# Availability of Temporary Licenses for Avaya Aura®, Avaya Aura® Call Center Elite, and Avaya IP Office™

**Version 1.0 Dated 30 August 2019**

Avaya aids and supports our customers during emergency situations. In the particular case of Hurricane Dorian, this aid extends to the availability of temporary, complementary software licenses to help those customers impacted by the storm maintain open lines of communication with all their stakeholders.

Supported releases on the following solutions are included in this offer:
- Avaya Aura® Platform, Core and Power Licenses
- Avaya Aura® Call Center Elite
- Avaya Aura® Application Enablement Services
- Avaya IP Office™

**Temporary License Request Process:**
For all requests, including urgent requests, please call the Helpdesk at the numbers below and have the ticket flagged as "**Business Critical**" (1 business day resolution) and indicate your request is for temporary licenses due to Hurricane Dorian. Once the customer's request is approved by Avaya, the customer may access temporary licenses for up to 60 days.

Note that the PLDS and KRS Helpdesk personnel will require sufficient time to evaluate and approve the request. If the originator of the ticket does not receive feedback according to their needs, they should request an escalation from the Avaya Helpdesk. Enter a ticket or chat with an agent by accessing OneCare or place a call:
- **USA**, please call 1-866-AVAYA IT (+1-866-282-9248) or 1-720-444-0130
- **Canada and CALA** users should call +1 720-444-0130

If required, further product information can be found at the following links:
- Avaya Aura Platform and IP Office: https://www.avaya.com/en/products/unified-communications/voip/
- Avaya Aura Call Center Elite: https://www.avaya.com/en/products/contact-center/

**Please note: This is a TEMPORARY PROCESS to provide assistance to Avaya's customers during the Hurricane Dorian emergency.**