



End of Sale Notice

Notification Date: 25-Apr-2023

Revision Date: 13-Jun-2023

Effective Date: 23-Oct-2023

Subject: End of Sale– One-X Agent 2.x

Theatre/Region: All

Revision History

Revision Date	Reason for change
25-04-2023	Initial version
13-06-2023	Revised EoS and Migration strategy
8-11-2023	Revised Expansion dates

Summary

Effective 23rd October 2023, Avaya will “no longer sell (make commercially available)” One-X Agent 2.x

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material	Short Description
225914	ONE-X AGT MOVE PER AGT LIC
225915	ONE-X AGT R1 VIDEO PER AGT LIC
227210	ONE-X AGT R2 NEW/ADD PER AGT LIC
227212	ONE-X AGT R2 NON-AGT CLIENT LIC
227213	ONE-X AGT R2 RFA MOVE PER AGT LIC
227214	ONE-X AGT R2 VIDEO PER AGT LIC
227215	ONE-X AGT R2 MIG PER AGT LIC
227216	ONE-X AGT R2 LIC FREE-MAX 3
227217	ONE-X AGT R2 TRIAL PER AGT LIC
228027	ONE-X AGT R2 UPG PER AGT LIC



228029	ONE-X AGT R2 UPG NON-AGT CLIENT LIC
228120	ONE-X AGT R2 UPG VIDEO PER AGT LIC
228121	ONE-X AGT R2 PER AGT ENTITLE
228122	ONE-X AGT R2 DR PER AGT ENTITLE
228123	ONE-X AGT R2 NON-AGT CLIENT ENTITLE
228124	ONE-X AGT R2 VIDEO PER AGT ENTITLE
228130	ONE-X AGT R2 SUPV PER AGT LIC
228484	ONE-X AGT R2 NEW/ADD PER AGT PLD LIC
228486	ONE-X AGT R2 NON-AGT CLIENT PLD LIC
228487	ONE-X AGT R2 PLDS MOVE PER AGT LIC
228488	ONE-X AGT R2 VIDEO PER AGT PLD LIC
228489	ONE-X AGT R2 MIG PER AGT PLD LIC
228490	ONE-X AGT R2 LIC FREE-MAX 3 PLD
228491	ONE-X AGT R2 TRIAL PER AGT PLD LIC
228492	ONE-X AGT R2 UPG PER AGT PLD LIC
228493	ONE-X AGT R2 UPG DR PER AGT PLD LIC
228494	ONE-X AGT R2 UP NON-AGT CLNT PLD LIC
228495	ONE-X AGT R2 UPG VIDEO AGT PLD LIC
228496	ONE-X AGT R2 SUPV PER AGT PLD LIC
229089	ONE-X AGT R2 NON-AGT CLIENT MOVE LIC
305293	ONE-X AGT R2 EMC NEW/ADD AGT RFA
307420	ONE-X AGT R2 SIP NEW/ADD PER AGT LIC
307421	ONE-X AGT R2 SIP NEW/ADD DR PER AGT LIC
307422	ONE-X AGT R2 SIP NON-AGT CLIENT LIC
307423	ONE-X AGT R2 SIP MOVE PER AGT LIC
307427	ONE-X AGT R2 SIP SUPV PER AGT LIC



307493	ONE-X AGT R2 SIP UPL AGT LIC
307494	ONE-X AGT R2 SIP UPL DR AGT LIC
307495	ONE-X AGT R2 SIP UPL NON-AGT CLT LIC
307496	ONE-X AGT R2 SIP UPL SUPV AGT LIC

Migration Strategy-

AXP Connect: For new/existing customer moving to Cloud and would like to leverage WebRTC features

For Voice:

431379 AXP CONNECT VCE FXD SUBS ADJ LP

431380 AXP CONNECT VCE USG SUBS ADJ LP

For Digital:

408965 PUB CCAAS-DGTL BNDL FIXED SUBS ADJ LP FIXED

409503 PUB CCAAS-DGTL BNDL USAGE SUBS ADJ LP USAGE

Agent for Workplace (3.3x): For existing customer only preferring desktop client and have a roadmap to enable cloud

- For Subscription customers, Agent for Workplace is part of the CC Voice bundle as an entitlement.
- For perpetual users with One-X agent Advance licenses, can acquire Agent for Workplace license at no additional cost (409911 AGT FOR WORKPLACE ASIPP)
- For perpetual users with One-x Agent standard, can purchase Agent for Workplace license (409910 AGT FOR WORKPLACE NEW / ADD)

For additional details please refer [Workplace offer definition](#)

Subscription offer definition: <https://sales.avaya.com/documents/1399760336845>

Schedule

End of Sale Date (last day to order new systems)	23-Oct-2023
End of Manufacturer Support for SOFTWARE *	23-Oct-2024
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	23-Oct-2024
Targeted End of Services Support	TBD

** 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

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> >> Policies and Legal >> Warranty & Product Lifecycle >> Avaya Product Lifecycle Policy