



IP Office Technical Bulletin

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Updated SME Warranty Support Process

Based on Business Partner feedback, Avaya has enhanced the SME Warranty Remote Support Process. During the associated SME product's hardware and software Warranty period, Avaya no longer requires the purchase of the SME Technical Support for Partners Service Offer to obtain remote GSS support. Since the SME Products do not require registration (except when the SME Service Offer Advanced Parts Replacement Option is purchased), the software and hardware Warranty timeframes have been expanded to the following:

Software: Based on the associated software version being within 6 calendar months of general availability (GA)

Hardware: Based on associated hardware element's serial number being within 18 calendar months of manufacturing date

Existing standard GSS remote SME support processes will apply. Therefore under this Warranty process:

1. Authorized Channel Partners requesting support must have an active Avaya Sold To/FL before remote support can be delivered
2. If a Service Request is not a Warranty issue, appropriate trouble investigation fees (TIV) will apply

For full details, please refer to the [SME Technical Support for Partners Service Offer Definition](#).

Additional Warranty information can be found on the SME Partner Portal:

- [AGS Warranty Support Policy](#)
- [Maintenance per Incident Offer Definition and Warranty Policy](#).

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