AVAYA

IP Office Technical Bulletin

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Region: Global

Changes to the Avaya Technical Support Process

This Technical Bulletin provides Avaya Partners with important information in relation to the Avaya Technical Support Process. Also detailed are changes to the IP Office Knowledgebase.

SME Technical Support for Partners Service Offer Update

The SME Technical Support for Partners (TSP) Service Offer was activated 26 April 2010.

1. Under the new SME TSP Service Offer, Partners have two remote Avaya Backbone support options:
   a. Purchase the SME-TSP Base Offer and maintain a balance of Support Hours.
   b. Choose not to purchase the Base Offer and accept an Emergency Support Fee when escalating a Service Request to the Avaya Backbone Team. (Partners will be requested to provide payment details when contacting the Avaya Backbone Team, i.e. Credit Card or Purchase Order.)

2. If the Service Request root cause is determined to be a product deficiency, there will be:
   a. No reduction to the Partner's Base Offer balance of support hours.
   b. No Emergency Support Fee.

3. SME Expert Partners, under the Avaya Connect Program receive:
   a. Free implementation support (no Support Hour usage or Emergency Support Fee).
   b. Direct escalation access to the Avaya Backbone Team.

In addition, maintenance updates for a Partner's respective Customer's major software release are included with the purchase of the software release. Partners are not required to buy the SME TSP Service Offer or a software upgrade. For more detailed information, please see the following:

- [Visit the SME Technical Support for Partners Offer site](#)

- [See the SME Technical Support for Partners Services Brief](#)

IP Office Knowledge base update

On 17th May 2010 the SME IP Office Knowledgebase was improved to create two distinct sections for IP Office Users and Avaya Partners. Improving the access to materials and information appropriate to both groups.

The IP Office users section contains all the current product user materials such as user guides, user applications and tutorials both in a web based format or downloadable pdf manual format.

The Avaya Partner section now requires Partners to use their Single Sign On (SSO) login for access to this area which contains technical product information, installation manuals, bulletins and tools. This area also contains the IP Office Caveats database that provides details on known product defects and targeted fixes. For more details please visit the knowledge base:

<div align="center">

http://marketingtools.avaya.com/knowledgebase/

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All Partners that install and maintain IP Office should ensure that their engineers have an SSO login. This will ensure they continue to have access to all the information contained within the Knowledgebase.

Issued by:
Avaya SME Engineering Field Support
Contact details:-

EMEA/APAC
Tel: +44 1483 308 000

NA/CALA
Tel: +1 908 204 4683

Email: gsstier4@avaya.com

Email: IPONACALAT4@avaya.com

<div align="center">

Internet: http://www.avaya.com
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