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Avaya IP Office™ Subscription Licensing Supplement

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1.0 Avaya Subscription Licensing

Avaya Subscription Licensing is offered in bundles per license subscription, and each bundle includes:

- Licenses to use eligible software
- Software upgrade subscription entitlements
- Remote technical support entitlements

1.1. Software Eligible for subscription

1.1.1. Avaya IP Office Subscription

The Avaya IP Office Subscription offer includes an option for IP Office and the Avaya Call Reporting solution. The customer may choose from the following bundles:

IP Office

- IP Office Telephony User (Basic)
- IP Office Telephony User Plus (Essential)
- IP Office Unified Communication User (Power)

Avaya Call Reporting

- Avaya Call Reporting Basic User
- Avaya Call Reporting Realtime agent
- Avaya Call Reporting Contact Center Agent
- Avaya Call Reporting WebChat Agent

The term of an Avaya IP Office Subscription is the period, in one-year increments, during which the Subscription Licensing will be available for the End Customer's use. There is no minimum order quantity required. The length of the term will be identified on the End Customer order form. Customers may purchase additional Avaya IP Office Subscription licenses which are co-terminus with their initial Avaya IP Office Subscription order. There are no additional processing charges to add licenses.

Avaya IP Office Subscription License offer includes Avaya IP Office Support Services (IPOSS) in the per month pricing. IPOSS includes the following to protect your technology investment and optimize performance of your Avaya solution:

- 24x7 remote technical software and hardware support
- Access to the Avaya Support Website for software upgrades, updates, fixes, and security advisories

Avaya IX Wireless Handsets and other device and terminal support, as well as Parts Replacement, are not included in the Avaya IP Office Subscription offer and need to be purchased separately.

For more information on IPOSS offerings, please visit the Sales Portal at <https://sales.avaya.com/en/pss/ip-office-support-services>

IP Office Subscription requires IP Office release 11.1 or higher

Each IP Office Subscription user is entitled to an Avaya IX Spaces entry level account during the Subscription Term, where available. Avaya IX Spaces is a hosted offer and may not be available in all geographies. The End User must register at <http://avayaspace.com> to activate the service. The Avaya IX Spaces offer is subject to the then-current Service Description and the Terms of Use set forth on the Avaya IX Spaces website, a copy of which is available at:

<https://support.avaya.com/search-landing/?query=Avaya%20Spaces%20Service>

1.1.2.Supported Avaya IP Office Subscription License Use Cases

A customer network may include a single system instance or may be part of a larger network made up of multiple system instances. Subscription Licenses are provisioned on the Avaya IP Office systems on a first come-first serve basis, no reservation. Subscription licenses will not run on the same system as perpetual licenses. Systems in a Small Community Network (SCN) environment must all be licensed for subscription users.

Some examples:

- For IP Office IP500 V2 platforms, all systems/nodes in an IP500 V2 Small Community Network (SCN) deployment must be licensed for subscription users on that node.
 - System A has 50 users, and System B has 40 users: each system/node will require subscription license users to be licensed within the SCN
 - Customer systems that are discrete and not networked together may have a system with subscription licenses and the other distinct system with perpetual licensing
- For a Server Edition deployment, the Primary server needs to support subscription licensing; expansion systems on the network will obtain subscription licenses from the Primary server.

Avaya Subscription licensing is not supported with IP Office Basic Edition or with IP Office branch deployments with AURA.

1.1.3.New and Add/Expansion

Subscription Licensing is supported for new licenses and add/expansions in accordance with Avaya's Product Lifecycle Policy found at <https://downloads.avaya.com/css/P8/100081098>

1.1.4.Term and Invoice

- The “**Subscription License Term**” of a Subscription Licenses(s) is the specific term during which the Subscription Licenses(s) will be available for the End User's use. The length of term will be identified on the Customer order form.
 - Subscription License Term options include 1 year and 3 year terms
- **Invoice** is in advance at the invoicing frequency identified on the order form

- Unless otherwise specified by Avaya, billing for the subscription premises software will be monthly in arrears. Avaya will issue a separate monthly invoice per subscription per End Customer.

1.1.5. Subscription Term and Start Date

The Subscription License Term for the Subscription Licenses will be activated on the “**Order Start Date**” for an End Customer and will begin the first day of the month following the subscription activation from Customer Requested Date (CRD) on the Purchase Order in the Avaya Channel Marketplace.

Additional to Subscription Licenses Terms in progress:

Additional Subscription Licenses being added to an existing Subscription License Term are added to the Subscription Term effective on the 1st day of the month following Avaya’s acceptance of the order for additional Subscription Licenses.

2.0 Pricing and Product Subscription Material Codes

Subscription Licenses are ordered and invoiced using specific material codes. Pricing will be provided per license type per user on a Fixed Term Software Subscription basis.

3.0 General

3.1. Renewal of Coverage

Avaya IP Office Subscription software is available for renewal at the initial end of term of coverage. Any renewal term under Avaya’s then current offer will be applicable. Renewal will be available at the then current rate and be based on pricing at time of renewal.

3.2. Termination

The Customer may terminate a subscription upon thirty (30) days written notice subject to termination fees equal to 50% of the remaining term based on licenses in effect at time of termination. Early Termination Fees are payable within thirty (30) days from the effective date of termination.

4.0 About this Document

This Subscription Licensing Supplement describes the Avaya Subscription Licenses for eligible software and supersedes all prior descriptions relating to Subscription Licensing. In the event of conflict between this Subscription Licensing Supplement and the Subscription License Terms in the Customer’s purchase agreement with Avaya, the terms and conditions of the Subscription Licensing Supplement will control.

4.1. Glossary

- **Customer** – the entity that purchases the Subscription Licenses from Avaya, which may be an End User or as a channel partner for resale



- **End User** – the entity which purchases the Subscription Licenses directly from Avaya or indirectly from an Avaya channel partner, for its internal use and not for resale or sublicense
- **Subscription Licensing Supplement** – this Avaya Subscription Licensing Supplement describing the current Avaya offer description for Pay-per-Use Software Subscription
- **Subscription License(s)** – software licenses ordered by the Customer which are subject to either a Fixed Term Software Subscription and/or a Pay-per-use Software Subscription fee model providing the right to use the software for a defined period of time.