



The Power of We™

SERVICE DESCRIPTION

Service Agreement Supplement

For Avaya Collaboratory Environment Enhanced Developer Support

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1. Introduction

This Service Description describes the Avaya Collaboratory Environment Enhanced Developer Support for eligible Collaboratory Environment engagements. All prior descriptions or contract supplements relating to such support are superseded. This document is an attachment to the Customer's Commercial Agreement with Avaya and shall serve as the Service Description with respect to such support offering. The Customer will be responsible for performing the end user Customer responsibilities under this document.

2. Enhanced Developer Support Coverage Options

The Collaboratory Environment Enhanced Developer Support service offer supports customers requesting developer SDK/API support during their associated Collaboratory Environment subscription time period.

The offer provides Collaboration Environment (CE) snap-in application developer support when customer developers are creating customer designed CE snap-in solutions and require Avaya solution expertise. Please note the offer is limited to Collaboratory Enhanced Developer SDK/API support associated with the Collaboratory Environment product offering. See the Avaya Portal for Collaboratory Environment product details.

A. Remote SDK/API Support

This support consists of:

- Remote service support for requests from Avaya developer customers seeking assistance with Avaya SDK, APIs, and the associated snap-ins they are developing.
- Technical service support to assist the Avaya developer customer with isolating, diagnosing, and resolving their support request including:
 - Application isolation.
 - Code level review.
 - Resolution recommendations.

In situations where the Avaya support entity cannot resolve the Avaya developer customer issue, the Avaya entity will escalate to the identified Avaya engineering or R&D resource for assistance and resolution.

Description - The customer has 8x5 customer time zone access to an Avaya Service Center via the Avaya support website (<http://support.avaya.com>) to request snap-in development support. Avaya requires the requestor to be developing on an active Avaya Collaboratory Environment. Avaya may verify the identity of Customer contacts requesting support and limit the number of authorized contacts.

Response - Avaya will use commercially reasonable efforts to commence support on the Customer's support request within one business day. The next business day SLO is defined as responding to a service support request by close of business, customer time zone, the next business day. For example, request is received Friday. Avaya will respond by close of business 1700 hours, customer time zone, the following Monday.

A response is defined as contacting the customer via the customer requested method and initiating isolation, diagnostic, and resolution work activities for the associated support request (SR).

B. Web Services

The Customer has access to web-based services available at <http://support.avaya.com>. Detailed instructions for access and use of each web service are posted on the support website. Avaya may require that only Avaya-authorized Customer contacts are eligible to access the support website and may also limit the number of authorized contacts. Web services include:

Avaya Support Forums – View, post and reply to web-based conversation threads to discuss Supported Products (<http://support.avaya.com/forums>).

Case Status Alerts – Register for proactive email or text message alerts on the status of an Avaya service request.

Knowledge Base – Access Avaya's on-line knowledge base and use advanced search engines to find: documentation organized by Supported Product including all available user guides for product administration and programming, installation, configuration, upgrades, and migrations, and general support; software and firmware download instructions; alarm code definitions with instructions on how to clear the associated alarms; problem descriptions with instructions for prescribed resolution; and answers for frequently and previously asked questions.

3. Customer Responsibilities

For the term of the support coverage, the Customer must ensure the following actions are carried out. Failure to do so may result in significant costs to both Avaya and the Customer.

- Ensure only authorized Customer representatives contact the Avaya Service Center and work with Avaya as required.
- Provide the Avaya Service Center with the following information when reporting a service issue:
 - Avaya-provided Sold To Number
 - Customer contact information
 - Description and urgency of the problem

4. General

4.1. Support Requests

To request support under the Collaboratory Enhanced Developer SDK/API offer the customer must have purchased the offer prior to contacting Avaya for support. If the customer has not purchased the offer, they will be requested to purchase the offer before support is delivered.

4.2. Billing and Support Coverage Start Date

4.2.1. Support will commence and be chargeable as follows:

Avaya support will commence when Avaya completes the booking process for the customer's Collaboratory Enhanced Developer SDK/API order.

4.3 Renewals

If a customer exhausts their current Collaboratory Enhanced Developer SDK/API entitlement and requires more support access, they may purchase additional entitlement as long as the associated Collaboration Environment subscription is still active. Once the customer's Collaboration Environment subscription expires, no additional support may be purchased.

4.4 Support Expiration

Collaboratory Enhanced Developer SDK/API support remains active until the associated Collaboration Environment subscription period expires. Once this period expires, any remaining Collaboratory Enhanced Developer SDK/API service support expires coincident with the Collaboration Environment subscription period expiration. There will be no customer refunds/credits for unused support.

4.5 Service Exclusions for Collaboratory Enhanced Developer Offer

The following exclusions apply to the Collaboratory Enhanced Developer SDK/API support offer.

- Customization of, or labor to install, software applications on the customer's equipment.
- Limited to development base activities and does not include triage or troubleshooting of any Avaya or customer operational systems.
- Coordinating with customer's application vendors. All multi-vendor conferences are the responsibility of the customer to coordinate and host.
- Actual 'coding' of customer's snap in. For this support level please contact Avaya's Professional Services team.
- Furnishing of accessories or replacement parts of any type.
- Onsite Technical Support is not included as part of this offer.
- Out of hours support (outside of 8x5 standard business hours 0800-1700, customer time zone) is not available.

4.5 Termination of Support

The Customer may terminate Services at any time during the current term upon at least 30 days written notice and shall be subject to payment of: (i) Collaboratory Enhanced Developer offer charges up to and including the date of termination and (ii) cancellation fees. Cancellation fees shall be equal to Collaboratory Enhanced Developer charges that would otherwise be payable for the affected Collaboratory Enhanced Developer coverage for the remainder of the Term in effect as of the effective date of the termination. The parties agree that the cancellation fees are liquidated damages comprising a reasonable estimate of Avaya's damages in the event of the Customer's early termination and are not a penalty. Unless already paid, the cancellation fees shall be immediately due and payable upon cancellation.

Appendix A: Definitions

Application Programming Interface (API): Set of routines, protocols, and tools for building software applications

Avaya Software Development Kit (SDK): Software development tools for the creation of applications associated with Avaya's Collaboration Environment solution.

Collaboratory Environment: Cloud-based offering of CE and Avaya Aura, enabling fast, rich integration of collaboration in enterprise applications.

Customer: Means, as the context requires, any of the following: an end user customer, Direct Partner, Reseller, Value Added Reseller, Distributor, Systems Integrator or Service Provider purchasing support services directly from Avaya for the Supported Products.

Developer: An individual who accesses a Collaboratory instance during a subscription interval. More than one developer can access a Collaboratory instance at any one point in time. Developer's companies (subscribers) need not be DevConnect Members, but to raise DevConnect Support Request tickets, the subscriber will need to be DevConnect Support-Enabled Members. In this definition, employees of Avaya customers, ISV's, channel partners, and SI's can all be developers.

Rental Period: Time interval where an Avaya customer has agreed to pay for usage of an Avaya Collaboratory Environment instance.

Service Description: The Service Description may also be referred to as a Service Agreement Supplement (SAS), Service Description Document (SDD), Statement of Work (SoW), or Channel Service Agreement.

Service Level Objective (SLO): Customer service level Avaya strives to achieve.

Snap-Ins: Program/application designed to function as a modular component of Avaya's Collaboration Environment.

Software Development Kit (SDK): Software development tools allowing for the creation of applications for certain software.

Standard Business Hours: Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the developer customer is located, excluding Avaya observed holidays (a list is available upon request).

Standard Operating Environment: The covered applications, databases and operating systems that have been tested and certified by Avaya.

Supported Products: The software and hardware products manufactured by Avaya and included on a service order form.