Contents

1.0 Introduction

This document is the global framework for Avaya's Product Lifecycle Policy (APLP). Avaya Products covered by this APLP include Hardware sold or Software licensed by Avaya or Avaya Authorized Partners. Hardware and Software move through the Product life cycle in phases, based on the speed of innovation, market demand, component availability and customer requirements. The APLP is intended to set expectations for Product serviceability and support.

Life Cycle Phase Gates & Milestones
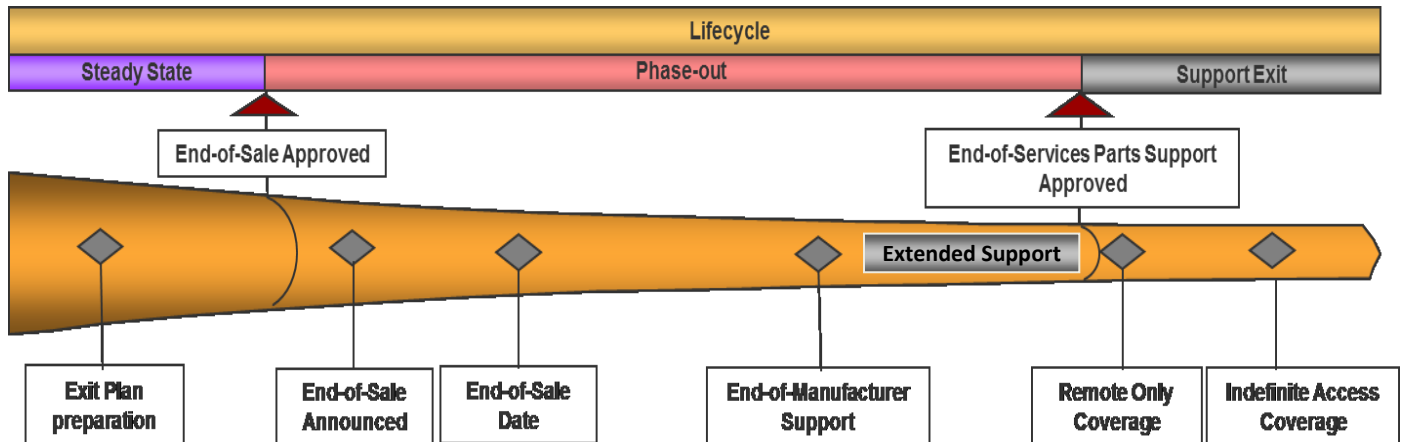
1.1 Scope

Avaya's APLP focuses on the latter stages of Avaya's Product Lifecycle Management beginning with the End-of-Sale and concludes with Indefinite Support. Avaya reserves the right to amend or change this APLP, at its sole discretion, at any time. Avaya's APLP shall not be interpreted to create any contractual obligation by Avaya or to provide support for any specific customer or Channel Partner. This APLP combines and supersedes all earlier versions.

1.2 Exceptions

APLP provides a set of standard lifecycle practices and timelines so that customers can proactively plan for Product Lifecycle Management changes. Some circumstances may create an inability for Avaya to adhere to the outlined practices and timelines.

1.2.1   Avaya is not responsible for any support or maintenance commitments made by Avaya Channel Partners or other service providers.

1.2.2   Manufacturer Support, Extended Manufacturer Software Support and Extended Services Support are not to be confused with warranty. Avaya's Warranty policies can be found at; https://downloads.avaya.com/css/P8/documents/100125173.

1.2.3   APLP is global; however, there may be theatre variance. Specifically, products covered by Extended Services Support and the duration of Extended Services Support may be theatre dependent.
Avaya's Product Lifecycle Policy does not apply to Third Party Products. Original manufacturer's

1.2.4   policies will apply to Third Party Products when resold by Avaya.
As part of Manufacturer Support, Avaya reserves the right to choose which Product Defects will be

1.2.5   remedied.

1.2.6 Avaya Security Advisories (ASA) and associated product security vulnerability fixes may be dependent on the availability of associated security alerts and patches from our suppliers. Avaya's Security Advisory policies can be found at; https://support.avaya.com/security.

1.2.7 Avaya's Lifecycle policy does not address entitlements related to product-specific Lifetime Warranties. Please refer to product warranty information for Lifetime Warranty guidance.

2.0 Product Lifecycle Support Elements and Standard Support Targets

	Section 2.1	Section 2.2	Section 2.3	Section 2.4	Section 2.5
	60 days to 1 Yr. [1]	6 Years Standard [2]		3 years HW and SW	HW and SW
		3 years HW / 1 year SW	3 years HW [3] / 5 years SW [3]		

Element	General Availability	End of Sale Notification Period	Manufacturer Support	Extended Services Support	Remote Only Support [5]	Indefinite Access [5]
SALES						
New System Sales	Y	Y	N	N	N	N
System Expansions	Y	Y	Applicable hardware and/or software expansions, if available, are identified in EoS notification.	Applicable hardware and/or software expansions, if available, are identified in EoS notification.	N	N
New Support Contract	Y	Y	Y Parts/Onsite Coverage Term cannot extend past End of Services Parts Support	Y Parts/Onsite Coverage Term cannot extend past End of Services Parts Support	N	N
Support Contract Renewal	Y	Y	Y Parts/Onsite Coverage Term cannot extend past End of Services Parts Support	Y Parts/Onsite Coverage Term cannot extend past End of Services Parts Support	Y	Y
SUPPORT						
Technical Support / Troubleshooting [4]	Y	Y	Y All tiers	Y All tiers through Tier III Backbone	Y All tiers through Tier III Backbone	Y Only via paid Per Incident Support
Bug Fix (New) [4]	Y	Y	Y	N	N	N
Access to Intellectual Property [4]	Y	Y	Y	Y	Y	Y
Parts Coverage [4]	Y	Y	Y	Y	Y Only via paid Per Incident Support	N

(Vertical separators labeled: END OF SALE NOTIFICATION, END OF SALE, END OF MANUFACTURER SUPPORT, END OF SERVICES PARTS SUPPORT, END OF REMOTE ONLY SUPPORT)

[1] Notification period is determined based on the complexity of replacement, using the following principles:
• 60 days: Replacement product is a complete substitute, with feature parity, large scale customer lab testing not required, past experience shows rapid transition practical. Examples: Like for like hardware replacements, software platform releases for active hardware platforms. May require upgrades of other applications,
• 9 months to 1 year: Major hardware platforms that are core to a customer's IT system and/or business process or for large volume products where product replacement requires advanced planning for lifecycle management.

[2] The lifecycle management policy does not pertain to third party branded products, including those that Avaya resells. Third party lifecycle support is governed by third party agreements

[3] The standard Extended Services Support periods shown here may vary based on product availability, demand, and other business factors, at Avaya's discretion.
[4] Customer must have a valid Avaya Support Contract to receive support
[5] Remote Only Support and Indefinite Access availability could vary by product. Remote Only support can include subscription (UA, SS+U, SRS)

2.1 End-of-Sale Notification Date Range

Avaya will endeavor to communicate End-of-Sale notification at least 60 days prior to the End-of-Sale-Date. Avaya may provide up to 1 year End-of-Sale notification for more complex product transitions. The following guidelines are used for End-of-Sale notification announcements, but the actual timing is at Avaya's discretion. Avaya reserves the right to make actual notifications shorter or longer than prescribed guidelines. Distributors should refer to the Distribution Global End of Sale Policy within the Distributor handbook.

2.1.1 End of Sale Announcement Content

- Lifecycle Summary Matrix governs product lifecycle timelines between End-of-Sale and End-of-Services-Support as prescribed by Product Management.
- End-of-Sale Date
- Sellable material codes (SKU) included in the announcement
- End-of-Manufacturer-Support Date for Hardware
- End-of-Manufacturer Support Date for Software
- Targeted End-of-Services-Parts-Support Date
- Migration information
- System Expansion options post End-of-Sale

2.2 Manufacturer Support Period

Manufacturer Support will be available either directly from Avaya or through an authorized Avaya Channel Partner at current prices and under then-current terms and conditions. Avaya Manufacturer Support coverage typically will be available until one year after the Product's End of Sale Date, although Avaya may choose to extend the availability of certain support offers beyond prescribed guidelines.

Manufacturer Support is only provided to Avaya customers purchasing support coverage for the affected Product. Coverage is defined as Products that have Full Coverage, Remote Plus Parts, and Remote Only for the affected Product. Customers who have not purchased Avaya support coverage for the affected Product are not eligible for Per Incident services during the Manufacturer Support period. Per incident is defined as Time and Materials (T&M). Extended Manufacturer Software Support beyond one (1) year is at Avaya's discretion.

2.2.1 Hardware Support

Manufacturer Support will be available for Hardware Products for a minimum of three (3) years following the End-of-Sale Date for the Product.

2.2.2 Software Support

Manufacturer Support for the most current release, within a Major Release, shall continue for at least one (1) year following the End-of-Sale-Date of the Major Release. This approach to Manufacturer Support, i.e. support for only the most current release within a supported Major release family, also applies to any Major Release that is currently Generally Available.

Avaya reserves the right to terminate Manufacturer Support after the above minimum period of Manufacturer Support has been provided. Avaya may extend Manufacturer Support for longer than 1 year to allow customers to stabilize on a release, previously referred to as EMSSP releases. The published Lifecycle Summary Matrix on support.avaya.com is where lifecycles milestones are archived.

2.2.3 Manufacturer Support Provided

Manufacturer Support includes the following (subject to contract terms and conditions):

- **Technical Support** – Includes Tiers I – IV
- **Bug Fix (New)** – New corrections to Software Defects delivered via Patch, Service Pack or Feature Pack and corrections to Hardware Defects as needed, according to the provisions stated above.

Customers may require the latest available Software Patch, Service Pack or Feature Pack for the Product as part of troubleshooting efforts.

- **Bug Fix (Existing)** – Application of already available Bug Fixes.
- **Repair & Return** – Replacement or repair of system and / or components per Avaya support agreement.
- **Eligibility for support coverage** – Continues per normal business practices for one year post End of Sale.

2.3 Extended Services Support Period

When a Product reaches its End of Manufacturer Support Date, Avaya may provide Extended Services Support. The Extended Services Support period may vary based on Product availability, demand and other business factors, at Avaya's discretion.

Extended Services Support is only provided to Avaya customers purchasing Avaya support services for the affected Product. Customers who have not purchased Avaya support services for the affected Product are not eligible for Per Incident (aka T&M) services during the Extended Services Support period.

2.3.1 Hardware

The standard Extended Services Support period for Hardware is three (3) years after the Product's End of Manufacturer Support Date. However, this period may vary based on Product availability, demand, and other business factors, at Avaya's discretion.

2.3.2 Software

The standard Extended Services Support period for Software is five (5) years after the Product's End of Manufacturer Support Date. However, this period may vary based on product availability, demand, and other business factors, at Avaya's discretion.

2.3.3 Extended Services Support

Extended Services Support includes commercially reasonable efforts to provide the following (subject to contract terms and conditions):

- **Technical Support -** Tier I through Tier III Backbone. Tier IV support and Vulnerability Threat Management- VTM coverage is no longer provided.
  - o Tier III support includes the following:
    - Access to Tier III support tool set.
    - Access to known issues and existing workarounds that may be available.
    - Access to available/existing corrective content.
    - Standard configuration consultation/guidance.
    - **Root Cause Analysis** within the capability of Tier III support**.**
      Note: Over time, access to and availability of support expertise may decline, and customers' may experience delays in response or repair intervals.
  - o Tier III support does not include the following:
    - Tier IV support or access to **Tier IV** tools.
    - Code level de-bugging.
    - New corrective content, e.g. Service Packs, **Product Correction Notices, Patches.**
    - **Extensive troubleshooting** on releases that are no longer under Manufacturer Support.
      An upgrade to the most current version within a release stream may be required if faults in the installed version prove difficult to resolve or reproduce.

- Costs associated with **release upgrades** and not covered by any existing in-force service agreement.
  - **Expanded Root Cause** Analysis beyond Tier III capability.
- Parts
  - Avaya will endeavor to reserve its spare parts inventory to support Extended Services Support customers. However, since replacement parts may no longer be manufactured, some Products may become increasingly scarce over time. This scarcity may affect response and repair times, and certain Products may require replacement with more current substitute Products, whether new or refurbished.
  - If replacement parts or substitute Products are not available or if the substitute Product is incompatible with a customer's current Product it may be necessary to purchase current generation replacements. The risk of shortage, scarcity or incompatibility will depend on the Product's type and age. Avaya will endeavor to highlight upcoming shortages via ongoing "Services Support Notices" posted at support.avaya.com.

2.4 Remote Only Support

During this period of the Lifecycle Policy, Avaya Services will allow support contract but at a reduced level of coverage to include Remote Only Support which will not include coverage for parts or onsite dispatch. In some cases, Remote Only Support availability may vary by product and at its discretion, Avaya may eliminate availability for a product group. The estimated support interval may be shorter or longer at the discretion of Avaya. As the Extended Support period ends, Avaya will define and communicate the intended Remote Only Support Services timeframe accordingly.

Remote Only support will include access to Remote Technical Support and Intellectual Property through the Avaya Support Website as defined in the corresponding Services Agreement Supplement or Service Description. If available, parts and onsite field dispatch support may be purchased through Per Incident Support (also known as time and material).

Link to Avaya Support Website: [Avaya Support Website Home](#)

2.5 Indefinite Access

During this period of the Lifecycle Policy, Avaya Services will allow support coverage to continue past the Remote Only support phase, but at an even further reduced level of coverage. Indefinite access will allow a customer the ability to access Avaya Intellectual Property through the Avaya Support Website and the ability to purchase remote and onsite technical support through on demand Per Incident Support time and material. Parts will not be available for purchase during this Lifecycle Phase. In some cases, Indefinite Access availability may vary by product and at its discretion, Avaya may eliminate availability for a certain product group. The estimated support interval may be shorter or longer at the discretion of Avaya. As the Remote Only Support period ends, Avaya will define and communicate the intended Indefinite Access timeframe accordingly.

Link to Avaya Support Website: [Avaya Support Website Home](#)

2.6 Definitions

The following definitions will apply to Avaya's APLP.

TERM	DEFINITION
Avaya Product Lifecycle Policy	Avaya Product Lifecycle Policy defines Avaya's Product Lifecycle Management policy regarding all product offerings. Abbreviated (APLP)
Avaya Security Advisory	Avaya assessment and notification of product susceptibility to a targeted security vulnerability/set of vulnerabilities (i.e. Common Vulnerabilities and Exposures – CVE's). A consolidated list of Avaya Security Advisories is available at https://support.avaya.com/security . Abbreviated "ASA".
Bug Fix	Bug Fix (New) – New corrections to Software defects delivered via Patch, Service Pack or Feature Pack and corrections to Hardware defects as needed, according to the provisions stated above. Customers may be requested to upgrade to the latest available software Patch, Service Pack or Feature Pack for the product as part of troubleshooting efforts.
	Bug Fix (Existing) – Application of already available **bug fixes** (Patches, Service Packs or Feature Packs) at the End of Manufacturer Support Date.
	Repair & Return – Replacement or repair of system and / or components per Avaya support agreement. Limited to availability of parts.
	Eligibility for new support contract sale – available only at the discretion of Avaya Services.
Channel Partner	An individual or business that sells products or services on behalf of primary computer hardware or software producers. Examples of channel partner types might include: consultants, value added resellers, system integrators, managed service providers and distributors
Defect	Any material non-compliance to the product specification as documented at the time of publication and determined by Avaya. Failure to comply with new operating or security regulations / requirements that were not yet in effect at the time of the product's initial availability does not constitute a defect.
Extended Manufacturer Software Support	An additional category of support for certain releases of Products designed to minimize the level of change within a Product's release. Abbreviated "EMSS".
Extended Services Support	The support period between the End of Manufacturer Support Date and the End of Services Support Date.
Feature Pack	A small change to the Software (smaller in scope than a Minor Release) that introduces limited new features and functionality and any defect corrections available at the time of creation to improve field quality. Feature Packs are designated as a change in the digit to the right of the second decimal point (x.y.[z]) in the release number.

TERM	DEFINITION
General Availability or Generally Available	Product commercially available. Normal business processes apply. Full Product sales & support offered. Abbreviated "GA".
Hardware	The standard hardware Products that Avaya delivers under its commercial sales agreements. "Hardware" does not include any customized deliverables that Avaya creates specifically for the customer.
Indefinite Access	Applicable to Avaya coverage options which provide access to Intellectual Property through the Avaya Support Website. Remote and Onsite technical support, when available, may be purchased through time and material. Parts are not available for purchase. In some cases, Indefinite Access availability may vary by product and at its discretion, Avaya may eliminate availability for a certain product group.
Intellectual Property	Avaya software, proprietary support tools and programs, and software updates, patches and fixes.
Major Release	A major change to the Software that introduces new features and functionality. A Major Release is typically designated as a change in the digit(s) to the left of the first decimal point ([x].y.z) in a release number.
Manufacturer	A person or company that makes goods for sale
Manufacturer Support	The support provided to customers with Avaya support services for the affected Product between the End of Sale Date and the End of Manufacturer Support Date.
Minor Release	A minor change to the Software that introduces a limited number of new features and functionality. A Minor Release is typically designated as a change in the digit(s) to the right of the first decimal point (x.[y].z) in a release number.
Notification Period	The period between End of Sale Notification and End of Sale Date.
Patch	Software typically providing error corrections provided between Major Releases, Minor Releases, Feature Packs and Service Packs to address Critical Problems that cannot be resolved through application of the latest Service Pack or latest Major Release, Minor Release or Feature Pack of the Software.
Platform	**Hardware Platform** – Can be either a standalone Hardware delivering feature functionality or a chassis based solution with interchangeable modules **Software Platform** – Can be either a major Software Product release delivering new feature functionality or sold as a Software solution.
Product	Hardware sold or Software licensed by Avaya to customers, other than Third Party Products.
Remote Only Support	Applicable to Avaya coverage options which provide access to Remote Technical Support and access to Intellectual Property through the Avaya Support Website. Onsite support and parts, when available, may be purchased through time and material.
Root Cause Analysis	A method of problem solving used for identifying the root causes of faults or problems. Problem solving methodologies may be different depending on fault or problem type.

TERM	DEFINITION
Service Pack	An update to the Software typically containing fixes for Non-Critical Problems and Critical Problems and which typically include cumulative fixes from prior Patches and Service Packs. Service Packs provide maintenance correction only. Service Packs are designated as a change in the digit(s) to the right of the second decimal point (e.g. n.y.[z]) in the release number. For major Software releases issued after February 1, 2015, Service Packs are designated as a change in the digit(s) to the right of the third decimal point (e.g. x.y.z.[s]) in a release number.
Software	The software programs in object code form, including downloadable firmware that Avaya delivers under its commercial sales agreements, whether as stand-alone products or pre-installed on Hardware. Software does not include any customized deliverables that Avaya creates specifically for the customer.
System Expansions	Additional Software licenses, additional feature activation, line card / module additions.
Theatre	Geographic Region designated by Avaya.
Third Party Products	Any products made by a party other than Avaya, and may include, without limitation, products ordered by customer from third parties. However, components of Avaya-branded Products are not Third Party Products if they are both: (i) embedded in Products (i.e., not recognizable as standalone items); and (ii) are not identified as separate items on Avaya's price list, quotes, order specifications forms or documentation.
Vulnerability Threat Management (VTM)	Polices and processes leveraged towards the identification and mitigation of Avaya product security vulnerabilities (e.g. Response and Classification Policies, Avaya Security Advisories (ASA's), security escalation support and product security vulnerability mitigation).

Appendix A

The lifecycle summary matrix contains key milestone dates by product.

https://downloads.avaya.com/css/P8/documents/100172510