



End of Sale Notice

Notification Date: 06-Oct-2014

Effective Date: 01-Dec-2014

Subject: End of Sale IP Office R8.1 upgrade licenses

Theatre/Region: ALL

Summary

Effective December 1, 2014, Avaya will no longer sell (make commercially available) the Release 8.1 upgrade licenses. New materials replacing these versions are available for sale with the IP Office product line.

Avaya will make every effort to have a supply of these products available for orders, but cannot guarantee product availability through their end of sale dates. Avaya reserves the right to manage and/or limit order quantities, substitute like materials, or to cancel orders if supply is exhausted prior to the End of Sale dates in this notice. Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems are required.

Transition Summary

- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- Avaya Product Life Cycle Policy and warranty policy applies to materials in this end of sale document. Products identified as EoS will be supported (technical support, repairs, etc.) for a minimum of one (1) year for software December 1, 2015.
- Avaya will provide support for the two most current major releases. Release 9.1 and Release 9.0 will be considered as the two major releases. Release 9.1 is targeted for general availability in December 2014 and due to significant content delivered in R9.1 with *IP Office Select*, it will carry a major release designation. Avaya will provide this support for R9.0 and R9.1 via standard software patch process.

Additional service pack support for R8.1 software will end upon the GA release of R9.1. Avaya shall provide Manufacturing Support for the two most current major releases. Avaya will require customers to move to a supported service pack to provide software support. New bug fixes will be created within two supported major release. For information on future service packs, refer to the Avaya Service Pack Schedule on the Avaya Support web site.

Avaya offers IP Office Support Services (IPOSS), a standard manufacturer support offer for customers on IP Office Release 9.0 and 9.1. Purchasing the IP Office Support Services offer will lock in future maintenance patches, as well as product software upgrades, for the life of the support contract term. Contact your channel account manager for information concerning IPOSS.



Discontinued Order Codes and Migration Strategy

Discontinued Codes December 1, 2014

Discontinued Material/Offer Code	Description
270399	IPO LIC UPG R8.1
270680	IPO LIC UPG R8.1 SML

Migration Strategy

Refer to the Product Update Document for Release 9.1 and the IP Office Knowledge Base for additional support and release information.

Discontinued Material/Offer Code	Description	Replacement Material/Offer Code	Replacement Description
270399	IPO LIC UPG R8.1	275669 or 339105	IPO LIC UPG R9.0 or IPO LIC UPG R9.1
270680	IPO LIC UPG R8.1 SML	275670 or 339106	IPO LIC UPG R9.0ADI SML or IPO LIC UPG SML ADI R9.1 SML

Schedule

End of Sale Date (IP Office Codes as indicated)	01-Dec-2014
End of Manufacturer Support for SOFTWARE *	01-Dec-2015
End of Manufacturer Support for HARDWARE *	01-Dec-2015
Last day to purchase system expansions	NA
Last day to purchase a new Avaya services contract *	01-Dec-2015
Targeted End of Services Support	09-Dec-2020

* Per Avaya Product Lifecycle Policy

**Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers.

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Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Renewals of existing Avaya service contracts covering this product will be for at least 3 years.

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy