



The Power of We™

Network managers are under increasing pressure to deliver on many fronts. Topping the list of business priorities is improving both 24x7 availability and cost management/reduction. Successfully achieving these seemingly mutually exclusive objectives demands innovative thinking – an area where Avaya excels.

To increase your network's availability, Avaya offers a flexible combination of reliable hardware and software, leading network resiliency mechanisms such as Switch Clustering and our Stackable Chassis implementation. In addition, our products are backed by a comprehensive lifetime warranty and optional global support services - which are some of the most cost effective in the industry.

Lifetime Warranty for Stackable Ethernet Switches for Campus, Data Center and SME deployments

Reducing operational costs and delivering value for enterprise networks

Lifetime Warranty Overview

Avaya includes leading warranty services on Ethernet edge products in the ERS 2500, ERS 3500, ERS 4000, ERS 5000, and VSP 7000 product lines.

The warranty includes:

- Next-business-day delivery of an advanced replacement unit for failed hardware over the lifetime¹ of the product, including fans and power supplies
- Basic technical support during normal business hours over the lifetime of the product
- 90-day software warranty providing self-service downloads of service packs/maintenance loads²
- Extended support for the first 90 days after purchase

Lifetime Hardware Support

Complimentary next-business-day shipment of replacement hardware extends over the full life of the product.¹ All countries will receive next-business-day shipping to replace failed hardware. The Lifetime Warranty provides complete coverage for the base unit, including power supplies (internal, modular and hot swap plug-in) and fans within the unit. Advanced Replacement means that Avaya will ship a replacement product in advance of receiving the failed unit back. This provides significant value in that there is no required wait time for Avaya to receive the failed unit before shipping a replacement.

Lifetime Technical Support

Avaya offers complimentary basic technical support for the supported lifecycle of the product. This includes the software version shipped with or updated through optional support contracts over and above our normal warranty. We also offer extended support for the first 90 days after purchase.

In addition, Avaya offers service contracts providing enhanced software functionality and extended full technical support beyond the first 90 days after shipment. We encourage full coverage of your network to help reduce business risks and maximize return on your investment.

Optional Support Contracts

For business critical and more complex network implementations, Avaya recommends a support contract to reduce business risk.

The cost-effective Software Release Subscription (SRS) Basic service entitles customers and partners to access major, minor, patch and new release software updates over the term of the agreement. Although not mandatory, it is good practice to install all new releases to maintain devices at the current version.

24x7 Technical Support entitles you to enhanced technical support for the duration of the service contract. Also available are contracts for Managed Spares, with or without Onsite Support, that provide Next Business Day, Same Day or 4 Hour Delivery.



About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

Summary

Flexibility is the key to meeting the varied and challenging requirements of doing business in a cost sensitive economic environment. Avaya offers a comprehensive lifetime warranty on its products with an option to supplement these capabilities with optional support contracts.

Avaya's unique product capabilities and innovative approach to support provide genuine cost-efficiencies for Stackable Ethernet Switches.

Our proven qualities include:

- Avaya's Stackable Switches are inherently robust and feature market-leading 'Stackable Chassis' resiliency capabilities that deliver unique always-on networking at the edge.
- Avaya's Top of Rack (ToR) switches (VSP 7000) offer unique distributed ToR functionality to optimize east-west traffic flows, simplify management and improve resiliency in the next generation data center.
- Avaya's SME switches (ERS 3500) offer enterprise class functionality at prices targeted to cost conscious small-to-medium-size enterprises.
- Avaya's lifetime hardware warranty provides next-business-day shipping replacement for any failures during the life of the product including fans and power supplies.
- Avaya's lifetime basic software technical support – and enhanced support for the first 90 days – help ensure seamless support during the product introduction phase in addition to ongoing day-to-day operations.
- The optional SRS Basic service helps ensure cost-effective access to software patches and maintenance releases, as well as new major and minor feature releases for a renewable 12-month period.

- Optional technical support services (enhanced support over the life of the product) and managed spares options (NBD, SBD 4 hour) are available to supplement the lifetime warranty offer for more mission critical or complex network implementations.

Avaya's extensive, broad, in-depth experience with enterprise networking enables us to think outside the box and to create new products and services that meet the real-world needs of modern businesses.

The ever-challenging economic climate means that now, more than ever, Avaya is best positioned to drive exceptional efficiencies through value-for-money products that deliver best-in-class resiliency, performance and security capabilities, and that are supplemented by industry-leading warranty and cost-effective support options.

Learn More

To learn more about Lifetime Warranty Services for Ethernet Stackable Switches, contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at support.avaya.com.

¹ As per Industry norm for hardware, 'Lifetime' is defined as the production lifecycle phase, plus 5 years post-discontinuation. Software lifetime expires in line with published end-of-life dates.

² Software corrective fixes may be made available to customers at Avaya's sole discretion. Access to the software may require a software subscription.