



End of Sale Notice

Notification Date: April 27, 2021

Revision Date: January 21, 2022

Effective Date: June 13, 2022

Subject: End of Sale – 9641GS IP Phone

Theatre/Region: Global

Revision History

Revision Date	Reason for change
April 27, 2021	Initial version
October 20, 2021	Fixed the material code for SBM24 and added migration strategy
December 8, 2021	9641GS and 9641GS TAA EOS date updated to March 2022
January 21, 2022	9641GS phone models EOS date extended to June 2022

Summary

Effective on the dates shown below Avaya will no longer sell (make commercially available) the 9641GS IP Phones and Accessories. Avaya will respond to orders for the affected codes subject to availability of stock.

Discontinued Order Codes and Migration Strategy

Discontinued Codes: June 13, 2022 OR While Quantities Last

Material/Offer Code	Description
700505992	IP PHONE 9641GS
700509409	IP PHONE 9641GS TAA
700509981	IP PHONE 9641GS W/O FCPLT

Discontinued Codes: December 13, 2021 OR While Quantities Last

Material/Offer Code	Description
700500728	9641G CC FCPLT KIT (PK25)
700416548	96XX RPLCMNT HANDSET
700462518	9600 SBM24 BUTTON MOD GRY
700503227	9600 DUAL HEADSET ADPTR KIT
700446370	14/16/94/96XX AMPLD SPEECH HANDSET
700383383	9630/40/50/21/41 WALL MOUNT
700416571	IP PHONE SBM24 RPLCMNT STAND SLV
700462518	9600 SBM24 BUTTON MOD GRY



Migration Strategy

Material/Offer Code	Description	Migration Strategy
700505992	IP PHONE 9641GS	Migrate to J189 IP Phone (700512396)
700509409	IP PHONE 9641GS TAA	Migrate to J189 GSA (TAA) IP Phone (700512397)
700509981	IP PHONE 9641GS W/O FCPLT	Migrate to J179 w/o faceplate (700514758) if custom faceplate (700514759) is required, or to J189 (700512396)
700500728	9641G CC FCPLT KIT (PK25)	
700416548	96XX RPLCMNT HANDSET	N/A
700462518	9600 SBM24 BUTTON MOD GRY	Migrate to J189 (700512396) + JEM24 (700514337) as an alternative to 9641GS + SBM24
700503227	9600 DUAL HEADSET ADPTR KIT	N/A
700446370	14/16/94/96XX AMPLD SPEECH HANDSET	N/A
700383383	9630/40/50/21/41 WALL MOUNT	N/A
700416571	IP PHONE SBM24 RPLCMNT STAND SLV	N/A
700462518	9600 SBM24 BUTTON MOD GRY	700480643, BUTTON MOD 12B



Schedule

End of Sale Date	13-Dec-2021
End of Manufacturer Support for SOFTWARE *	13-Dec-2024
End of Manufacturer Support for HARDWARE *	13-Dec-2024
Last day to purchase system expansions	N/A
Targeted End of Services Support**	13-Dec-2027

** 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. 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 allowed until further notice.

Supply Availability

Avaya will make every effort to supply the discontinued models for all orders but cannot guarantee product availability through the End of Sale date. Avaya reserves the right to manage and/or limit order quantities, or to cancel orders if supply is no longer available. Customer orders will be fulfilled on a first-come, first-served basis. If supply is exhausted prior to the targeted End of Sale date in this notice, Avaya will accelerate removal of the applicable product codes from price lists and associated order entry systems. If supply is no longer available requiring order cancellation, customers will be notified to re-order with the appropriate replacement order code.

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