend its obligation to make timely payments of any Charges due and payable by Customer to Avaya; and
- The Parties agree that Service Credits are fair and reasonable, represent a genuine pre-estimate of any resulting loss or expense to Customer, and are the sole and exclusive remedy to Customer in the event of an Avaya failure to achieve the Service Levels targets.

5.4.4. Requesting a Service Credit

Service Credit claims must be submitted as a Service Credit request claim in writing via an email to the customers assigned Technical Account Manager within ten (10) calendar days of the end of the affected month for which the credit is requested, and must include:

"Availability Credit Request" in the subject line.

Ticket number, dates, times, specific Avaya Infinity service, affected region and number of users impacted by Unavailability that is being claimed.

All reasonably necessary details regarding the Service Credit request, including but not limited to, detailed descriptions of the circumstances resulting in Unavailability and the target Availability claimed not to have been met.

Any other applicable information that documents the claimed downtime.

If approved, Service Credits due will be paid by Avaya within 90 days from receipt of Customer's request.

Except as otherwise agreed by the Parties in writing, payment of Service Credits will be made in the form of a credit against future amounts due from Customer to Avaya under this SD.

Customer's right to request Service Credits will not suspend its obligation to make timely payments of any charges due and payable by Customer to Avaya; and

The Parties agree that Service Credits are fair and reasonable, represent a genuine pre-estimate of any resulting loss or expense to Customer, and are the sole and exclusive remedy to Customer in the event of an Avaya failure to achieve the Service Levels targets.

This Service Level Agreement applies to each deployment of the Service individually and not in combination with any other deployment. Notwithstanding the foregoing, for offer bundles (as described in Section 2) sold together for a single combined fee, the Service Credit will be calculated based on the monthly fee paid for those offer bundles collectively, and not the monthly fee for each individual offer bundle. Avaya will not be liable for more than one Service Credit in any calendar month for any offer bundle.

5.4.5. Service Level Agreement Exclusions and Limitations

The following exclusions and limitations apply to the Service Levels Agreements:

When measuring and determining the Avaya compliance with the Service Level targets the Avaya and the Customer "Parties" will exclude:

1. Any time during which Avaya has been prevented from performing, or has been unable to perform, an activity for reasons beyond the reasonable control of Avaya, including denial of remote or on-site access to the Supported Products or Supported Sites;
2. Any time during which Avaya has been awaiting a Customer or third-party deliverable, action, dependency or prerequisite, including Customer testing or verification of Incident solutions prior to implementation;
3. Scheduled maintenance time or planned downtime;
4. Supported Products that do not satisfy the Eligibility Requirements or not directly covered under the Enhanced Service Package offer.

5. Incidents for which no temporary fix or work-around is available and that require deployment of an, patch or bug-fix to restore Normal Service Operation;
6. Incidents that require an Operational Change;
7. Incidents caused by or contributed to:
    a. Actions or omissions of Customer or third parties, including carrier and service providers;
    b. Reasons external to the Supported Products, including power failures and shutdowns, third party products and applications, networks and network service interruptions;
    c. Custom Applications or originating from Custom Applications; and
    d. Any other reasons beyond the reasonable control of Avaya, including force majeure events.
8. Incidents that require On-Site Support are eligible for the Time to Restore SLA only if:
    a. Customer has purchased SA Parts & Site support;
    b. The affected Support Product is manufactured by Avaya; and
    c. The affected Supported Site is in a major metropolitan area.

6. SUPPORT SERVICES

6.1. Support Services

The scope and deliverables within the Enhanced Service packages defined within are in addition and not inclusive of the support service found with Support Advantage coverage for On Premise application or the Services included in the Avaya Infinity™ Agent License bundles. Those support services include: (i) maintenance, (ii) incident tracking and resolution, and (iii) updates and upgrades. These ongoing activities help address software vulnerabilities, enhance features, improve system stability, and ensure compatibility with emerging technologies and industry standards. For details please refer to the Service Agreement Supplements and the Service Descriptions for these offers on the Avaya Support Portal at Avaya Support Policies and Services Descriptions.

7. Required Coverage

Material codes and pricing for the Enhanced Service Packages are required to be added at a 1:1 ratio for the On Premise Perpetual or Subscription Licenses and for Cloud instances the Infinity™ Agent Licenses bundles being covered.

If a customer has a mixture of UC Subscription Licenses, or UC and CC Subscription Licenses at the same Aura System, all of the Licenses would require coverage, partial coverage is not allowed. If a customer has a mixture of Infinity™ Agent License types, all of the Licenses would require coverage, partial coverage is not allowed.

8. Customer Requirements

Customers will designate a single point of contact (SPOC) that Avaya may contact in relation to all aspects of the Service, including operational matters. The Customer SPOC will have, or will obtain within Customer's organization, a thorough understanding of Customer's business requirements and technical environment and will ensure all Customer binding decisions are duly authorized. In addition, the Customer SPOC will:

● Communicate to Avaya all decisions, applicable approvals and permissions relating to Customer's acts and activities that may impact the ability of Avaya to provide the Service in accordance with this SD and the Order.

● Cooperate with Avaya and provide all info, as may be reasonably required by Avaya, to perform the Service.

9. Contract Term, Renewal and Termination

9.1. Billing Start Date

The billing start date for the Enhanced Service Package offer will coincide with the billing start date for the Avaya On Premise or Infinity™ Agent Licenses bundles being covered as outlined below.

For On Premise applications, unless an earlier date is specified in an order, the start date for billing will commence and be chargeable as follows:

Support will commence and be chargeable as follows:

- If Avaya sells and installs the Supported Products, support will commence on the date Avaya notifies the End Customer that the Supported Products are installed according to specifications.
- If Avaya sells the Supported Products directly, but does not install the Supported Products, support will commence on the earlier of the date when software (i) features are enabled, (ii) is downloaded to the target processor or (iii) is physically delivered to the Customer premises.
- If the Supported Products are purchased through an Avaya Partner (including Support Advantage Retail), regardless of what company installs the supported products, Support and billing will commence in accordance with the below schedule:
    - New Supported Products Start of Second Month
    - Upgrades of existing products already under SA support coverage, including licenses- Start of the Second Month
    - Increases in the quantity of existing products already under SA support coverage - Start of First Month

- Same order for increases in the quantity of existing products already under SA support coverage contains new Supported Products or an upgrade- Start of the Second month
- Same order for increases in the quantity of existing products already under SA support coverage and new Supported Products or an upgrade, also contains increases in the quantity of existing Third Party Products already under SA support coverage- Start of Second Month

For Infinity™ Agent Licenses, billing for the Enhanced Service Package will start in accordance with the Service for the Agent Licenses in two stages: Ramp Period and Service Operation.

Delivery of the Service begins upon acceptance of the Customer Order or following a later start date described in the accepted Order. A description of the delivery stages follows in the table below:

Delivery Stage	Description
Ramp Period	A three (3) month Ramp Period, or such longer period measured in whole months as agreed in the Order, commences on the first day of the month following Avaya's acceptance of the Customer's Order or such later start date described in the accepted Order. At the start of the Ramp Period, Avaya will provision the Customer's instance and perform the Basic Activation Services to enable the Service to be ready for personalization and subsequent End User migration. During the Ramp Period, Customer may access and use the Service and Avaya will invoice the Customer monthly for actual usage of the Service.
Service Operation	Upon expiry of the Ramp Period, Service Operation will start and Customer's Initial Term will commence. During Service Operation, Customer may access and use the Service and Avaya will invoice Customer.

9.2. Term Length

The Service is offered on a subscription basis. Subscription terms are available in 1, 2, 3, 4, and 5-year increments for Infinity™ Agent Licenses. For Avaya Subscription On Prem terms are available in 1, 3, and 5-year increments. The length of the Initial Term will be indicated in the Order, and that term will end (as applicable) after the Service Operation start date.

9.3. Renewal

Unless either Party provides written notice of their intent not to renew at least sixty (60) days prior to the end of the then-current subscription term, the subscription term will renew for a

Renewal Term at the same length, subject to the then-current i) rate(s) and ii) Service Description.

9.4. Termination for Convenience

Customers may terminate Services for the Enhanced Service Packages for convenience upon 30 days notice by a request submitted through the Avaya One Care Portal, subject to Customer's payment of the termination charges described below. For on the Avaya Termination Policy please visit Avaya Support Policies

Termination Charge
100% of the sum of the charges calculated for the period starting on the effective date of termination until the end of the Initial Term or any Renewal Term.