



Subscription Renewal Best Practices and Reminders September 2023

Renewal Best Practices: Summary

- Subscription Contracts must be renewed on time in order to provide un-interrupted support to customers. Reminders:
 - On Time = by 11:59pm ET of day of Contract Expiration
 - Subscription includes right to use of Software licenses and Support
 - Start your process at least 120 days in advance of the expiration
 - Promotions are available (<https://sales.avaya.com/en/general/subscription-renewal>)
 - There are quote and ordering impacts if quote not ordered within the quote validity period

Summary of Impacts

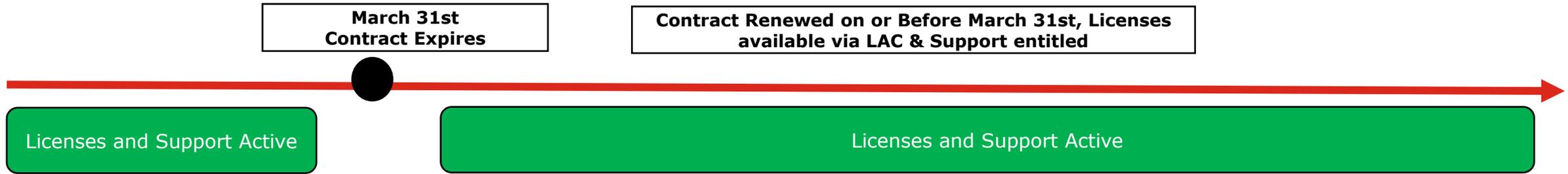
	Renew On Time	Renew Late*
Right to Use of Software	Yes	No
License Impact	No impact to system licenses	Licenses expire and go into error mode for 30 days. After 30 days, system functionality is limited
Support Coverage	Licenses stay fully supported	Support coverage drops
20% Overage (for customers who have this)	Yes – continues**	No – overage is removed
Use of licenses that were eligible to be carried forward into initial Subscription contract	Yes – continues	No – licenses are removed
3 rd Party Coverage (Verint, Nuance) & IPO	Yes – continues	No – license functionality expires, and system stops. No 30-day error mode

* As long as the Subscription quote remains untouched and in Ready to Order status after the Subscription licenses have expired, the quote can be ordered during the “normal” 30-day period following the quote expiry date with entitlements reinstated, except Verint/Nuance, IPO.

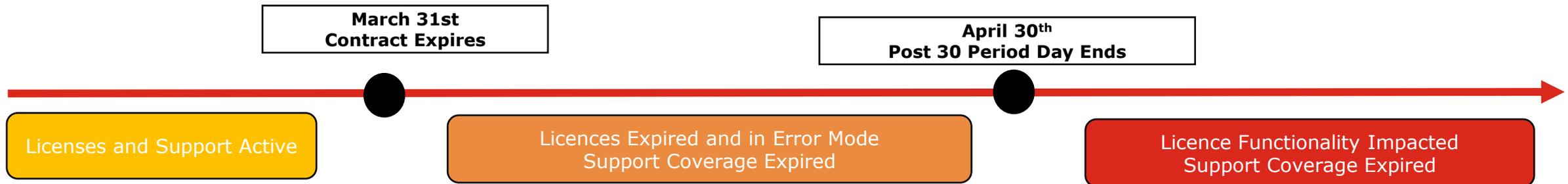
** Per offer policy, if there are license decrements at renewal for SW releases at EoS for Adds, 20% overage is removed

Renew On-Time to avoid service impacting actions: Illustration if Contract Expires March 31st

On-Time
Renewal



Late
Renewal



- If renewal expected to be late, per approval process, **License Extension is Mandatory** to support RTO quote before contract expiration

- Without extension, Avaya Licenses and functionality will continue to work during the post 30-day period, error warnings will be sent to the System Administrator and User device displays will also indicate Error Mode
- IPO & 3rd Party Subscription licenses like Verint and Nuance will have service affecting actions if not renewed on time. They do not go in Error Mode.

- At the end of the post 30-day period, accessibility and functionality of the product will be restricted and limited for all administrators, users and agents.
- Examples:
 - Expired Elite agents cannot log-in
 - Expired AES Licenses will not process any requests
 - AACC stops working

Quote/Order Scenarios: Illustration if Contract Expires March 31st

