



Title: Product Transition from Witness Quality for Communication Manager (QCM) 5.3 to Witness Quality Monitoring (QM) 7.7

Notification Date: 02-Feb-2007

Witness QCM 5.3 is being replaced by Witness QM 7.7. The QM 7.7 product offers enhanced features, increased reliability, and support for the currently supported versions of Communication Manager.

Effective 02-Apr-2007, Avaya will no longer sell (make commercially available) Witness QCM 5.3.

Discontinued SAP/PEC Codes

SAP Code	Description	End of Sale Date
181880	WITNESS 5.3 QLTY SRVR SFTW	02-Apr-2007
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Migration Strategy

Avaya now offers Witness QCM 7.7

SAP Code	Description	Effective Date
198837	WITNESS 7.7 QUALITY MON PKG	06-Nov-2006

If you have questions or would like more information about these products, contact your authorized Avaya Representative.

Schedule

End of Sale (EoS)	02-Apr-2007
Minimum Period of Support Availability after EoS	01-Oct-2007

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 CSAG Manufacturer Support Commitment. Support may be extended past that period at the discretion of Avaya Services, BusinessPartners 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 BusinessPartners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.