



End of Sale Notice

Notification Date: 28th June 2017

Effective Date: 13th June 2016

Subject: End of Sale for Avaya Aura Contact Center (AACC)
Release 6 for New Systems and ASIPP migrations.

Theatre/Region: All

Revision History

Revision Date	Reason for change
February 19th, 2016	Initial publication of the End of Sale notice
May 8 th , 2017	<ul style="list-style-type: none">Extending the period during which existing AACC 6.4.2 systems may order the majority of order code Expansions until 31 December 2017.Note that some codes cease expansion on 13th June 2017 as previously publishedAvaya support End of Manufacture Support remains unchanged effective 13th June 2017.
June 28 th , 2017	<ul style="list-style-type: none">Correct outdated date reference "Last day to purchase system expansions" in the Schedule table.Clarify that the end of sale applies to all AACC 6.x versions

Summary

Effective **13th June 2016** Avaya will end the sale of the following configurations:

- AACC 6.4.2 for New Systems on Avaya Communications Manager (CM)
- AACC 6.4.2 (Nodal and Corporate licencing) for Avaya Communications Server 1000 (CS1000) platforms.
- Nodal and Corporate license Upgrades to AACC 6.4.2 on Avaya CS1000 from previous releases.
- AACC 6.4.2 ASIPP (Avaya Software Investment Protection Policy) migrations from Avaya CS1000 to Avaya CM platforms.
- This end of sale bulletin applies to all versions of AACC 6.x

Avaya Aura Contact Center 7.0 is generally available since December 2015. AACC 7.0 should be positioned for new sales, upgrades from previous releases and ASIPP migrations.

Upgrade Advantage is also being removed from the OneSource Enterprise Configurator (EC) and Avaya Solution Designer (ASD) tools and should not be positioned with AACC 6.4.2 between now and end of sale. Customers who currently have Upgrade Advantage (UA) or Express Plus, PASS Plus, (GU – SRS) and are expanding their licenses will need to purchase UA / SRS on the license expansions to ensure all licenses are covered to prevent fragmentation.

The following configurations are also end of sale and were removed from AACC 7.0.



- AACC 6.4.2 Elite Complement with optional IQ and ACM integration
- AAOA (Offsite Agent) for CS1000 AML
- AACC 6.4.2 with SER Predictive Outbound
- AACC 6.4.2 with MBT (SES)
- CCT 6.4.2 Knowledge Worker on CS1000

Effective **14th March 2016** Avaya will also end the sale of AACC 6.4.2 Hardware Appliance Server.

Although the above specific configurations are not offered for sale with AACC 7.0, customers with these configurations will continue to be supported on AACC 6.4.2 as per standard Avaya Lifecycle policy.

Existing customers will also be able to add licenses per standard Avaya corporate lifecycle policy until the End of Manufacture Support date **13th June 2017**.

Discontinued AACC 6.4.2 Codes on Avaya CM

The following Material codes for AACC 6.4.2 on Communications Manager will be End of Sale on the **13th June 2016** and the offer will be removed from the Avaya Solution Designer provisioning and quotation toolset.

Material Code	Description
259507	AVAYA AURATM CC6 ENTERPRISE SIP CC BASE SYSTEM LIC:CU
259404	AVAYA AURATM CC6 ENTPRS MULTIMEDIA BASE SYSTEM CCE ENTITLE LIC:CU
259508	AVAYA AURATM CC6 ESSENTIAL SIP CC BASE SYSTEM LIC:CU
259509	AVAYA AURATM CC6 SIP CC CCT BASE SYSTEM LIC:CU
259510	AVAYA AURATM CC6 MULTIMEDIA BASE SYSTEM NEW LIC:CU
263154	AVAYA AURATM CC6 MULTIMEDIA SYSTEM FOR ELITE LIC:CU
263159	AVAYA AURATM CC6 OFFSITE AGENT BASE SYSTEM LIC:CU
263740	AVAYA AURA CC6 ESSENTIAL LAB SYSTEM LIC:CU
263741	AVAYA AURA CC6 ENTERPRISE LAB SYSTEM LIC:CU
259402	AVAYA AURATM CC6 ENTERPRISE SIP MIGRATION FROM CCE LIC:CU
259403	AVAYA AURATM CC6 ENTERPRISE SIP MIGRATION FROM CCE ENTITLE LIC:CU
263890	AVAYA AURATM CC6 ENTERPRISE SIP SYS MIGRATION FROM CCE LIC:CU
263891	AVAYA AURATM CC6 ENTPRS MMEDIA BASE SYS MIGRATION FRM CCE LIC:CU
263894	AVAYA AURATM CC6 ENTPRS MMEDIA BUNDLE MIGRATION FROM CCE LIC:CU
263895	AVAYA AURATM CC6 ENTPRS MM BUNDLE MIGR FROM CCE ENTITLE LIC:CU
264649	AVAYA AURATM CC6 CCT SIP SYSTEM INCLUDED LIC:CU
270392	AVAYA AURA CC6 ENTERPRISE SIP CC BASE SYS FOR MULTIMEDIA LIC:CU
271144	AVAYA AURA CC6 MMED SYS FOR ELITE MIG FRM CCE ENTITLE LIC:CU
271146	AVAYA AURA CC6 MMED SYSTEM FOR ELITE MIGRATION FROM CCE LIC:CU
264649	AVAYA AURA® CC6 CCT SIP SYS



Material Code	Description
259513	AVAYA AURA® CC6 ENH STANDBY SRVR*
259656	AVAYA AURA® CC6 CCT STANDBY SRVR*
259517	AVAYA AURA® CC6 MMED STANDBY SRVR *
259720	AVAYA A® CC6 SOA DEV KIT
338761	AVAYA AURATM CC6 ENTERPRISE SIP CC BASE SYSTEM ASIPP UPG LIC:CU
338762	AVAYA AURATM CC6 ENTERPRISE SIP CC BASE SYS ASIPP ENTITLE LIC:CU
338764	AVAYA AURATM CC6 ENTERPRISE SIP VOICE PER AGENT ASIPP UPG LIC:CU
338765	AVAYA AURATM CC6 ENTERPRISE SIP VOICE PER AGT ASIPP ENTITLE LIC:CU
338767	AVAYA AURATM CC6 NETWORKED VOICE PER AGT ASIPP UPG LIC:CU
338768	AVAYA AURATM CC6 NETWORKED VOICE PER AGT ASIPP ENTITLE LIC:CU
338770	AVAYA AURATM CC6 EMAIL WITH MULTIPLICITY PER AGT ASIPP UPG LIC:CU
338771	AVAYA AURATM CC6 EMAIL WITH MULTI PER AGENT ASIPP ENTITLE LIC:CU
338773	AVAYA AURATM CC6 SMS WITH MULTIPLICITY PER AGENT ASIPP UPG LIC:CU
338774	AVAYA AURATM CC6 SMS WITH MULTI PER AGENT ASIPP ENTITLELIC:CU
338776	AVAYA AURATM CC6 WEB CHAT WITH MULTI PER AGENT ASIPP UPG LIC:CU
338777	AVAYA AURATM CC6 WEB CHAT WITH MULTI PER AGT ASIPP ENTITLE LIC:CU
338779	AVAYA AURATM CC6 PRE PROGRESSIVE OUTBND PER AGT ASIPP UPG LIC:CU
338780	AVAYA AURATM CC6 PRE PROGSV OUTBND PER AGENT ASIPP ENTITLE LIC:CU
338782	AVAYA AURATM CC6 INSTANT MESSAGING PER AGENT ASIPP UPG LIC:CU
338783	AVAYA AURATM CC6 INSTANT MESSAGING PER AGENT ASIPP ENTITLE LIC:CU
338785	AVAYA AURATM CC6 PREDICTIVE OUTBOUND AGENT ASIPP UPG LIC:CU
338786	AVAYA AURATM CC6 PREDICTIVE OUTBOUND AGENT ASIPP ENTITLE LIC:CU
338788	AVAYA AURATM CC6 NETWORKED BASE SYSTEM ASIPP UPG LIC:CU
338789	AVAYA AURATM CC6 NETWORKED BASE SYSTEM ASIPP ENTITLE LIC:CU
338791	AVAYA AURATM CC6 HOT STANDBY SERVER ASIPP UPG LIC:CU
338792	AVAYA AURATM CC6 HOT STANDBY SERVER ASIPP ENTITLE LIC:CU
338794	AVAYA AURATM CC6 NETWORKED HOT STNDBY SRVR ASIPP UPG LIC:CU
338795	AVAYA AURATM CC6 NETWORKED HOT STNDBY SRVR ASIPP ENTITLE LIC:CU
338797	AVAYA AURATM CC6 CCT SIP SYSTEM INCLUDED ASIPP UPG LIC:CU
338798	AVAYA AURATM CC6 CCT SIP SYSTEM INCLUDED ASIPP ENTITLE LIC:CU
338800	AVAYA AURATM CC6 CCT HOT STANDBY SERVER ASIPP UPG LIC:CU
338801	AVAYA AURATM CC6 CCT HOT STANDBY SERVER ASIPP ENTITLE LIC:CU
338803	AVAYA AURATM CC6 MULTIMEDIA BASE SYSTEM NEW ASIPP UPG LIC:CU
338804	AVAYA AURATM CC6 MULTIMEDIA BASE SYSTEM NEW ASIPP ENTITLE LIC:CU
338806	AVAYA AURA CC6 MMED HOT STANDBY SRVR ASIPP UPG LIC:CU
338807	AVAYA AURA CC6 MMED HOT STANDBY SRVR ASIPP ENTITLE LIC:CU
338809	AVAYA AURATM CC6 REPORT WRITER WIZARD 5 USERS ASIPP UPG LIC:CU
338810	AVAYA AURATM CC6 REPORT WRITER WIZARD 5 USERS ASIPP ENTITLE LIC:CU
338812	AVAYA AURATM CC6 BASE AGENT GREETING BASE SYSTEM ASIPP UPG LIC:CU

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Material Code	Description
338813	AVAYA AURATM CC6 BASE AGT GREETING BASE SYS ASIPP ENTITLE LIC:CU
338815	AVAYA AURATM CC6 AGENT GREETING PER PORT ASIPP UPG LIC:CU
338816	AVAYA AURATM CC6 AGENT GREETING PER PORT ASIPP ENTITLE LIC:CU
338818	AVAYA AURATM CC6 CCT DEVICE PER DEVICE ASIPP UPG LIC:CU
338819	AVAYA AURATM CC6 CCT DEVICE PER DEVICE ASIPP ENTITLE LIC:CU
338761	AVAYA AURATM CC6 ENTERPRISE SIP CC BASE SYSTEM ASIPP UPG LIC:CU
338762	AVAYA AURATM CC6 ENTERPRISE SIP CC BASE SYS ASIPP ENTITLE LIC:CU
338764	AVAYA AURATM CC6 ENTERPRISE SIP VOICE PER AGENT ASIPP UPG LIC:CU
338765	AVAYA AURATM CC6 ENTERPRISE SIP VOICE PER AGT ASIPP ENTITLE LIC:CU
338767	AVAYA AURATM CC6 NETWORKED VOICE PER AGT ASIPP UPG LIC:CU
338768	AVAYA AURATM CC6 NETWORKED VOICE PER AGT ASIPP ENTITLE LIC:CU
338770	AVAYA AURATM CC6 EMAIL WITH MULTIPLICITY PER AGT ASIPP UPG LIC:CU
338771	AVAYA AURATM CC6 EMAIL WITH MULTI PER AGENT ASIPP ENTITLE LIC:CU
338773	AVAYA AURATM CC6 SMS WITH MULTIPLICITY PER AGENT ASIPP UPG LIC:CU
338774	AVAYA AURATM CC6 SMS WITH MULTI PER AGENT ASIPP ENTITLE LIC:CU
338776	AVAYA AURATM CC6 WEB CHAT WITH MULTI PER AGENT ASIPP UPG LIC:CU
338777	AVAYA AURATM CC6 WEB CHAT WITH MULTI PER AGT ASIPP ENTITLE LIC:CU
338779	AVAYA AURATM CC6 PRE PROGRESSIVE OUTBND PER AGT ASIPP UPG LIC:CU
338780	AVAYA AURATM CC6 PRE PROGSV OUTBND PER AGENT ASIPP ENTITLE LIC:CU
338782	AVAYA AURATM CC6 INSTANT MESSAGING PER AGENT ASIPP UPG LIC:CU
338783	AVAYA AURATM CC6 INSTANT MESSAGING PER AGENT ASIPP ENTITLE LIC:CU
338785	AVAYA AURATM CC6 PREDICTIVE OUTBOUND AGENT ASIPP UPG LIC:CU
338786	AVAYA AURATM CC6 PREDICTIVE OUTBOUND AGENT ASIPP ENTITLE LIC:CU
338788	AVAYA AURATM CC6 NETWORKED BASE SYSTEM ASIPP UPG LIC:CU
338789	AVAYA AURATM CC6 NETWORKED BASE SYSTEM ASIPP ENTITLE LIC:CU
338791	AVAYA AURATM CC6 HOT STANDBY SERVER ASIPP UPG LIC:CU
338792	AVAYA AURATM CC6 HOT STANDBY SERVER ASIPP ENTITLE LIC:CU
338794	AVAYA AURATM CC6 NETWORKED HOT STNDBY SRVR ASIPP UPG LIC:CU
338795	AVAYA AURATM CC6 NETWORKED HOT STNDBY SRVR ASIPP ENTITLE LIC:CU
338797	AVAYA AURATM CC6 CCT SIP SYSTEM INCLUDED ASIPP UPG LIC:CU
338798	AVAYA AURATM CC6 CCT SIP SYSTEM INCLUDED ASIPP ENTITLE LIC:CU
338800	AVAYA AURATM CC6 CCT HOT STANDBY SERVER ASIPP UPG LIC:CU
338801	AVAYA AURATM CC6 CCT HOT STANDBY SERVER ASIPP ENTITLE LIC:CU
338803	AVAYA AURATM CC6 MULTIMEDIA BASE SYSTEM NEW ASIPP UPG LIC:CU
338804	AVAYA AURATM CC6 MULTIMEDIA BASE SYSTEM NEW ASIPP ENTITLE LIC:CU
338806	AVAYA AURA CC6 MMED HOT STANDBY SRVR ASIPP UPG LIC:CU
338807	AVAYA AURA CC6 MMED HOT STANDBY SRVR ASIPP ENTITLE LIC:CU
338809	AVAYA AURATM CC6 REPORT WRITER WIZARD 5 USERS ASIPP UPG LIC:CU
338810	AVAYA AURATM CC6 REPORT WRITER WIZARD 5 USERS ASIPP ENTITLE LIC:CU



Material Code	Description
338812	AVAYA AURATM CC6 BASE AGENT GREETING BASE SYSTEM ASIPP UPG LIC:CU
338813	AVAYA AURATM CC6 BASE AGT GREETING BASE SYS ASIPP ENTITLE LIC:CU
338815	AVAYA AURATM CC6 AGENT GREETING PER PORT ASIPP UPG LIC:CU
338816	AVAYA AURATM CC6 AGENT GREETING PER PORT ASIPP ENTITLE LIC:CU
338818	AVAYA AURATM CC6 CCT DEVICE PER DEVICE ASIPP UPG LIC:CU
338819	AVAYA AURATM CC6 CCT DEVICE PER DEVICE ASIPP ENTITLE LIC:CU

*Standby server codes for AACC with Avaya CM 5.2.1.

The following Material codes will be End of Sale on the 14th March 2016 and the offer will be removed from the Avaya Solution Designer provisioning and quotation toolset.

Material Code	Description
306180	AACC Turnkey Hardware Appliance Server
306191	AACC Base Hardware Appliance Server

The following Material code for AACC 6.4.2 on Communications Manager will be End of Sale on the 13th June 2017 and the offer will be removed from the Avaya Solution Designer provisioning and quotation toolset.

264646	AVAYA AURATM CC6 NETWORKED HOT STNDBY SRVR LIC:CU
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Discontinued AACC 6.4.2 Codes on Avaya CS1000

The following Material codes for AACC 6.4.2 on Communications Server 1000 will be End of Sale on the 13th June 2016 and the offer will be removed from the Avaya Enterprise Configurator quotation toolset.

Material Codes	Description
	Contact Center Manager (CCM) Base Software - Nodal.
NT9Y40AA	Avaya AuraTM Contact Center Manager R6 Nodal Enterprise Base System
NT9Y40BA	Avaya AuraTM Contact Center Manager R6 MLS Base System
NT9Y40CA	Avaya AuraTM Contact Center Manager R6 Nodal Enterprise SIP Base System
NT9Y40DA	Avaya AuraTM Contact Center Manager R6 Nodal Essential SIP Base System
NT9Y40DB	Avaya AuraTM Contact Center Manager R6 Nodal Essential Base System
NT9Y40GA	Avaya AuraTM Contact Center R6 Offsite Agent Base System
NT9Y40RA	Avaya AuraTM Contact Center R6 Agent Greeting Base System
NT9S14GA	Avaya Aura Offsite Agent Base System
NT9Y41DA	Avaya AuraTM Contact Center Manager R6 NCC System
NT9Y40HA	Avaya AuraTM Multimedia Contact R6 Nodal Base System
NT9Y40LA	Avaya AuraTM Contact Center Multimedia R6 Nodal Base System
NT9Y40JA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Nodal Base System
NT9Y40KA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Nodal Base System for CCMM and CCOA
	Base Software - Corporate.
NT9Y65AA	Avaya AuraTM Contact Center Manager R6 Corporate Base System
NT9Y65BA	Avaya AuraTM Contact Center Manager R6 SIP Corporate Base System
NT9Y65CA	Avaya AuraTM Contact Center Multimedia R6 Corporate Base System
NT9Y65EA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate Base System
NT9Y65FA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate Base System for CCMM and CCOA
NT9Y65GA	Avaya AuraTM Contact Center Multimedia R6 Offsite Agent Corporate Base System

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Material Codes	Description
NT9Y65JA	Avaya AuraTM Contact Center Multimedia R6 Agent Greeting Corporate Base System for CCAG
NT9Y65KA	Avaya AuraTM Multimedia Contact R6 Corporate Base System
NT9Y67BA	Avaya AuraTM Contact Center Manager R6 Corporate NCC System
NT9Y67KA	Avaya AuraTM Contact Center Manager R6 SOA Developer Interface Kit
	Corporate Base Transfers.
NT9Y68AA	Avaya AuraTM Contact Center Manager R6 Corporate Base Transfer
NT9Y68BA	Avaya AuraTM Contact Center Manager R6 SIP Nodal to Corporate Base Transfer
NT9Y68CA	Avaya AuraTM Contact Center R6 Offsite Agent Base Corporate Transfer
NT9Y68EA	Avaya AuraTM Contact Center R6 Agent Greeting Base Corporate Transfer
NT9Y68NA	Avaya AuraTM Contact Center Multimedia R6 Nodal to Corporate Base Transfer
NT9Y68SA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Nodal to Corporate Base Transfer
NT9Y68UA	Avaya AuraTM Contact Center Essential R6 Nodal to Enterprise Corporate BaseT transfer
	Corporate Agent and Device Transfers.
NT9Y69AD	Avaya AuraTM Contact Centre R6 Nodal to Corporate Inbound Voice Agent - 1
NT9Y69AG	Avaya AuraTM Contact Center R6 Nodal to Corporate Offsite Agent
NT9Y69AJ	Avaya AuraTM Contact Center R6 Nodal to Corporate Agent Greeting Agent
NT9Y69AK	Avaya AuraTM Contact Center R6 Nodal to Corporate Supervisor-1
NT9Y69CC	Avaya Aura Contact Centre R6 Nodal to Corporate Predictive Outbound Agent -1 Agent
NT9Y69EA	Avaya AuraTM Contact Center R6 CCT Nodal to Corporate Contact Center - 1 Device
NT9Y69EB	Avaya AuraTM Contact Center R6 CCT Nodal to Corporate IVR 7 - 1 Device
NT9Y69EC	Avaya AuraTM Contact Center R6 CCT Nodal to Corporate IVR 7 DATA - 1 Device
NT9Y69ED	Avaya AuraTM Contact Center R6 CCT Nodal to Corporate IVR 7 Contact Center Interfaces - 1 Device
NT9Y69BF	Avaya AuraTM Contact Centre R6 Nodal to Corporate Instant Message Agent - 1
NT9Y69FD	Avaya AuraTM Contact Centre R6 Nodal to Corporate Outbound Agent - 1
NT9Y69GA	Avaya AuraTM Contact Centre R6 Nodal to Corporate Preview/Progressive Outbound Agent -1
NT9Y69DA	Avaya AuraTM Contact Centre R6 Nodal to Corporate Multimedia with Multiplicity Agent - 1
NT9Y69HA	Avaya AuraTM Contact Centre R6 Nodal to Corporate SMS Agent - 1
NT9Y69JA	Avaya AuraTM Contact Centre R6 Nodal to Corporate Softphone - 1
	Optional Corporate Feature Transfers.
NT9Y68FA	Avaya AuraTM Contact Center Manager R6 NCC System Corporate Transfer
NT9Y68GA	Avaya AuraTM Contact Center Manager R6 Geo Redundant Standby Server Corporate Transfer
NT9Y68HA	Avaya AuraTM Contact Center Manager R6 Enhanced Standby Server Corporate Transfer
NT9Y68JA	Avaya AuraTM Contact Center Manager R6 NCC Standby Server Corporate Transfer
NT9Y68KA	Avaya AuraTM Contact Center Manager R6 Report Creation Wizard Users Corporate Transfer
NT9Y68LA	Avaya AuraTM Contact Center R6 SOA Interfaces Nodal to Corporate Transfer
NT9Y68QA	Avaya AuraTM Contact Center Multimedia R6 Standby Server Corporate Transfer
NT9Y68FA	Avaya AuraTM Contact Center Multimedia R6 Multiplicity Corporate Transfer
NT9Y68TA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Standby Server Corporate Transfer
	Base Upgrades - Corporate.
NT9Y70AA	Upgrade to Avaya AuraTM Contact Center Manager R6 Corporate Base Upgrade
NT9Y70AB	Upgrade to Avaya AuraTM Contact Center Multimedia R6 Corporate Base
NT9Y70AC	Upgrade to Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate Base
NT9Y71AA	Upgrade to Avaya AuraTM Contact Center R6 Corporate NCC
NT9Y71CA	Avaya AuraTM Contact Centre Manager R6 Standby Server Corporate Base Upgrade
NT9Y71DA	Avaya AuraTM Contact Centre Multimedia Manager R6 Standby Server Corporate Base Upgrade
NT9Y71EA	Avaya AuraTM Contact Centre Communication Control Toolkit R6 Standby Server Corporate Base Upgrade
NT9Y71HA	Avaya AuraTM Contact Centre R6 Corporate RCW License Upgrade -1
	Agent Upgrades - Nodal.
NT9Y72CA	Avaya AuraTM Contact Center R6 Communications Control Toolkit R6 - 1 CC Device Upgrade
NT9Y72JA	Avaya AuraTM Contact Center R6 Contact Center Communications Control Toolkit R6 - 1 Device Upgrade
NT9Y72AF	Avaya AuraTM Contact Centre R6 Corporate Inbound Voice Agent Upgrade - 1
NT9Y72DA	Avaya AuraTM Contact Centre R6 Corporate Email With Multiplicity Agent Upgrade - 1
NT9Y72LA	Avaya AuraTM Contact Centre R6 Corporate Web Chat With Multiplicity Agent Upgrade - 1
NT9Y72FF	Avaya AuraTM Contact Centre R6 Instant Message Agent Upgrade - 1
NT9Y72KD	Avaya AuraTM Contact Centre R6 Corporate Preview/Progressive Outbound With Multiplicity Agent Upgrade - 1
NT9Y72JB	Avaya AuraTM Contact Centre R6 Corporate Communications Control Toolkit - 1 IVR Device Upgrade
	Corporate Prepaid Upgrades.
NT9Y73AA	Avaya AuraTM Contact Center Manager R6 Corporate Base Pre-Paid Upgrade
NT9Y73AB	Avaya AuraTM Contact Center NCC R6 Corporate Base Pre-Paid Upgrade

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Material Codes	Description
NT9Y73AC	Avaya AuraTM Contact Center Manager R6 Standby Server Corporate Base Pre-Paid Upgrade
NT9Y73AD	Avaya AuraTM Contact Center R6 Corporate RCW License Pre-Paid Upgrade
NT9Y73AE	Avaya AuraTM Contact Center Multimedia Manager R6 Corporate Base Pre-Paid Upgrade
NT9Y73AG	Avaya AuraTM Contact Center Multimedia Manager R6 Standby Server Corporate Base Pre-Paid Upgrade
NT9Y73AH	Avaya AuraTM Contact Center Communication Control Toolkit R6 Corporate Base Pre-Paid Upgrade
NT9Y73AJ	Avaya AuraTM Contact Center Communication Control Toolkit R6 Standby Server Corporate Base Pre-Paid Upgrade
NT9Y73BA	Avaya AuraTM Contact Center Manager R6 Corporate Inbound Voice Agent Pre-Paid Upgrade
NT9Y73BB	Avaya AuraTM Contact Center R6 Corporate Multimedia Agent Pre-Paid Upgrade
NT9Y73BC	Avaya AuraTM Contact Center R6 Communication Control Toolkit Corporate CC Device Pre-Paid Upgrade
	Nodal Base upgrades
NT9Y50AA	Upgrade to Avaya AuraTM Contact Center Manager R6 Base
NT9Y50BA	Upgrade to Avaya AuraTM Contact Center Manager R6 MLS
NT9Y50CA	Upgrade to Avaya AuraTM Contact Center Manager R6 NCC
NT9Y50DA	Upgrade Standby Server to Avaya AuraTM Contact Center Manager R6 Standby Server
NT9Y50EA	Upgrade NCC Standby Server to Avaya AuraTM Contact Center Manager R6 NCC Standby Server
NT9Y50SA	Upgrade to Avaya AuraTM Contact Center Manager R6 Essential Base
NT9Y51JA	Agent Greeting Base Upgrade to Avaya AuraTM Contact Center R6 Agent Greeting Base
	Nodal Voice Agent Upgrades.
NT9Y56AB	Upgrade to Avaya AuraTM Contact Center Manager R6 Voice Agent Upgrade Increment -1
NT9Y56FA	Upgrade to Avaya AuraTM Contact Center Manager R6 Essential Voice Agent
NT9Y44TA	Avaya AuraTM Contact Center R6 Agent Desktop Softphone – 1
NT9Y50UA	Avaya Aura TM Nodal RCW License Upgrade
NT9Y56XA	Agent Greeting Agent Upgrade to Avaya AuraTM Contact Center R6 - 1 Agent
	Nodal Prepaid Upgrades.
NT9Y51AA	Avaya AuraTM Contact Center Manager R6 Prepaid Base Upgrade
NT9Y51BA	Avaya AuraTM Contact Center Manager R6 MLS Prepaid Upgrade
NT9Y51CA	Avaya AuraTM Contact Center Manager R6 NCC Prepaid Upgrade
NT9Y51DA	Avaya AuraTM Contact Center Manager R6 Standby Server Prepaid Upgrade
NT9Y51EA	Avaya AuraTM Contact Center Manager R6 Nodal RCW License Prepaid Upgrade
NT9Y51FA	Avaya AuraTM Contact Center Manager R6 Essential Base Upgrade
NT9Y57AA	Avaya AuraTM Contact Center Manager R6 CC Prepaid Agent Upgrade
NT9Y57BA	Avaya AuraTM Contact Center Manager R6 Essential CC Prepaid Agent Upgrade
	Nodal Base Migrations.
NT9Y52AA	Avaya AuraTM Enterprise Contact Center Manager R6 Base Migration to SIP Platform
NT9Y52BA	Avaya AuraTM Essential Contact Center Manager R6 Base Migration to Enterprise SIP Platform
	Agent Migrations.
NT9Y52FA	Avaya AuraTM Contact Center Manager R6 Essential to Enterprise Voice Agent Migration
NT9Y52GA	SECC to Avaya AuraTM Contact Center Manager R6 Voice Agent Migration
	Multimedia Base Upgrades.
NT9Y62AA	Upgrade to Avaya AuraTM Contact Center Multimedia R6 Base
NT9Y62BA	Upgrade to Avaya AuraTM Contact Center Multimedia R6 Standby Server
	Multimedia Base Prepaid Upgrades.
NT9Y53AA	CCMM to Avaya AuraTM Contact Center Multimedia R6 Prepaid Base Upgrade
NT9Y53BA	CCMM to Avaya AuraTM Contact Center Multimedia R6 Prepaid Standby Server Upgrade
NT9Y59AA	CC Multimedia Prepaid upgrade to Avaya AuraTM Contact Center Multimedia R6 Agent -1
	Multimedia Agent Upgrades.
NT9Y58ZA	Upgrade to Avaya AuraTM Contact Centre Email With Multiplicity R6 Agent Increment - 1
NT9Y58ZB	Upgrade to Avaya AuraTM Contact Centre Web Chat With Multiplicity R6 Agent Increment - 1
NT9Y58JD	Avaya AuraTM Contact Centre R6 Nodal Preview/Progressive Outbound With Multiplicity Agent Upgrade- 1
NT9Y58LA	Upgrade to Avaya AuraTM Contact Center R6 IM Agent Increment 1
NT9Y45QA	Avaya AuraTM Contact Centre Instant Messaging R6 Agent – 1
	Communication Control Toolkit Base Upgrades.
NT9Y54AA	Upgrade to Avaya AuraTM Contact Center Communications Control Toolkit R6 Base
NT9Y54DA	CCT to Avaya AuraTM Contact Center Communications Control Toolkit R6 Standby Server Base Upgrade
	Communication Control Toolkit Base Prepaid Upgrades.

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Material Codes	Description
NT9Y55AA	CCT to Avaya AuraTM Contact Center Communications Control Toolkit R6 Prepaid Base Upgrade
NT9Y55BA	CCT to Avaya AuraTM Contact Center Communications Control Toolkit R6 Standby Server Prepaid Base Upgrade
NT9Y61AA	CCT to Avaya AuraTM Contact Center Communications Control Toolkit R6 Prepaid Device Increment Upgrade - 1 Device
NT9Y61BA	CCT to Avaya AuraTM Contact Center Communications Control Toolkit R6 Prepaid IVR Device Increment Upgrade - 1 Device
	Communication Control Toolkit Device Upgrades.
NT9Y60AA	Upgrade to Avaya AuraTM Contact Center Communications Control Toolkit R6 Knowledge Worker - 1 Device
NT9Y60DA	Upgrade to Avaya AuraTM Contact Center Communications Control Toolkit R6 Contact Center - 1 Device
NT9Y60HA	Upgrade to Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR Data Device Increment
NT9Y60LA	Upgrade to Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR Contact Center Device Increment
NT9Y60RA	Upgrade to Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR Device Increment
	Other Contact Center Codes.
NT9Y49AA	Avaya AuraTM Contact Center R6 Software DVD
NT9Y49CA	Avaya AuraTM Contact Center R6 Non Merchandise DVD
NT9Y49AB	Avaya AuraTM Contact Center R6.1 Software DVD
NT9Y44AB	Aura TM Contact Center Nodal Voice Standard Agent Increment -10
NT9Y44FB	Avaya Aura TM Contact Center Nodal Voice Networked Agent Increment -10
NT9Y49AC	Avaya AuraTM Contact Center R6.2 Software DVD
700502240	Avaya Aura Contact Center R6.3 Software DVD – EC
NT9S15GB	Avaya Aura Offsite Agent DVD
NT9Y49AE	Avaya Aura Contact Center R6.4 Software DVD
NT9Y49CA	Avaya AuraTM Contact Center R6 Non Merchandise DVD
NT9S89QB	Avaya AuraTM Contact Center Avaya Switch Indicator
NT9S50JA	Avaya AuraTM Contact Center Corporate Avaya System Indicator

The following Material codes for AACC 6.4.2 on Communications Server 1000 will be End of Sale on the **13th June 2017** and the offer will be removed from the Avaya Enterprise Configurator quotation toolset.

NT9Y41EA	Avaya AuraTM Contact Center Manager R6 NCC Standby Server System
NT9Y67EA	Avaya AuraTM Contact Center Manager R6 Corporate NCC Standby Server

Expansion AACC 6.4.2 on Avaya CM Codes

The following Material codes will remain on sale until **31st December 2017** at which point the offer will be removed from the Avaya Solution Designer provisioning and quotation toolset.

Material Code	Description
263152	AVAYA AURATM CC6 ENTERPRISE SIP VOICE PER AGENT LIC:CU
263158	AVAYA AURATM CC6 MULTIMEDIA BUNDLE PER AGENT LIC:CU
263153	AVAYA AURATM CC6 AGENT SOFTPHONE PER AGT PLDS LIC:CU
263155	AVAYA AURATM CC6 EMAIL WITH MULTIPLICITY PER AGENT LIC:CU
263156	AVAYA AURATM CC6 SMS WITH MULTIPLICITY PER AGENT LIC:CU
263157	AVAYA AURATM CC6 WEB CHAT WITH MULTIPLICITY PER AGENT LIC:CU
263223	AVAYA AURATM CC6 INSTANT MESSAGING PER AGENT LIC:CU

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Material Code	Description
263224	AVAYA AURATM CC6 PREVIEW PROGRESSIVE OUTBOUND PER AGENT LIC:CU
263339	AVAYA AURATM CC6 OFFSITE AGENT PER AGENT LIC:CU
263520	AVAYA AURATM CC6 AGENT GREETING PER PORT LIC:CU
263539	AVAYA AURATM CC6 CCT DEVICE PER DEVICE LIC:CU
259650	AVAYA AURATM CC6 SUPERVISOR PER PORT LIC:CU
264644	AVAYA AURATM CC6 NETWORKED VOICE PER AGT LIC:CU
264920	AVAYA AURA CC6 WFO INTERFACE LIC:CU
264921	AVAYA AURA CC6 WFO 3RD PARTY INTERFACE LIC:CU
265843	AGT DSKTP 6.X SOFTPHONE AND OFFSITE AGT PLDS LIC:CU
267391	AVAYA AURATM CC6 AMS INSTANCE INCLUDED LIC:CU
267542	AVAYA AURA CC6 SOCIAL MEDIA MANAGER AGENT LIC:CU
300698	AVAYA AURA CC6 OPEN QUEUE PER AGENT
306487	AVAYA AURATM CC6 ZONE SYSTEM LIC:DS
306488	AVAYA AURATM PER AMS ZONE INSTANCE LIC:CU
306489	AVAYA AURATM CC6 SECURE VOICE LIC:DS
269447	AVAYA AURATM CC6 PREDICTIVE OUTBOUND AGENT LIC:CU
259515	AVAYA AURATM CC6 REPORT WRITER WIZARD 1ST 4 ADDL USERS LIC:CU
259516	AVAYA AURATM CC6 REPORT WRITER WIZARD 5 USERS LIC:CU
263222	AVAYA AURATM CC6 HOT STANDBY SERVER LIC:CU
263225	AVAYA AURATM CC6 MULTIMEDIA HOT STANDBY SERVER LIC:CU
263226	AVAYA AURATM CC6 COMM CONTROL TOOLKIT HOT STANDBY SERVER LIC:CU
259514	AVAYA AURATM CC6 GEOGRAPHY STANDBY SERVER LIC:CU
259658	AVAYA AURATM CC6 ENT MEDIA APPL SRVR SIP ANCMT SERVICE PRT LIC:CU
259659	AVAYA AURATM CC6 ENT MEDIAAPPL SRVR SIP DIALOG SERVICE PRT LIC:CU
259851	AVAYA AURATM CC6 ESSENTIAL SIP VOICE AGENT LIC:CU
259857	AVAYA AURATM CC6 ESSNTL MEDIAAPPL SRVR SIPANCMT SERVICE PRT LIC:CU
259858	AVAYA AURATM CC6 ESSNTL MEDIA APPL SRVR SIP DIALOG SVC PRT LIC:CU

Expansion AACC 6.4.2 on Avaya CS1000 Codes

The following Material codes will remain on sale until **31st December 2017** at which point the offer will be removed from the Avaya Enterprise Configurator quotation tool.

Material Codes	Description
	Nodal Contact Center Manager (CCM) Agents.
NT9Y44DA	Avaya AuraTM Contact Center R6 Nodal Voice Standard Agent Increment -1
NT9Y44LA	Avaya AuraTM Contact Center R6 Nodal Essential Voice Agent Increment 1-100
NT9Y44LB	Avaya AuraTM Contact Center R6 Nodal Essential SIP Voice Agent Increment 1-100
NT9Y44MA	Avaya AuraTM Contact Center R6 Offsite Agent – 1
NT9Y44OA	Avaya AuraTM Contact Center R6 Agent Greeting License – 1
NT9Y44PA	Avaya AuraTM Contact Center R6 Supervisor License – 1
NT9Y44QD	Avaya AuraTM Contact Center R6 Nodal SIP Voice Standard Agent Increment -1

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Material Codes	Description
NT9Y44JB	Avaya AuraTM Contact Center R6 Nodal Voice Networked Agent Increment -1
NT9Y44RE	Avaya AuraTM Contact Center R6 Nodal SIP Voice Networked Agent Increment -1
NT9Y44RF	Avaya AuraTM Contact Center R6 Nodal SIP Voice Standard to Networked Agent transfer Increment - 1
NT9S21PA	Avaya Aura Offsite Agent 1 Agent Increment
NT9Y41GA	Avaya AuraTM Contact Center R6 Universal Networking
	Contact Center Manager (CCM) Optional Features.
NT9Y41AA	Avaya AuraTM Contact Center Manager R6 Enhanced Standby Server
NT9Y41BA	Avaya AuraTM Contact Center Manager R6 Geographic Redundancy Standby Server
NT9Y41CA	Avaya AuraTM Contact Centre Manager R6 Hot Standby Server
NT9Y41HA	Avaya AuraTM Contact Center R6 Report Creation Wizard (RCW) First 4 Additional Users
NT9Y41JA	Avaya AuraTM Contact Center R6 Report Creation Wizard (RCW) Users (Bundle of 5)
NT9Y41KA	Avaya AuraTM Contact Center Nodal CRQM Record On Demand
NT9Y41LA	Avaya AuraTM Contact Center Nodal CRQM Multiple DN Recording - 1 License
NT9Y41MA	Avaya AuraTM Contact Center Nodal Record On Demand
NT9Y41NA	Avaya AuraTM Contact Center Nodal Multiple DN Recording - 1 License
NT9Y42AA	Avaya AuraTM Contact Center Multimedia R6 Standby Server
NT9Y41BB	Avaya AuraTM Contact Centre Manager R6 Nodal Campus Geo Combo Standby Server
NT9Y41TA	Avaya AuraTM Contact Centre R6 SIP Nodal WFO Interface
NT9Y41TB	Avaya AuraTM Contact Centre Nodal R6 SIP WFO Interface /3rd Party
	Contact Center Multimedia Agents.
NT9Y45DA	Avaya Aura TM Contact Center R6 Email With Multiplicity Agent - 1
NT9Y45EA	Avaya AuraTM Contact Centre Preview Progressive Outbound With Multiplicity R6 Agent - 1
NT9Y45FA	Avaya AuraTM Contact Centre Web Chat With Multiplicity R6 Agent - 1
NT9Y45GA	Avaya AuraTM Contact Centre SMS With Multiplicity R6 Agent - 1
NT9Y45LA	Avaya Aura Contact Center R6 Nodal Predictive Outbound 1 Agent Increment
NT9Y45VA	Avaya AuraTM Contact Center R6 Multimedia With Multiplicity Agent Bundle Increment - 1
NT9Y45XA	Avaya Aura TM Contact Center R6 Open Queue Agent - 1
NT9Y58MA	Avaya Aura Contact Center R6 Nodal PPOB to Predictive Outbound Agent Migration - 1 Agent
	Communication Control Toolkit Optional Features.
NT9Y43AA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Standby Server
NT9Y43BA	Avaya AuraTM Contact Centre Communications Control Toolkit R6 Hot Standby Server
	Communication Control Toolkit Devices.
NT9Y46AB	Avaya AuraTM Contact Centre Communications Control Toolkit R6 Contact Center Device Increment - 1
NT9Y46FB	Avaya AuraTM Contact Centre Communications Control Toolkit R6 Knowledge Worker Device Increment -1
NT9Y46LA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Contact Center Device for CCMM and CCOA Agent - 1 Device
NT9Y46MA	Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR Device Increment
NT9Y46NA	Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR Data Device Increment
NT9Y46PA	Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR-CC Device Increment
NT9Y46QA	Avaya AuraTM Contact Center Communications Control Toolkit R6 KW-CC Upgrade - 1 Device
	Corporate Agents and Devices.
NT9Y66AD	Avaya AuraTM Contact Centre R6 Corporate Standard Voice Agent - 1
NT9Y66BD	Avaya AuraTM Contact Centre R6 Corporate Email With Multiplicity Agent - 1
NT9Y66BE	Avaya AuraTM Contact Centre R6 Corporate Web Chat With Multiplicity Agent - 1
NT9Y66CD	Avaya AuraTM Contact Centre R6 Corporate Standard Instant Messaging Agent - 1
NT9Y66EA	Avaya Aura Contact Center R6 Corporate Predictive Outbound 1 Agent Increment
NT9Y66FA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate Contact Center Device - 1 Device
NT9Y66FB	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate IVR - 1 Device
NT9Y66FC	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate IVR DATA - 1 Device
NT9Y66FD	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate IVR Contact Center Interfaces - 1 Device
NT9Y66GA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate CC Device for CCMM and CCOA - 1 Device
NT9Y66JA	Avaya AuraTM Contact Center Manager R6 Corporate Offsite Agent

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Material Codes	Description
NT9Y66LA	Avaya AuraTM Contact Center Manager R6 Corporate Agent Greeting Agent
NT9Y66QA	Avaya AuraTM Contact Center R6 Corporate Supervisor License - 1
NT9Y66MD	Avaya AuraTM Contact Centre R6 Corporate SIP Standard Voice Agent - 1
NT9Y66PD	Avaya AuraTM Contact Centre R6 Corporate Preview/Progressive Outbound With Multiplicity Agent - 1
NT9Y66NF	Avaya AuraTM Contact Center R6 Corporate Voice Standard to Networked Agent transfer Increment _1
NT9Y66AL	Avaya AuraTM Contact Centre R6 Corporate Networked Voice Agent - 1
NT9Y66NE	Avaya AuraTM Contact Centre R6 Corporate SIP Networked Voice Agent - 1
NT9Y66RA	Avaya AuraTM Contact Centre R6 Corporate Standard SMS With Multiplicity Agent - 1
NT9Y67SA	Avaya AuraTM Contact Centre Manager R6 Corporate Campus Geo Combo Standby Server
NT9Y66SA	Avaya AuraTM Contact Center R6 Corporate Open Queue Agent - 1
NT9Y72MA	Avaya Aura Contact Center R6 Corporate PPOB to Predictive Outbound Agent Migration - 1 Agent
	Corporate - Optional Features.
NT9Y67AA	Avaya AuraTM Contact Center Manager R6 Corporate License Manager Standby Server
NT9Y67CA	Avaya AuraTM Contact Center Manager R6 Corporate Standby Server
NT9Y67DA	Avaya AuraTM Contact Center Manager R6 Geo Redundant Corporate Standby Server
NT9Y67FA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate Standby Server
NT9Y67GA	Avaya AuraTM Contact Center Multimedia R6 Corporate Standby Server
NT9Y67JA	Avaya AuraTM Contact Center Manager R6 Corporate RCW Users (Bundle of 5)
NT9Y67LE	Avaya AuraTM Contact Centre R6 Corporate WFO Interface – SIP
NT9Y67LF	Avaya AuraTM Contact Centre Corporate R6 SIP WFO Interface - 3rd Party

Migration Strategy

Customers may expand existing AACC 6.4.2 systems until **31st December 2017**

Customers should plan to upgrade to AACC 7.0 using their upgrade entitlement or transactional code prior to **31st December 2017**. Refer to the AACC 7.0 Offer Definition for full details on migration paths.

Schedule

End of Sale Date (last day to order new systems)	13-June-2016 (14 Mar-2016 for code 306737)
End of Manufacturer Support for SOFTWARE *	13 June 2017
End of Manufacturer Support for HARDWARE *	13 June 2017
Last day to purchase system expansions (ref above tables)	31 December 2017
Targeted End of Services Support	June 2022

The support dates will be as per the lifecycle for AACC 6.x and Elite 6.x. This is just removal of packages,

** 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.*

**** End of Services Support 1 Year or until an alternative application is available*

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



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>

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