Title: End of Manufacturer Support for Communication Manager 2.x and Call Center 12.0

Notification Date: April 12, 2007

Avaya is announcing the End of Manufacturer Support for the following products:

Communication Manager Software Release 2.x	*Effective Date*
End of Sale	December 5, 2005
End of Manufacturer Support	**October 12, 2007**
End of Manufacturer Support (2.2.x for DEFINITY Server SI)	**December 15, 2008**

Call Center Release 12.0 Software	*Effective Date*
End of Sale	December 5, 2005
End of Manufacturer Support	**October 12, 2007**
End of Manufacturer Support (on the DEFINITY Server SI)	**December 15, 2008**

For the DEFINITY Server SI only, release Communication Manager Release 2.2.x and Call Center release 12.0 will continue to be supported until December 15, 2008 to align with the hardware's end of manufacturer support date.

Avaya will continue to honor existing Service Agreements that extend beyond that date through the duration of the contract.

Minimum Period of Support Availability:

The Minimum Period of Support availability represents the minimum period of time after the product end of sale date, during which Avaya will make available support for the product per the Avaya Manufacturer Support commitment. The Avaya Manufacturer Support Policy can be found at the following link:

http://support.avaya.com/elmodocs2/prodtran/
20050601_Avaya_Manufacturer_Support_Policy.pdf

Support may be extended past that period at the discretion of Avaya Services, Business Partners or other service providers. For additional information concerning long term support please contact your Service Provider.

Currently Supported Communication Manager Software Releases:

Communication Manager 4.0
Communication Manager 3.1.x
Call Center 4.0
Call Center 3.0

Rationale and Mitigation Strategy:

As Avaya continues to expand its market leadership in converged solutions that offer smooth migration from traditional enterprise solutions and unparalleled features and

capabilities, it is imperative that development investments are focused on new releases and product offers which further expand Avaya's market position.

The current Avaya Communication Manager Software release is Release 4.0; the current Call Center release is 4.0. Both releases provide extensive enhancements to previous releases.

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.

Avaya Services reserves the right to support this product at its discretion, as it is deemed appropriate.