



End of Sale Notice

Subject: End of Sale – New CS1000E Systems & Release 7.6 Software
Theatre/Region: Global

Revision History

Revision Date	Reason for change
25-January-2018	Initial Notice: Effective April 09 2018, Avaya will End the Sale of New CS1000E systems.
16-July-2018	Certain CS1000E material hardware codes have stocked out and will be removed from availability immediately. No further quotes or orders will be supported. Parent codes containing these materials are also impacted. Summary below
29-April-2019	This document is updated to flag that Communication Server 1000 R7.6 is End of Manufacturer Support for Software since April 09 2019.

UPDATE: 29-April 2019

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Communication Server 1000 R7.6 is End of Manufacturer Support for Software since 09-April 2019.

There is **no more Tier IV / design support available for CS 1000 R7.6 software and no new bug fix**, as per [Avaya Product Lifecycle Policy](#) document.

Simple user license expansions using merchandise eAuthcodes will continue to be supported on R5.0 and later through to End of Services Parts Support (EoSPS) target date of 1st June 2024.



UPDATE: 16-July-2018

Subject: End of Sale – New CS1000E Systems & Release 7.6 Software

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Certain CS1000E material hardware codes have stocked out and will be removed from availability immediately. No further quotes or orders will be supported. Parent codes containing these materials are also impacted:

Code	DESCRIPTION
N0134948	N0134948 Full Application Site
N0140428	ONE PIECE COMPACT FLASH UNIT 6
NT7K20ABGS	NT7K20ABGS Ext. Analogue MW Li
NT8D02HAGS	PCP, EXTEND DIGITAL LINE CARD
NT8D14DAGS	Card, 8 Port UXT
NTC310ABE6	MG1010 Media Gateway Chassis
NTDU14DAE5	NTDU14DAE5 MG 1000 Chassis
NTDW12AAE5	Universal Digital Trunk Clock
NTDW53BAE6	NTDW53BAE6 CS 1000 CP-DC Small
NTDW54BAE6	NTDW54BAE6 CS 1000 CP-DC Large
NTDW53BAGS	CS 1000 CP-DC Small System
NTDW79ACE5	UDT E1/T1 Pack
NTC310AAGS	MG1010 Media Gateway Chassis
NTM440HA	USB S/W Inst Kit CS/SS Co-Res (CPMG) R7
NTM449AA	USB SW Upg Kit to CPMG/CPDC Co-Res CS/SS R7 (No Dongle)
Orders cannot be fulfilled as there is no more stock of this material. You must copy the EC Quote and remove the Material Code. Reconfiguration is required before the order can be placed for available materials. If a special bid has been approved against a quote, it will need to be resubmitted for approval once the quote has been reconfigured.	

Materials below have <u>limited supply</u>. Any orders will be contained and reviewed. If stock is unavailable, orders will be cancelled or be required to be resubmitted without containing out of stock material codes.	
Code	DESCRIPTION
NTC312AAE6	NTC312AAE6 MG1010 Power Supply
NTDW65AAE6	CS1000 ITG-MSPD MEDIA CARD 32
NTDW08AAE6	NTDW08AAE6 CPDC/CPMG 250GB Bln



Original Notice and information provided below remains in effect

Notification Date: 25-January-2018

Effective Date: 09-April-2018

Subject: End of Sale – New CS1000E Systems & Release 7.6 Software

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Summary

Effective April 09 2018, Avaya will **End the Sale of New CS1000E systems**.

The CS1000E system was introduced in 2004 evolving from the Meridian 1 Option 11C-81C products which started in 1990. Prior to that, the portfolio evolved from SL1 lineage dating back to 1975.

Avaya is taking this step now as we are no longer able to continue to manufacture critical circuit packs and assemblies for the CS1000E system due to age and component availability.

This notice also includes the **End of Sale of CS1000 Release 7.6 software**. Release 7.6 has been available since 2013 and is the final CS1K software release.

Avaya offers a variety of modernization paths for CS1000 customers to Avaya Aura®, Avaya IP Office, and Avaya Cloud Solutions that not only protect the customers' investments, but provide solution capabilities in keeping with current market demands for Omni-channel and unified communications solutions.

Impact

What will no longer be available after April 09 2018:

- Quoting and ordering of new CS1000E systems including branches & survivable media gateways
- Quoting and ordering of configured CS1000E system hardware expansions
- Conversions of CS1000M and Meridian 1 Option 51C-81C systems to CS1000E

What will still be available up to End of Manufacturers Support date (EoMS) of April 09 2019:

- CS1000E and CS1000M system upgrades to RIs 7.6 that only requires software
- Merchandise sale of CS1000E hardware including servers, gateways, and line/trunk cards until such time as each individual code is depleted from stock.

What will still be available up to End of Services Parts Support (EoSPS) target date of June 01 2024:

- Simple user license expansions using merchandise eAuth codes on RIs 5.0 and newer
- Existing systems will be supported on RIs 7.6 Software per the Avaya lifecycle policy
- Avaya Services support contracts including repair of hardware.

Four CS1000 cards (MGC, MG-XPEC, DSP, XSM) used for Aura Device Adaptor will continue for sale.



CS1000E Hardware

Avaya will continue to offer individual CS1000 hardware components as merchandise for up to one additional year to **April 09 2019**. As some hardware is already last time built there is potential individual codes could stock out prior to the target date. Note that CS1000 TDM & IP telephones have separate product lifecycles. Please check product specific notices to determine lifecycle details.

CS1000 Release 7.6 Software

CS1000 Release 7.6 was introduced in March 2013 as the final release of software. Avaya has continued to support it through regular software service packs (SP9 came out in July 2017).

Avaya will continue Tier 4 support including software bug-fix and vulnerabilities via patches and service packs to the End of Manufacture's Software support date of April 09 2019.

Existing systems will also be able to still do software only upgrades to RIs 7.6 until April 09 2019.

Avaya will continue to provide simple user license expansions using the eAuthcode process until the End of Services Parts support date targeted at June 01 2024.

Avaya Recommendations

Customers can confidently continue to use their CS1000E systems with ongoing support from Avaya per the Avaya Product Lifecycle Policy.

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

Please see the Schedule table below for specific target CS1000 support dates.

Customers should consider their current and future needs and review their requirements with Avaya Services or their Authorized Avaya Partner to determine the best method to access replacement/repair of hardware should it be required. Customers are reminded that Avaya Services offers support agreements for timely access to replacements in event of hardware failure. In addition some customers may also decide to have on-site critical spares such as CPU packs and power supplies.

Modernization

Customers may consider it to be the right time to enjoy the advanced benefits of the Avaya Aura® Platform, Avaya IP Office, or Avaya Cloud Solutions. Communications modernization can offer several options for the CS1000 whether integrating Avaya Aura with an existing installation to expand the business feature set, adding virtualized applications to reduce CAPEX, or moving to Avaya Cloud based solutions as alternatives for future expansion.

Avaya Software Investment Protection Policy (ASIPP) provides customers with cost effective migration paths to Avaya's supported solutions including core communications, applications, such as voice mail, and contact center solutions. Please see the link below for further details on the ASIPP policy.

<https://sales.avaya.com/en/general/avaya-software-investment-protection-policy>

Avaya has developed a comprehensive Sales program entitled **Loyalty2gether** addressing each of the modernization paths to Avaya Cloud Solutions, Avaya IP Office, and Avaya Aura®. For more details on the Avaya program please contact your Avaya Sales or Authorized Avaya Partner Sales Team.



Schedule

End of Sale Date - New CS1000E System Sales	09-Apr-2018
End of Sale Date - Merchandise Hardware target date	09-Apr-2019
End of Sale Date - System software upgrades to RIs 7.6	09-Apr-2019
End of Manufacturer Support for Software (final Service pack)	09-Apr-2019
User license expansions via eAuthcodes on RIs 5.0 and newer **	01-Jun-2024
Targeted End of Services Parts Support **	01-Jun-2024

*** Avaya Services may revise 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 Avaya Authorized Partners or other service providers. Additional information concerning Avaya Services can be found on the Services Offer Information Web site.

Avaya Services website:

<http://www.avaya.com/services/>

Avaya Services Offer Information Web site

<https://www.avaya.com/en/services/>

Renewals of existing Avaya service contracts covering this product will be allowed until further notice.

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>