



End of Sale Notice

Notification Date: 07-Apr-2014

Effective Date: 02-Jun-2014

Subject: End of Sale for Media Processing Server 3.5

Theatre/Region: All

Revision History

Revision Date	Reason for change
07-Apr-2014	Initial version

Summary

Effective 02-Jun-2014 Avaya will no longer sell (make commercially available) new Media Processing Server (MPS) 3.5 systems. Expansions can be sold until 1 June 2015.

This release has been superseded by Media Processing Server (MPS) 4.1. Customers are strongly encouraged to take advantage of the migration offer to Avaya Aura® Experience Portal or at minimum upgrade to MPS 4.1.

Experience Portal is central to all Avaya contact center deployments and in the future all new features and functionality will be provided from that platform. The migration offer to Experience Portal for MPS customers is intended to be simple and attractive and will include:

- Avaya honoring MPS to Experience Portal port licenses at a discount of 50%
- MPS customers with maintenance will receive an Experience Portal starter package Free of Charge (services not included)
- Support for redesign of MPS applications

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Because system expansion are permitted until 1 June 2015 no codes are being discontinued at this stage,

System Expansion post-End of Sale

New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

Additions and expansions to existing systems will be permitted until 01-Jun-2015.



Migration Strategy

Avaya now offers the following alternative solution(s):

- Experience Portal – Complete details of migration offers are available in the Experience Portal Product Offer Definition.
- MPS 4.1 – the current release of Media Processing Server

Schedule

End of Sale (new)/Start of Software Manufacturer Support	02-Jun-2014
End of Manufacturer Support for SOFTWARE *	01-Dec-2015
End of Manufacturer Support for HARDWARE *	05-Jun-2017
Last day to purchase system expansions	01-Jun-2015
Last day to purchase a new Avaya services contract *	Per GSS
Targeted End of Services Support**	01-Jun-2020

* Per Avaya Product Lifecycle Policy

**Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.

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.

Renewals of existing Avaya service contracts covering this product will be continued until the Targeted End of Services Support date.

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy