



IP Office Technical Bulletin

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Changes to the Avaya Technical Support Process

This Technical Bulletin provides Avaya Partners with important updated information in relation to the Avaya Technical Support Process.

SME Technical Support for Partners Service Offer Update

The SME Technical Support for Partners (TSP) Service Offer was activated 26 April 2010. Effective July 1, 2010 Avaya non-service agreement T&M support will be discontinued for Customers and Channel Partners. This means the Emergency Support Fee associated with SME Technical Support for Partners will not be available after July 1, 2010.

The Emergency Support Fee was introduced with the launch of SME Technical Support for Partners to help Partners transition to the new manufacturer support model. Post July 1, 2010, if you have not purchased the SME Technical Support for Partners (TSP) Service Office you will not have access to Avaya Backbone Engineers.

Purchase the SME Technical Support for Partners offer today to avoid any interruption of Avaya Backbone Support. Please refer to the resources available on the Avaya Partner Portal for more information:

Read the "Dispelling the Myth" document:

<http://links.avayanews.com/rts/go2.aspx?h=177313&tp=7.122.9065.4653144>

Visit the SME Technical Support for Partners Offer site:

<http://links.avayanews.com/rts/go2.aspx?h=177325&tp=7.122.9065.4653144>

Download the SME Technical Support for Partners Services Brief:

<http://links.avayanews.com/rts/go2.aspx?h=177326&tp=7.122.9065.4653144>

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