



End-of-Sale Notice

Notification Date: July 31, 2006
Effective Date: October 2, 2006
Subject: Notification of Availability & End-of-Sale date for the Avaya MERLIN MAGIX® Integrated System
Region: US, Canada CALA
Audience: Avaya Authorized Distributors and Business Partners (Canada, CALA); Avaya Direct Channel (US, Canada, CALA)

Summary

Since 1998, the MERLIN MAGIX® Integrated System platform has achieved considerable success in the SMB PBX market. Now that the market and many Avaya customers are moving to newer IP-oriented systems such as Avaya™ IP Office, it is important to set clear dates for the future availability of the MERLIN MAGIX product line, and the future End Of Sale date for MERLIN MAGIX.

MERLIN MAGIX will continue to be available for purchase from Avaya until September 30, 2006. **Beginning October 2, 2006 MERLIN MAGIX will no longer be orderable from Avaya.**

Work should commence with your customers to plan future purchases of MAGIX equipment, as well as transitioning to the Avaya IP Office platform, according to their current and planned future communication needs.

Compelling product and commercial migration options are available today to help MERLIN MAGIX customers migrate to the newer Avaya platforms, as shown below under "Migration Strategy".

This document outlines the logistics for this transition.

Transition Summary

- The MERLIN MAGIX product line will continue to be available from Avaya until **September 30, 2006**
- **Effective October 2, 2006, MERLIN MAGIX will no longer be available for sale.** The relevant order codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs
- Following standard Avaya product support and warranty guidelines, the products will be supported (tech support, bug fixes etc) for a minimum of 3 years
- Marketing collateral, web-site and BusinessPartner portal content will be modified to reflect this product transition

Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a number of solutions that can meet varying customer requirements. These solutions will enable even the largest MERLIN MAGIX customer to grow their business:

1. **Stay with MERLIN MAGIX:** Many customers are happy with their MERLIN MAGIX systems and don't want to change. Avaya is committed to providing "product" support for an additional three (3) years after the End of Sale date and Avaya Global Services will continue with "services" support (if a maintenance contract has been purchased). Customers can retain their installed system for the foreseeable future.
2. **Migrate to Avaya IP Office:** Customers have the option to migrate their existing MERLIN MAGIX system to Avaya IP Office. Migration to IP Office can be done by replacing the MAGIX carrier and processors with an IP Office unit. Customers using 44xx terminals can migrate the installed base to IP Office (see Figure 1), but MLX and ETR sets must be replaced with either 44xx sets or 54xx sets. The following 44xx sets are compatible with **IP Office Release 1.0 or later**:

Code	Description
108199019	4406D+ 6-Button Digital Telephone (White)
108199027	4406D+ 6-Button Digital Telephone (Black)
108199043	4412D+ 24-Button Digital Telephone (White)
108199050	4412D+ 24-Button Digital Telephone (Black)
108199076	4424D+ 24-button Digital Telephone (White)
108199084	4424D+ 24-button Digital Telephone (Black)
108199407	4450 Direct Station Selector Console (White)
108199696	4450 Direct Station Selector Console (Black)

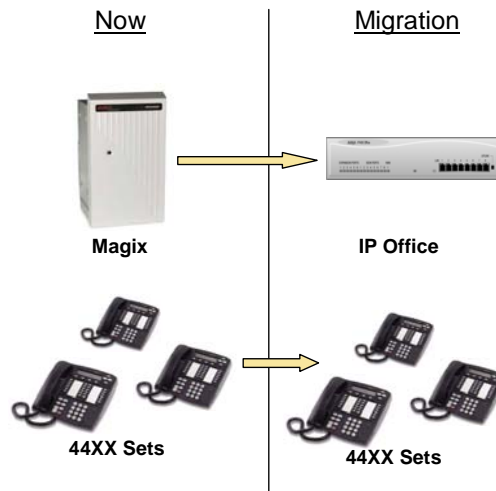


Figure 1 – Migrating MERLIN MAGIX with 44xx Sets to Avaya IP Office



Migrating to IP Office gives customers access to a wealth of new applications, features and functionality – such as IP connectivity, conferencing and a contact center solution integrated with Microsoft® CRM – that will enhance productivity, customer service and business efficiency. Coupled with an Avaya Maintenance Agreement, customers benefit from guaranteed priority response for on-site support, unlimited service calls, emergency service plans, IP Office application software upgrades as well as a host of other value-added entitlements.

Open CTI (Computer Telephony Integration) enables integration with 3rd party applications to further enhance the IP Office solution and enable best of breed solutions to be proposed. MERLIN MAGIX and IP Office application development takes place within the same R & D team, customers who move from MERLIN MAGIX to IP Office will see a high degree of commonality in usage and look and feel in certain key applications, protecting the user experience and minimizing the need for re-training.

Customers may have already considered competitive offers from other vendors who operate in this space. The MERLIN MAGIX migration options & offers will help protect and defend the installed customer base by providing a clear upgrade path from their current Avaya MERLIN MAGIX to a new Avaya platform.

For details of the complete range of Avaya products, service and migration options for MERLIN MAGIX, please contact your local Avaya representative.

Discontinued Material Codes

From October 2, 2006, the following MERLIN MAGIX material codes will no longer be available for sale:

Code	Description	End-of-Sale Date
103336	MER II AND MERLIN MAIL CMS ALERT INTF	September 30, 2006
105026	MER LEG MAIL R1 4 TO 6PT	September 30, 2006
115628	MER LEG/MAGIX TSAPI W/NT DRIVER	September 30, 2006
120380	LEGEND R3 C.U.	September 30, 2006
159426	MER MSGR 2.5 UK PER PORT RTU	September 30, 2006
167356	MER MSGING 2PT LICENSE CARD PKG OF 50	September 30, 2006
167357	MER MSGING 4PT LICENSE CARD PKG OF 50	September 30, 2006
167358	MER MSGING 6PT LICENSE CARD PKG OF 50	September 30, 2006
167359	MER MSGING 8PT LICENSE CARD PKG OF 50	September 30, 2006
167360	MER MSGING 10PT LICENSE CARD PKG OF 50	September 30, 2006
167361	MER MSGING 12PT LICENSE CARD PKG OF 50	September 30, 2006
167396	MER MSGING DSP INTGR CKT PKG OF 220	September 30, 2006
167398	MER MSG LAB MAINTEN SUPPORT	September 30, 2006
182447	MER MODEL	September 30, 2006
105213201	GEN 129B FREQ	September 30, 2006
105311401	MER LEG CKT MOD 400 TIE 517A14 4PT	September 30, 2006
105736474	MER LEG CKT MOD MULTIFUNC 540A1	September 30, 2006
106215155	MER LEG CKT MOD 517A27 STANDARD	September 30, 2006



106227093	KIT-D182357 PARTS 7318H0*	September 30, 2006
106496573	SFTW-INTEG SOL2 3-1/2 I1*	September 30, 2006
106520331	CORD M4BJ MDLR 14FT 4CO	September 30, 2006
106555451	TRANSFORMER ELEC CKT 2746A	September 30, 2006
106819220	MER LEG CKT MOD 800 LS W/DTD 517B4	September 30, 2006
106876287	SFTW-UNIX SPM RELEASE 2.*	September 30, 2006
107007122	MER LEG EXP UNIT 403H WALL	September 30, 2006
107793275	MER LEG PWR UNIT 391C1 110/220	September 30, 2006
107831851	CM-517A37 BASE MODULE FO*	September 30, 2006
107831893	MER LEG MAIL EXP CARD 2PT	September 30, 2006
107831935	MER LEG MAIL CKT MOD 517A43 - 6PT	September 30, 2006
107886624	MER LEG SFTW PROG 555640144 SPM UNIX	September 30, 2006
107910093	MER LEG DOC 555-640-200 ISS 2	September 30, 2006
108001108	CM-517G33 PROC ML 8*	September 30, 2006
108029489	CD MEM-10E6 ROM 4MB 200N*	September 30, 2006
108108044	MER LEG MAIL CKTMOD 517A43007 R1 6PT	September 30, 2006
108303264	MER LEG DOC CUST REF PAPER 555-661-100	September 30, 2006
108333634	MER MAG CKT MOD 400 EMTIE 617D14 4PT	September 30, 2006
108333642	MER LEG CKT MOD 617A49	September 30, 2006
108333667	MER MAG CKT MOD 016 MLX 617A54 16PT	September 30, 2006
108333725	MER MAG CKT MOD 008 MLX 617C21 8PT	September 30, 2006
108382615	MER LEG CKT MOD 008MLX 517B21A 8PT	September 30, 2006
108404484	MER LEG R1/R2 TO R6.1 UPG KIT	September 30, 2006
108404641	MER LEG ADU INTF KIT	September 30, 2006
108491358	MER MSGING BKUP & LIC CARD 12H1 2PTS	September 30, 2006
108491366	MER MSG BKUP & LIC CARD 12H2 4PTS	September 30, 2006
108491374	MER MSG BKUP & LIC CARD 12H3 6PT	September 30, 2006
108491382	MER MSGING BKUP & LIC CARD 12H4 8PTS	September 30, 2006
108508938	MER LEG PWR UNIT-491D1	September 30, 2006
108513649	MER MAG CKT MOD E1 75OHM 617P15 30PT	September 30, 2006
108513953	MER MAG CKT MOD 800 GS/LS-ID 617D31	September 30, 2006
108514092	MER LEG CPU W/HOUSING 617S33	September 30, 2006
108514183	MER MAG CKT MOD 016 T/R 617F34 16PT	September 30, 2006
108514258	MER MAG CKT MOD 800 NI BRI 617C35	September 30, 2006
108514423	MER MAGIX TDL CKT MOD412 617B52 16PT	September 30, 2006
108514498	MER MAGIX CKT MOD016 ETR 617B56 16PT	September 30, 2006
108514522	MER MAG CKT MOD 024 TDL 617B58 24PT	September 30, 2006
108541343	MER LEG CLAMSHELL HOUSING	September 30, 2006
108562851	MER LEG CKT MOD 617A49 ML	September 30, 2006
108574377	MOD CKT 617R33-ML	September 30, 2006
108574427	MER LEG EXP UNIT CUEXP1 KIT 110/220	September 30, 2006
108588468	MER LEG/MAG 10A4 PCMCIA BKUP CARD	September 30, 2006
108588518	MER MAGIX CONTROL UNIT R1.0 PROC KIT	September 30, 2006
108588542	MER MAGIX CU CARRIER KIT 403L	September 30, 2006
108588567	MER MAG EXP UNIT KIT	September 30, 2006
108638388	MER MSG UPG KIT 1.1.9 701A	September 30, 2006
108650383	MER MAGIX 800LS CKTMOD 617E4/71 8PTS	September 30, 2006
108650391	MER MAGIX R2 MFC CKT MOD 617D16(28)	September 30, 2006
108668633	MER MAGIX BASIC CARRIER/28 INTL 403L	September 30, 2006
108668658	MER MAGIX R1.0I EXP CARR (28) INTL	September 30, 2006
108679531	MER MSGING BKUP & LIC CARD 12H5 10PT	September 30, 2006
108679549	MER MSGING BKUP & LIC CRD 12H6 12PTS	September 30, 2006
108679770	MER MSGING DOC & GUI CD ROM 585-323-201	September 30, 2006
108727439	MER MAGIX R1.0I 110V PWR CORD	September 30, 2006
108731670	MER MAGIX R1.0I PRC KIT KX-PR1-01V60	September 30, 2006
108816729	MER MAIL CD MEM-12K1 FLASH 1MB	September 30, 2006



108816737	MER MAIL CD MEM-12K2 FLASH 1MB	September 30, 2006
108816778	MER MAIL CD MEM-12K6 FLASH 1MB	September 30, 2006
108829383	MER MAG CKT MOD 408 MLX 617F29 12PT	September 30, 2006
108850454	MER MSGING DAS ONLY PCMCIA CARD	September 30, 2006
403693252	RESISTOR WP90033L1 56.2 TP CL1	September 30, 2006
405729955	TRNG MER II FM2 VIDEO	September 30, 2006
406143925	MER LEG II COUPLER/CPE MUSIC	September 30, 2006
407170927	MER MAIL HI R7.5 PKG 2PT	September 30, 2006
407241926	PAKG-MM-2PT H3 R3.0 M*	September 30, 2006
407470764	CARD-MM DSP RC DSP LN *	September 30, 2006
407581933	CLASSIC MAIL PKG 4PT	September 30, 2006
407799808	MER LEG ESC INSTL TRNG DOC	September 30, 2006
407799816	TRNG MER LEG ESC CERTIFICATION 2 DAYS	September 30, 2006
408078681	MER LEG MAIL 2 TO 4 PT EXP KIT	September 30, 2006
408078707	MER LEG MAIL 2 TO 6 PT EXP KIT	September 30, 2006
408214625	MER LEG ESC SFTW PPD MTCE 1 YR (INI)	September 30, 2006
408214633	MER LEG ESC SFTW PPD MTCE 2 YR (INI)	September 30, 2006
700156516	MER MAGIX PWR SUPP 491E1	September 30, 2006
700181878	CKT MOD 617U34 ML	September 30, 2006
700181886	CKT MOD 617U34-ML	September 30, 2006
700210909	MER MAG CKT MOD 100DS1 617T15 24PT	September 30, 2006
700210917	MER LEG SFTW UPG TO R7.0 V11ML70-E6	September 30, 2006
700228489	MER LEG R7.0 DOC AND WINSPM CD ROM R7	September 30, 2006
700229073	MER MAGIX R1.0I W/WINSPM R7 CD ROM	September 30, 2006
700230659	MER MAG CKT MOD 800 DID 617H20 8PT	September 30, 2006
700230667	MER MAG CKT MOD 008 OPT 617F28 8PT	September 30, 2006
700253545	MERLIN MAGIX R4.0 CTI LINK	September 30, 2006
700262207	MER MAG 4 MB PCMCIA BLANK CARD	September 30, 2006
700306665	MER MAG PROCESSOR KIT R4.0	September 30, 2006
700306673	MER MAG PROC KIT R4.0 PLASTIC CARR	September 30, 2006
700306681	MER MAG R4.0 UPG CARD	September 30, 2006
700306699	MER MSGING R4.0 CKT MOD 617E49	September 30, 2006
700306723	MER MAG R4.0 CD DOC WINSPM R9 SFTW	September 30, 2006
700313612	MER MSGING CD DOC R4.0 & APPL FILES	September 30, 2006
700316128	DEVCONNECT SM BUS INTERACTION CTR SFTW	September 30, 2006
700329303	MER MSGING R4.0 UPG CARD	September 30, 2006
848556148	MER MAG/PAR ACS BACKBOARD	September 30, 2006
900732488	NUT 8-32 HCETW Z/Y	September 30, 2006

DeveloperConnect

Many of the applications developed for Merlin MAGIX by Avaya's DeveloperConnect Partners are available on the Avaya IP Office platform with some exceptions:

Vendor	Application Name
DuVoice	VS Ensemble (Magix 2.1)
Interactive Northwest	Socket Magix (Magix 2.1)
Multi-Tech Systems, Inc.	MultiVOIP (Magix 2.1)
TASKE	Voice Toolbox (Magix 2.1)
TASKE	Taske Tool (Magix 2.2)

These applications may continue to be offered by the Avaya DeveloperConnect Partners. Please contact the appropriate vendor for details. Additional information is available from the Avaya DeveloperConnection web site: <http://devconnect.avaya.com/public/search/setup.do>

Schedule

Advance notification of End-of-Sale	July 31, 2006
End-of-Sale (last orders subject to availability)	September 30, 2006
Product discontinued	October 2, 2006
Minimum Period of Product Support Availability after End-of-Sale	3 Years
Services Support (Avaya Global Services)	Ongoing

Minimum Period of Product Support Availability

The minimum period of product support available represents the minimum period of time after the product End-of-Sale date. Avaya will make available support for the product per the Avaya Manufacturer Support Commitment.

Support may be extended past that period at the discretion of Avaya Global Services, BusinessPartners or other service providers. For additional information concerning long-term support please contact your service provider.

Training Availability

All MAGIX Training will continue through September 30, 2006. After September 30, 2006, the following courses will no longer be available via the Avaya Learning Center:

- AVA00152WEN - MERLIN MAGIX Basic Product and Sales Training
- AVA00152AEN - MERLIN MAGIX Basic Product and Sales Training Assessment
- BSS160V2 - MERLIN MAGIX Integrated Network Access Sales
- BSS160BA - MERLIN MAGIX Integrated Network Access Sales (Assessment)

From September 30, 2006 through December 31, 2006, the following courses will still be available via the Avaya Learning Center:

- AVA00153WEN - Basic MERLIN MAGIX Installation and Maintenance Training
- AVA00153AEN - Basic MERLIN MAGIX Installation and Maintenance Training Assessment
- AVA00154WEN - Advanced MERLIN MAGIX Installation and Maintenance Training
- AVA00154AEN - Advanced MERLIN MAGIX Installation and Maintenance Training Assessment

After December 31, 2006, no further MERLIN MAGIX sales and technical training will be offered.

Avaya Global Services will continue to offer on-line maintenance process training which is available from the Avaya Learning Center free of charge. This Avaya University course provides an overview of the process for quoting and contracting Avaya maintenance and is designed to facilitate a basic understanding of the offers available.

- AVA00466WEN - ServiceStarter Maintenance

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements.

Avaya is not responsible for any maintenance commitments or product support made by BusinessPartners or other service providers.

Avaya Services Offers:

<http://support.avaya.com/japple/css/japple?PAGE=avaya.css.OpenPage&temp.template.name=ServicesOffers>

Avaya Manufacturer's Product Support Policy:

http://support.avaya.com/Support_Policy

Avaya Global Services Offers

Avaya Global Services is the largest service provider of IP Office in the small and medium business market nationwide. Whatever support your customers may require – from professional consulting and system design to ongoing product support and management – Avaya Global Services has a solution. Our extensive portfolio includes offers tailored to the needs and budget of small and medium-size businesses.

An Avaya service protection plan provides the assurances that customers deserve including:

- Guaranteed priority response for on-site support during business hours.
- Unlimited service calls
- Emergency Service Plan – basic service in 24 hours or less, priority queuing for a permanent replacement system (conditions apply).
- IP Office application software upgrades, with remote technician troubleshooting and delivery of software maintenance corrections/new releases.
- Expedited replacement parts, with next-business-day delivery – and with the price for parts and labor/installation included.
- Smart dispatch – only qualified technicians for the specific solution
- Power Surge Protection – covering parts and labor (restrictions apply)
- Unlimited live Help Line support.
- On-line product correction notifications
- Around the clock online service via the Customer Support Web Site
- Priority service and preferred rates for out-of-hours on-site service and any other additional support requested
- Access to Tier IV product development resources (as needed).
- Additional maintenance options:
 - Unlimited Remote Administration
 - Subsequent Online Training
 - Wire Maintenance Coverage

Speak with your Distributor Representative or your Avaya Account Manager today for more information on the value of an Avaya Maintenance Agreement. BusinessPartners can also contact the BusinessPartner Care Center at 800-225-0266 for additional support. Avaya Global Services brochures supporting the small and medium business market can be located on the Avaya Enterprise Portal.

Avaya implementation support also provides a competitive advantage to small and medium business customers. Call your Distributor Representative to learn the advantages of working with Avaya Global Services for your installation and network assessment requirements on Avaya IP



Office. In addition, the Avaya Service Center can support BusinessPartner implementation requirements at 866-282-9266.

Additional Information

If you have questions or would like more information about Avaya products, please contact your local authorized Avaya representative or visit one of the Avaya on-line resources shown above.

If you have questions or would like more information about Avaya SMBS services, information on Avaya Global Services is available via the Avaya Enterprise Portal.



Appendices

Contacts

Product Marketing Manager	Mark Massingham	908-953-8547	massingham@avaya.com
Product Manager	Rich DeFabritus	908-953-6165	defabritus@avaya.com
Pre Sales Technical Support		888-297-4700	technictr@avaya.com
Post Sales Technical Support	Contact your Distributor		
Technical support (Warranty, T&M, Maintenance)	Avaya Global Technical Services (GTS) organization	BusinessPartners 877-295-0099 Customers 800-628-2888	http://support.avaya.com
Maintenance Service Support	BusinessPartner Care Center	800-225-0266	
Pre-sales service support (offers, processes, Maintenance Pricing Tool support)	Avaya Technology & Consulting Group	888-297-4700 Please specify "Services" when prompted	atac@avaya.com Please include "SMBS Services" in your subject line.
Implementation Support	Avaya Service Center	866-282-9266	Pre-scheduled installation service (chargeable) 866-282-9266. 24-hour installation Rescue Me Service (chargeable) 877-295-0099.
Avaya University			http://www.avaya-learning.com/.