AVAYA

Title: End of Support for Messaging Networking R1.X

Notification Date: May 14, 2007
In keeping with the Avaya Manufacturing Support Policy with the General Availability of Messaging Networking R3.1 Avaya will no longer provide Manufacturer Support for Message Networking Release 1.X. Avaya will continue to honor existing Service Agreements that extend beyond that date through the duration of the contract. Customers needing support will be requested to migrate to Messaging Network R3.1.

Offer Strategy:
In continuing to extend value to Message Networking customers, Avaya offers Message Networking R3.1. This release provides numerous enhancements to Release 2.0, including; Authentication, Authorization, and Accounting (AAA) Server support for external authentication for administrators via RADIUS or LDAP, Role-Based Access Control support to define administrative roles and privileges for MSS; LAN Backup, and S3500H server support.

For additional information regarding Message Networking R3.1 and upgrading your current Messaging System, please contact your Avaya Representative or Authorized Business Partner.

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.

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.