Date of Issuance:	**March 14, 2007**

AVAYA

Amended End of Sale and Support Notification for Avaya Application Enablement Services 3.X TSAPI and DMCC (CMAPI) Call Recording Bundles

Avaya is moving the End of Sale of TSAPI basic licenses and CMAPI licenses in Call Recording Bundles to May 6, 2007. Our Nice, Witness and Verint partners require additional time to update their pricing tools to use our new partner price codes for their Call Recording solutions sold by Avaya. AE Services 3.x is no longer sold, so the bundle codes are only valid for use with existing AE Services 3.x configurations. AE Services 4.0 is moving to the RAVEN support model which does not support bundles. Avaya is replacing these bundles with Avaya partner price codes that are only valid for OEM applications. The applications which are approved for using these new partner price codes are NICE, Witness, and Verint Call Recording solutions sold by Avaya. These codes will only be accessible through the Avaya Solution Designer.

From now until May 6, 2007 the Call Recording bundles codes can be used for additions to AE Services 3.x configurations or AE Services 3.x can be upgraded to AE Services 4.0 and the new 4.0 codes would be required. In some instances, configurations using the new partner codes will be less expensive and in some instances it will be more expensive. New sales will require AE Services 4.0.

Software: Discontinued SAP/PEC Codes

SAP Code	Description	End of Sale	Minimum Period of Support
190866	APPL ENBLMNT NICE BNDL 1	3/4/2007	1 year
190867	APPL ENBLMNT NICE BNDL 2	3/4/2007	1 year
190868	APPL ENBLMNT NICE BNDL 3	3/4/2007	1 year
190869	APPL ENBLMNT NICE BNDL 4	3/4/2007	1 year
190870	APPL ENBLMNT NICE UPG BNDL	3/4/2007	1 year
190871	APPL ENBLMNT VERI BNDL 1	3/4/2007	1 year
190872	APPL ENBLMNT VERI BNDL 2	3/4/2007	1 year
190873	APPL ENBLMNT VERI BNDL 3	3/4/2007	1 year
190874	APPL ENBLMNT VERI BNDL 4	3/4/2007	1 year
190875	APPL ENBLMNT VERI UPG BNDL	3/4/2007	1 year
190876	APPL ENBLMNT WITS BNDL 1	3/4/2007	1 year
190877	APPL ENBLMNT WITS BNDL 2	3/4/2007	1 year
190878	APPL ENBLMNT WITS BNDL 3	3/4/2007	1 year
190879	APPL ENBLMNT WITS BNDL 4	3/4/2007	1 year
190880	APPL ENBLMNT WITS UPG BNDL	3/4/2007	1 year
191658	WITNESS REC PORT CONN LIC CU	3/4/2007	1 year

191676	NICE REC PORT CONN LIC	3/4/2007	1 year
191677	VERI REC PORT CONN LIC	3/4/2007	1 year
193016	NICE REC PORT CONN LIC CM2	3/4/2007	1 year
193017	VERI REC PORT CONN LIC CM2	3/4/2007	1 year
193018	WITNESS REC PORT CONN LIC CM2	3/4/2007	1 year

Migration Strategy

Avaya now offers Application Enablement Services 4.0 for new sales. Application Enablement Services 4.0 requires Communication Manager 3.0 and later. Application Enablement Services does not support releases of CM prior to CM 3.0.

Application Enablement Services 3.x customers with maintenance agreements can upgrade to release 4.0 following the PCN process.

Application Enablement Services 3.x customers without maintenance agreements can upgrade to release 4.0 by ordering the following codes:

SAP Code	Description
700428030	AE SVCS 4.0 HARDWARE BNDL MEDIA
700428048	AE SVCS 4.0 SFTW ONLY MEDIA
201884	AE SVCS 4.0 BSC TSAPI UPG 1-5
201885	AE SVCS 4.0 BSC TSAPI UPG 6-10
201886	AE SVCS 4.0 BSC TSAPI UPG 11-25
201887	AE SVCS 4.0 BSC TSAPI UPG 26-50
201888	AE SVCS 4.0 BSC TSAPI UPG 51-100
201889	AE SVCS 4.0 BSC TSAPI UPG 101-250
201890	AE SVCS 4.0 BSC TSAPI UPG 251-500
201891	AE SVCS 4.0 BSC TSAPI UPG 501-1000
201892	AE SVCS 4.0 BSC TSAPI UPG 1000+
201917	AE SVCS ADV TSAPI 3.1 - 4.0 SML
201918	AE SVCS ADV TSAPI 3.1 - 4.0 MEDIUM
201919	AE SVCS ADV TSAPI 3.1 - 4.0 LG
201920	AE SVCS ADV TSAPI 3.0 - 4.0 SML
201921	AE SVCS ADV TSAPI 3.0 - 4.0 MEDIUM
201922	AE SVCS ADV TSAPI 3.0 - 4.0 LG
201758	AE SVCS 4.0 SW CONN UPG
201873	AE SVCS 4.0 DLG UPG
201759	AE SVCS 4.0 CVLAN UPG
201935	CMAPI SFTW LIC CM4 1-5
201936	CMAPI SFTW LIC CM4 6-10
201937	CMAPI SFTW LIC CM4 11-25
201938	CMAPI SFTW LIC CM4 26-50
201939	CMAPI SFTW LIC CM4 51-100
201940	CMAPI SFTW LIC CM4 101-250
201941	CMAPI SFTW LIC CM4 251-500
201942	CMAPI SFTW LIC CM4 501-1000
201943	CMAPI SFTW LIC CM4 1000+
201944	CMAPI BASIC LIC CM4 1-5
201945	CMAPI BASIC LIC CM4 6-10
201946	CMAPI BASIC LIC CM4 11-25
201947	CMAPI BASIC LIC CM4 26-50

201948	CMAPI BASIC LIC CM4 51-100
201949	CMAPI BASIC LIC CM4 101-250
201950	CMAPI BASIC LIC CM4 251-500
201951	CMAPI BASIC LIC CM4 501-1000
201952	CMAPI BASIC LIC CM4 1000+

For more information on ordering Application Enablement Services 4.0 for use with Call Recording Applications please see *How to Design, Order and License Application Enablement Services for Avaya Call Recording Solutions* on the Avaya portal at the following link:

https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0358/JobAidsTools

Minimal Support Term

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

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 Avaya Business Partners or other service providers. Additional information concerning Avaya Global Services can be found on the Services Offer Information Web site. For additional Information about Avaya Solutions, please visit the Avaya Business Solutions Web site.

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