AVAYA SPACES END OF SALE FREQUENTLY ASKED QUESTIONS

1. What is happening with Avaya Spaces?

The Avaya Spaces Web Client and APIs will not be available for new users and Avaya customers to purchase as a standalone solution or as an entitlement after 20-Jan-2025. We will continue to support current customers on Spaces Web Client and APIs through their contract dates. However, we are not allowing current customers to add more licenses, or to have Spaces Web Client and APIs at contract renewal, uplift, or upgrades after 20-Jan-2025.

2. Why is Avaya ending sales of Spaces?

This decision aligns with Avaya's product lifecycle policy and market conditions. We're focusing on providing our customers with the best-in-class solutions, which includes our partnership with Zoom and Avaya Cloud Office for cloud meeting solution and Pexip Infinity for on-premises meeting solution.

3. Question: What are the key dates for this change?

End of Sale Date (last day to order new systems)	
No new sales, change requests, addition of licenses, extensions, or renewals beyond this date. No new features or enhancements will be introduced after this date.	20-Jan-2025

4. I'm a current Spaces user. How does this affect me?

Current customers can continue to use Avaya Spaces through their contract dates. However, current customers will not be able to add more of licenses, renewal, uplift, or upgrades after 20 Jan 2025.

5. Can I still purchase Spaces as a new customer?

No, after 20 Jan 2025, new customers will not be able to purchase Avaya Spaces as an entitlement or standalone product.

6. What happens to Spaces in various Avaya product bundles?

Avaya Spaces is being removed as an entitlement from Aura, Avaya Experience Platform bundles, and Avaya IP Office bundles.

7. What are the recommended alternatives to Spaces?

We recommend Zoom or Avaya Cloud Office as the primary replacement for cloud meeting solutions and Pexip Infinity for on-premises meeting solutions.

8. Will Avaya assist with migration to new solutions?

No, there will be no data migration or user migration services provided.

9. What about Avaya Spaces APIs?

All forms of Avaya Spaces external API services are part of this End of Sale process and no exceptions.

10. What is the System Expansion post-End of Sale?

For any information, exceptions, or requests on system expansions post- End of Sale, contact your Avaya representative or Channel Partner representative.

11. Will there be any changes to current service level agreements?

Current engineering support and service level agreements will be maintained through the customers subscription contract expiry.

12. Where can I find more information about this change?

You can find more information by contacting your Avaya representative or Channel Partner representative.

13. I have more questions. Who should I contact?

Please reach out to your Avaya representative or Channel Partner representative for any additional questions or concerns.

14. Will there be any software updates or security patches after the End of Sale?

Avaya will maintain the product for its current features and functionality.

15. Is Spaces PCI and HIPAA Compliant?

Please do note as of 14 October 2024 Avaya Spaces does not have PCI and HIPPA Certification.

16. Will my existing warranties or service contracts still be honored?

Current engineering support and service level agreements will be maintained through the customers subscription contract expiry.

17. Are there any special offers or discounts for upgrading to a new product?

Please reach out to your Avaya representative or Channel Partner representative for any additional questions or concerns.

18. How will this affect my current licensing agreements?

Current customers can continue to use Avaya Spaces licenses through their contract dates. However, current customers will not be able to add more of licenses, renewal, uplift, or upgrades after 20 Jan 2025.

19. What happens to features like push notification, cloud messaging and others that use <u>Avaya Cloud account</u> for setup?

The push notification, cloud messaging solution, and other WebRTC products that require a customer to setup and configure through **accounts.avayacloud.com** are still available. You can find documentation on how to setup here - **documentation.avaya.com**.

20. Is Avaya IP Office cloud messaging impacted ?

Cloud messaging solutions are included as an entitlement during Avaya IP Office purchase.

21. What is the collaboration solution for Avaya IP Office customers

We recommend Zoom or Avaya Cloud Office as the primary replacement for cloud meeting solutions and Pexip Infinity for on-premises meeting solutions.

22. What is happening with Avaya Spaces Calling chrome extension? How do I set it up after this EOS?

Avaya Spaces calling chrome extension is available. It is an independent product from Avaya Spaces Web client. It is setup using Avaya Cloud accounts. Here is the link for **Setup of Avaya Spaces Calling chrome extension**.