



# End of Sale Notice

**Notification Date:** May 5, 2010  
**Effective Date:** October 4, 2010  
**Subject:** End of New System Sales – Norstar 3x8, CICS, MICS, and Call Pilot 100/150  
**Region:** Global

## Summary

Due to higher than expected demand and earlier than anticipated component obsolescence, Avaya must announce the End-of-Sale (EoS) for new systems of Norstar 3x8, CICS, MICS, and Call Pilot 100/150 products, effective October 4, 2010.

Products required to upgrade or expand systems by adding terminals, line cards, modules and authorization codes will continue to be offered for another three (3) years to October 4, 2013.

**Note that this EoS announcement does not affect Avaya Business Communications Manager (BCM) or any other heritage Nortel products.** The BCM solution will continue to be sold both as a standalone or a SRG branch solution.

## Transition Summary

- Effective October 4, 2010, the codes listed in the *Discontinued Order Codes* section of this document will be withdrawn from sale
- Subject to availability, the latest date for orders to be placed for these products is October 4, 2010. Thereafter, these codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs.
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- **Avaya will provide hardware and software Manufacturer's Support**, including technical support, repairs, bug fixes, upgrades, and expansions, for three (3) years (October 4, 2013) after the EoS date on all products identified in the *Discontinued Order Codes* section of this document.
- **Avaya will further provide hardware and software Extended Services Support**, including technical support, repairs, for three (3) years (October 4, 2016) after the Manufacturer's Support period.



## Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a number of solutions that can meet varying customer requirements. These solutions will enable even the largest Norstar customer to grow their business.

Many customers are happy with their Norstar systems and do not want to change. Avaya is committed to providing Manufacturer's Support on hardware and software for an additional three (3) years after the End of Sale Date and an additional three (3) years of extended services support, for a total of six (6) years of support after the EoS of new systems on October 4, 2010. Further, Norstar customers have the added benefit of leveraging the Manufacturer's Support period to expand or upgrade their systems, thereby enabling them to retain their solution for the foreseeable future.

For those customers that want to exploit the advantages of IP telephony to accelerate business, Avaya has attractive migration options available:

- 1. Migrate to Avaya IP Office:** IP Office Release 6.0 introduces new hardware and features to simplify the ordering, deployment and use of IP Office in small offices below 20 users – including key system functionality with **Essential Edition – PARTNER Version** (North America and Americas International only). It also supports enhanced capacity and resilience for multi-site installations as well as several new ranges of telephones, and much more.
- 2. Migrate to Avaya BCM:** Both the BCM50 and BCM450 provide scalable migration paths and open up incremental business growth opportunities. Customers can keep their phones and in many cases they can also retain their fiber trunk and station modules, which can add up to 70% of the total cost of a new telephony system. The need to re-train end users is also minimized when migrating to BCM as features are used in essentially the same way as on the Norstar system.

Coupled with an Avaya Maintenance Agreement, customers benefit from guaranteed priority response for on-site support, unlimited service calls, emergency service plans, application software upgrades as well as a host of other value-added entitlements.

## Discontinued Order Codes

Beginning October 5, 2010, the following codes will no longer be orderable from Avaya:

Norstar 3x8		
PEC	CPC	Description
NT5B05CP-93	A0654456	Bundled 220V 3x8 KSU PSU and Docs DR5.1 English
NT5B05CQ-93	A0654460	Bundled 3X8 DR5.1 220V KSU Fr. French version & documentation
NT5B05DR-93	A0654350	3X8 dr5.1Including PSU and Docs (110/220v)
NT5B05DS-93	A0654353	3X8 KSU DR5.1 English/Spanish without Power Supply
NTBU1238	N0182972	US 3x8 Small Bus e-Bndl - Eng



Norstar MICS		
PEC	CPC	Description
NT7B53FA-93	A0404134	KSU - MICS 0X32 E/F/S 110 V
NT7B54FB-93	A0670765	0*32 Modular ICS KSU with 110v/220v PSU
NTBU1144	N0130261	MICS 7.1 with CP150 (32 Mbx) Bundle US
NTBU1145	N0130262	MICS 7.1 with CP150 (48 Mbx) Bundle US
NTBU1146	N0130263	MICS 7.1 with CP150 (32 Mbx) Bundle Cdn Eng
NTBU1147	N0130264	MICS 7.1 with CP150 (48 Mbx) Bundle Cdn Eng
NTBU1148	N0130265	MICS 7.1 with CP150 (32 Mbx) Bundle Cdn Fre
NTBU1149	N0130266	MICS 7.1 with CP150 (48 Mbx) Bundle Cdn Fre
NTBU1241	N0182975	MICS 7.1 T7316E AND KIM e-BUNDLE- SPA DOCS
NTPW0093	A0538527	Aus MICS Rls 5 S/W Cartridge and Doc Bundle

Norstar CICS		
PEC	CPC	Description
NT7B56AAAD	A0777281	CICS KSU (220V - CE marked)
NT7B58AAAF	A0777280	Compact ICS and ISDN BRI Trunk Cartridge
NT7B58AAAN	A0869691	CICS KSU (110V)
NT7B58AAAP	A0869692	220V CICS KSU
NT7B58AAAQ	A0991040	TAIWANESE CICS KSU
NTBU0534	A0870195	Compact-ICS (110v) with one GLOBAL BRI 4 Port S/T Card
NTBU0976	N0044958	Compact ICS (110V) with one GATC-CLID
NTBU0977	N0044959	Compact ICS (220V) with one GATC-CLID
NTBU0979	N0054391	Compact ICS (220V-CE) with one GATC-CLID
NTBU0996	N0055876	Compact ICS (110V) with one Global LS/DS
NTBU0997	N0055877	Compact ICS (220V) with one Global LS/DS
NTBU1000	N0055880	Compact ICS (220V-CE) with one Global LS/DS
NTBU1089	N0126543	CICS 7.1 with CP100 (10 Mbx) Bundle - US
NTBU1090	N0126544	CICS 7.1 with CP100 (26 Mbx) Bundle - US
NTBU1091	N0126545	CICS 7.1 with CP100 (10 Mbx) Bundle - Cdn Eng
NTBU1092	N0126546	CICS 7.1 with CP100 (26 Mbx) Bundle - Cdn Eng
NTBU1093	N0126547	CICS 7.1 with CP100 (10 Mbx) Bundle - Cdn Fre
NTBU1094	N0126548	CICS 7.1 with CP100 (26 Mbx) Bundle - Cdn Fre
NTBU1244	N0182978	STATE FARM 7.1 e-BUNDLE
NTPW0132	N0055882	Taiwanese CICS w/GATC CLID Trunk 2



CallPilot		
PEC	CPC	Description
NTAB9507	N0000872	CallPilot 150/Mini 8Ch Hardware Bundle
NTAB9507E5	N0102185	CallPilot 150/Mini 8Ch Hardware Bundle
NTAB9508	N0000873	CallPilot 100 4 Ch Hardware Bundle
NTPW0115	N0004740	CP 100 Rls 3.0 English/French
NTPW0116	N0004742	CP 100 Rls 3.0 English/Spanish
NTPW0117	N0004744	CP 150 Rls 3.0 English/French
NTPW0118	N0004746	CP 150 Rls 3.0 English/Spanish
NTPW0123	N0043901	CallPilot 100 Rls 3.1 UK English
NTPW0124	N0043902	CallPilot100 Rls 3.1 Australia
NTPW0125	N0043903	CallPilot 100 Rls 3.1 N.A. English Cantonese
NTPW0126	N0043905	CallPilot 100 Rls 3.1 N.A. English Mandarin
NTPW0127	N0043906	CallPilot 150 Rls 3.1 UK Eng Australia
NTPW0128	N0043908	CallPilot 150 Rls 3.1 NA English Cantonese
NTPW0129	N0043910	CallPilot 150 Rls 3.1 NA English Mandarin

## Schedule

End-of-Sale announcement	May 5, 2010
End-of-Sale (last orders subject to availability)	October 4, 2010
Minimum Period of Manufacturer's Support Availability after End-of-Sale	October 4, 2013
Availability of upgrades, expansions, terminals, line cards, modules, and authorization codes	October 4, 2013
Minimum Period of Extended Services Support Availability after Manufacturer's Support period	October 4, 2016

## 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. For *hardware* support, this period is three (3) years after the End of Sale date. **Norstar customers will have the added benefit of *software* support for a minimum of three (3) years after the End of Sale date.**

Additionally, Avaya is providing Norstar customers with Extended Services Support for hardware and software for a minimum of three (3) additional years after the Manufacturer's Support period.

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.

Avaya Manufacturer Support Policy:  
[http://support.avaya.com/Support\\_Policy](http://support.avaya.com/Support_Policy)

## Additional Information

Avaya website  
[www.avaya.com/small](http://www.avaya.com/small)

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