U.S. Certification Bonus Program
Frequently Asked Questions
Original Program – 2006

Attainment Levels	Certification Requirements	Semi-Annual Bonus
Level 1 (Achieve 3 of the items to the right; w/ minimum of 1 ACA) **Level 2** (Achieve 5 items to the right)	1. CompTIA A+ 2. CompTIA Net+ 3. Communications Network Exam (CNE) -OR - Convergence Technologies Professional (CTP) -OR- Convergence Plus (Under development; ~09/06) 1. Avaya Certified Associate (ACA) with IP Telephony 2. Avaya Certified Associate (ACA) with IP Office 3. Avaya Certified Associate (ACA) with Modular Messaging Future/new ACA product certifications to be added.	**Level 1** $400 **Level 2** $900
Level 3 (Achieve Level 2 and 2 of the 3 items on the right) **Level 4** (Achieve Level 2 and all 3 of the items on the right)	Level 2 requirements plus: 1. Microsoft Certified Professional (MCP) (2000/2003 Server) 2. Linux (Level 1/Linux Plus) 3. Cisco Certified Network Associate (CCNA)	**Level 3** $1500 (Total) **Level 4** $2200 (Total)

Amended Program – January 2010

Attainment Levels	Certification Requirements	Semi-Annual Bonus
Level 1 (Achieve 3 of the items to the right; w/ minimum of 1 Avaya Cert) **Level 2** (Achieve 5 items to the right)	1. CompTIA A+ 2. CompTIA Net+ 3. Communication Networking Exam (CNE) **-OR-** Convergence Technologies Professional (CTP) **-OR-** CompTIA Convergence Plus 4. ACA/ACS/ACSS IPO/SME 5. ACA/ACS/ACSS IPT/UC 6. ACA/ACS/ACSS MM/UM Future/new Avaya certifications to be added.	**Level 1** $500 **Level 2** $1100
Level 3 (Achieve Level 2 and 2 of the 4 items on the right) **Level 4** (Achieve Level 2 and 3 of the 4 items on the right)	Level 2 requirements plus: 1. Microsoft Certified Technical Specialist (MCTS) (Server 2003/2008) 2. Linux (Level 1/Linux Plus) 3. Cisco Certified Network Associate (CCNA) 4. Cisco CCNA Voice	**Level 3** $1700 **Level 4** $2400

Amended Program – October 2010

Attainment Levels	Certification Requirements	Semi-Annual Bonus
Level 1 (Achieve 3 of the items to the right; w/ minimum of 1 Avaya Cert) **Level 2** (Achieve 5 items to the right)	1. CompTIA A+ 2. CompTIA Net+ 3. Communications Network Exam (CNE) **-OR-** Convergence Technologies Professional (CTP) **-OR-** CompTIA Convergence Plus 4. ACA/ACIS-SME/ACS/ACSS IPO/SME 5. ACA/ACIS-UC/ACS/ACSS IPT/UC 6. ACA/ACIS-UM/ACS/ACSS MM/UM 7. ACIS-DATA Future/new Avaya certifications to be added.	**Level 1** **$500** **Level 2** **$1100**
Level 3 (Achieve Level 2 and 2 of the 4 items on the right) **Level 4** (Achieve Level 2 and 3 of the 4 items on the right)	Level 2 requirements plus: 1. Microsoft Certified Technical Specialist (MCTS) (Server 2003/2008) 2. Linux (Level 1/Linux Plus) 3. Cisco Certified Network Associate (CCNA) 4. Cisco CCNA Voice	**Level 3** **$1700** **Level 4** **$2400**

Amended Program – December 2011

Attainment Levels	Certification Requirements	Semi-Annual Bonus
Level 1 (Achieve 3 of the items to the right; w/ minimum of 1 Avaya Cert) **Level 2** (Achieve 5 items to the right)	1. CompTIA A+ 2. CompTIA Net+ 3. Communications Network Exam (CNE) **-OR-** Convergence Technologies Professional (CTP) **-OR-** CompTIA Convergence Plus 4. *ACA/ACIS-SME/ACS/ACSS IPO/SME 5. *ACA/ACIS-UC/ACS/ACSS IPT/UC or CS1K Exam 6. *ACA/ACIS-UM or UC/ACS/ACSS MM/UM 7. ACIS/ACSS DATA/Avaya Networking *ACA is retired, however, will be considered for bonus calculations until 12/31/2012 Future/new Avaya certifications to be added.	**Level 1** **$500** **Level 2** **$1100**
Level 3 (Achieve Level 2 and 2 of the 4 items on the right) **Level 4** (Achieve Level 2 and 3 of the 4 items on the right)	1. Level 2 requirements plus: 2. Microsoft Certified Technical Specialist (MCTS) (Server 2003/2008) **OR** (MTA) Windows Server Administration Fundamentals 3. Linux (Level 1/Linux Plus) 4. Cisco Certified Network Associate (CCNA) 5. Cisco CCNA Voice	**Level 3** **$1700** **Level 4** **$2400**

U.S. Certification Bonus Program
Frequently Asked Questions

Amended Program - January 2013

Attainment Levels	Certification Requirements	Semi-Annual Bonus

Level 1
(Achieve 2 of the items to the right;
 	
Level 2
(Achieve 3 items to the right)
	1. CompTIA A+
	2. CompTIA Net+
	3. Communications Network Exam (CNE)
	   -OR-
	   Convergence Technologies Professional (CTP)
	   -OR-
	   CompTIA Convergence Plus
	4. ACIS-SME/ACS/ACSS IPO/SME
	5. ACIS-UC/ACS/ACSS IPT/UC or CS1K Exam
	6. ACIS-UM or UC/ACS/ACSS MM/UM
	7. ACIS/ACSS DATA/Avaya Networking
	Future/new Avaya certifications to be added.
		Level 1
		$500
		
		Level 2
		$1100

Level 3 (Achieve Level 2 and 2 of the 4 items on the right) **Level 4** (Achieve Level 2 and 3 of the 4 items on the right)	**Level 2 requirements plus:** 8. Microsoft Certified Technical Specialist (MCTS) (Server 2003/2008) **OR** (MTA) Windows Server Administration Fundamentals 9. Linux (Level 1/Linux Plus) 10. Cisco Certified Network Associate (CCNA) 11. Cisco CCNA Voice	**Level 3** **$1700** **Level 4** **$2400**

Amended Program – July 2013

Attainment Levels	Certification Requirements	Semi-Annual Bonus

Level 1
(Achieve 2 of the items to the right;
 	
Level 2
(Achieve 3 items to the right)
	8. CompTIA A+
	9. CompTIA Net+
	10. SSCA (SIP)
	11. Communications Network Exam (CNE)
	   -OR-
	   Convergence Technologies Professional (CTP)
	   -OR-
	   CompTIA Convergence Plus
	12. ACIS-SME/AIPS-SMB/ACS/ACSS-IPO/SME
	13. ACIS-UC/AIPS-UC/ACS/ACSS IPT/UC or CS1K Exam
	14. ACIS-UM or UC/ACS/ACSS MM/UM/ AIPS-Messaging
	15. ACIS/ACSS/AIPS DATA/Avaya Networking
	Future/new Avaya certifications to be added.
		Level 1
		$500
		
		Level 2
		$1100

Level 3 (Achieve Level 2 and 2 of the 4 items on the right) **Level 4** (Achieve Level 2 and 3 of the 4 items on the right)	**Level 2 requirements plus:** 16. Microsoft Certified Technical Specialist (MCTS) (Server 2003/2008) **OR** (MTA) Windows Server Administration Fundamentals 17. Linux (Level 1/Linux Plus) 18. Cisco Certified Network Associate (CCNA) 19. Cisco CCNA Voice 20. Cisco CCNA Security 21. CompTia Security+	**Level 3** **$1700** **Level 4** **$2400**

U.S. Certification Bonus Program
Effective 10/1/2014

Attainment Levels	Certification Requirements	Semi-Annual Bonus
LEVEL 1 and LEVEL 2 OPTIONS		
Level 1 (Achieve 2 of the items to the right; **Level 2** (Achieve a 3 of the items to the right)	• CompTIA A+ • CompTIA Net+ • SSCA (SIP) • Communications Network Exam (CNE) **-OR-** Convergence Technologies Professional (CTP) **-OR-** CompTIA Convergence Plus • ACIS-SME/AIPS-SMB/ACS/ACSS-IPO/SME • ACIS-UC/AIPS-UC/ACS/ACSS IPT/UC or CS1K Exam • ACIS-UM or UC/ACS/ACSS MM/UM/ • AIPS-Messaging • ACIS/ACSS/AIPS DATA/Avaya Networking *Future/new Avaya certifications to be added.*	**Level 1** **$500** **Level 2** **$1100**
LEVEL 3 and LEVEL 4 OPTIONS		
Level 3 (Level 2 plus achieve 2 of the items on the right) **Level 4** (Level 2 plus achieve 3 of the items on the right)	**Level 2 requirements plus:** • Microsoft Certified Technical Specialist (MCTS) (Server 2003/2008) **OR** (MTA) Windows Server Administration Fundamentals • Linux (Level 1/Linux Plus) • *Cisco Certified Network Associate (CCNA) • CompTia Security+ **Each separate CCNA credential achieved may count as 1 item (i.e. CCNA-Routing and Switching, CCNA-Voice, CCNA-Wireless, CCNA Security+, etc.)*	**Level 3** **$1700** **Level 4** **$2400**

U.S. Certification Bonus Program

The Company (Avaya Inc.) and the Unions (the CWA and the IBEW) agree to the following amendments, effective **September 1, 2016** to the Certification Program contained within the collective bargaining agreements dated May 24, 2009 and as also amended in January 2010, October 2010, December 2011, December 2012, January 2013 and October 1, 2014.

Attainment Levels	Certification Requirements	Semi-Annual Bonus
LEVEL 1 and LEVEL 2 OPTIONS		
Level 1 (Achieve 2 of the items to the right; ⟶ **Level 2** (Achieve a 3 of the items to the right) ⟶	• CompTIA A+ • CompTIA Net+ • SSCA (SIP) • Communications Network Exam (CNE) **-OR-** Convergence Technologies Professional (CTP) **-OR-** CompTIA Convergence Plus • ACIS-SME/AIPS-SMB/ACS/ACSS-IPO/SME • ACIS-UC/AIPS-UC/ACS/ACSS IPT/UC, or CS1K Exam • ACIS-UM or UC/ACS/ACSS MM/UM/ • AIPS-Messaging • ACIS/ACSS/AIPS DATA/Avaya Networking • ASPS *Future/new Avaya certifications to be added. Some credentials listed may not be available to earn/renew as they are discontinued or retired by Avaya Learning, but will continue to be recognized in the program until they expire.*	**Level 1** **$500** **Level 2** **$1100**
LEVEL 3 and LEVEL 4 OPTIONS		
Level 3 (Maintain Level 2 plus earn 2 of the items on the right) ⟶ **Level 4** (Maintain Level 2 and earn 3 of the items on the right) ⟶	**Maintain Level 2 requirements plus:** • Microsoft Certified Technical Specialist (MCTS) (Server 2003/2008) **OR** (MTA) Windows Server Administration Fundamentals • Linux (Level 1/Linux Plus) • *Cisco Certified Network Associate (CCNA) • CompTIA Security+ • CompTIA Cloud+ • VMware Certified Associate *Each separate CCNA credential achieved may count as 1 item (i.e. CCNA-Routing and Switching, CCNA-Voice, CCNA-Wireless, CCNA Security+, etc.)*	**Level 3** **$1700** **Level 4** **$2400**

U.S. Certification Bonus Program

The Company (Avaya Inc.) and the Unions (the CWA and the IBEW) agree to the following amendments, effective September 1, 2016 to the Certification Program contained within the collective bargaining agreements dated May 24, 2009 and as also amended in January 2010, October 2010, December 2011, December 2012, January 2013, October 1, 2014, September 1, 2016 and October 1st, 2017

Attainment Levels	Certification Requirements	Semi-Annual Bonus
LEVEL 1 and LEVEL 2 OPTIONS		

Level 1
(Achieve 2 of the items to the right;
 	
Level 2
(Achieve a 3 of the items to the right)
	• CompTIA A+
	• CompTIA Net+
	• SSCA (SIP)
	• Communications Network Exam (CNE)
	  -OR-
	  Convergence Technologies Professional (CTP)
	  -OR-
	  CompTIA Convergence Plus
	• ACIS-SME/AIPS-SMB/ACS/ACSS-IPO/SME
	• ACIS-UC/AIPS-UC/ACS/ACSS IPT/UC or CS1K Exam
	• ACIS-UM or UC/ACS/ACSS MM/UM/
	• AIPS-Messaging
	• ACIS/ACSS/AIPS DATA/Avaya Networking
	Future/new Avaya certifications to be added.
		Level 1
		$500
		
		Level 2
		$1100

LEVEL 3 and LEVEL 4 OPTIONS		
Level 3 (Maintain Level 2 plus earn 2 of the items on the right) **Level 4** (Maintain Level 2 and earn 3 of the items on the right)	**Maintain Level 2 requirements plus:** • Microsoft Certified Technical Specialist (MCTS) (Server 2003/2008) **OR** (MTA) Windows Server Administration Fundamentals • Linux (Level 1/Linux Plus) • *Cisco Certified Network Associate (CCNA) • CompTIA Security+ • CompTIA Cloud+ • VMware Certified Associate • CompTIA Server+ *Each separate CCNA credential achieved may count as 1 item (i.e. CCNA-Routing and Switching, CCNA-Voice, CCNA-Wireless, CCNA Security+, etc.)*	**Level 3** **$1700** **Level 4** **$2400**

October 2017: Explanation of clarification to program:

- Effective October 1, 2017, the Certification Bonus Program committee agreed to recognize CompTIA Server+ as a Level 3/Level 4 credential option.

September 2016:: Explanation of clarification to program:
Effective September 1, 2016, the Certification Bonus Program committee agreed to recognize CompTIA Cloud+ and VMware Certified Associate to the Level 3 and Level 4 program options.

October 2014: Explanation of clarification to program:
Effective October 1, 2014, the Certification Bonus Program committee agreed to recognize *any* Cisco Certified Networking Associate (CCNA) in Level 3/Level 4 of the bonus program requirements.
- Each individual CCNA credential will be recognized in Level 3/Level 4 as a separate credential as long as it is maintained and current.
- This will give program participants additional options when renewing existing CCNA credentials, as well as, providing more options for new credentials recognized in the program.
- Any additional CCNA's submitted through the current Cisco verification process after October 1st, 2014 will be added to participant profiles.

July 2013: Explanation of Updates to program
- Level 1 & Level 2 – added SSCA (SIP) credential to options
- Level 1 & Level 2 – added AIPS Avaya Credential as options (in some cases the AIPS replaces the ACIS as determined by Avaya Learning.
- Level 3 & Level 4 – added CompTIA Security+ and Cisco CCNA Security+ to options.

January 2013: Explanation of Updates to program
- Level 1 & Level 2 – removed requirement for a minimum of 1 Avaya Credential
- Level 1 now requires only 2 items
- Level 2 now requires only 3 items
- Grace period until 6/7/2014 to meet new level 1 & 2 requirements, if required.

December 2011: Explanation of Updates to program
- Avaya Data is now known as Avaya Networking
- (MTA) Windows Server Administration Fundamentals added to Level 3 and 4 as an alternative for the MCTS 2003/2008.
- CS1K Exam added to Level 1 and 2 options for Avaya Cert requirement.

October 2010: Explanation of Updates to program
- Avaya ACIS credentials added to program for SME, UC, UM & DATA to satisfy minimum "Avaya Cert" requirement for Level 1 and Level 2.

January 2010: Explanation of Updates to Program:
- New dollar amounts per level go into effect across the board for FY11 (Oct 1, 2010), but those who achieve an **ACSS** prior to 10/1/2011, will be paid according to the new program dollars on a pro-rated basis.
- New Avaya Certification Options
  - The **ACA** (Avaya Certified Associate) is no longer available for achievement
  - The existing **ACS** (Avaya Certified Specialist) will be valid in this program, and will be available to attain until the associated **ACSS** becomes available in 2010.
  - The new **ACSS** certifications are accepted going forward, these will become available throughout FY10.
    - **IP Office** is now called **SME** (Small and Medium Enterprise)
    - **IP Telephony** is now called **UC** (Unified Communications)
    - **Modular Messaging** is now called **UM** (Unified Messaging)
  - Review updates to the Avaya University Certification Program here (copy and paste link into your browser)
    https://avaya-learning.com/portal/downloads/FAQ_Certification_Program_Changes.pdf
- For the sake of this Union/Avaya program, no **ACA** will expire prior to January 31, 2011 (the original 60 day grace period will still apply)
- Cisco CCNA Voice has been added as another option for Level 3 or 4 attainment

Frequently Asked Questions

Q: When I look at my AU transcript, my ACA says it expires on September 30, 2010. I thought in this program my ACA expiration date would be pushed out to January 31, 2011.
A: You are right, you will get credit for your ACA through 1/31/2011 and in fact, the 60 day grace period will also apply if you complete your new ACSS by 3/30/2011. Because we cannot change the AU Transcripts for this program, we will build the date extension into our logic for Level achievement and Bonus Payout calculations. You can view your status on the Certification Program Website.
updated with 2013 Amendment, retired ACAs recognized through 6/7/2014. **After 6/7/2014, retired ACAs are no longer recognized in the program.

Q: Where can I find more information on the Avaya Certification program updates?
A: All Avaya Certification information is available on the Avaya Learning website, http://www.avaya-learning.com under the Learning & Certification menu, Credential Program, Implementation & Support Credentials.

Q: Which versions of the Communication Networking Exam are accepted in this program?
A: CNE 132-S-100.3R 132-S-100.1XR.

Q: Will I need to take the ACIS/ACSS exam at a testing center?
A: Yes, all ACIS & ACSS exams are proctored exams and need to be scheduled at a VUE testing center http://www.vue.com/avaya/

Q: Do I need a voucher to take the Avaya ACIS/ACSS exams? How do I pay for that?
A: All Avaya proctored exams are delivered through Person-VUE. Prior to registering for an exam, you MUST obtain a discount voucher with your manager's approval by sending your name, HRID, e-mail, exam number and name and expected date to test to tthibeault@avaya.com.

Q: If I already have the MCP in Server 2000 or Server 2003, do I need to take the new Microsoft MCTS certification?
A: No, the MCP exams will continue to meet the Microsoft requirement in Levels 3 and 4 of this program and they do not expire.

Q: What are the accepted exam numbers for Level 3/Level 4 credentials recognized in the bonus program.

Vendor	Exam #	Notes
Microsoft MCP Server 2000	70-215	Retired March 2008, however, still recognized in the program
Microsoft MCP Server 2003	70-290	Still available
Microsoft MCTS Server 2008	70-640, 70-642, 70-643	Not yet taught by the Alliance, but if you have any of these you will get credit for the Microsoft component of Levels 3 and 4
Microsoft MTA Windows Server 2008 Administration Fundamentals	98-365*	This option was added with the 12/2011 for the Microsoft component of Levels 3 and 4.
Cisco CCENT (part 1)	100-101 ICND1 V2.0*	If you split the CCNA into 2 exams this is part 1 - Credential is awarded upon successful completion of both part 1 & part 2
Cisco CCNA (part II)	200-101 ICND2 V2.0*	If you split the CCNA into 2 exams this is part 2. Credential is awarded upon successful completion of both part 1 & part 2

Cisco CCNA Voice	640-461 ICOMM 8.0	Prior to 2/28/11, when the CCNA Voice exam was changed to 640-461, the 642-436 earned the CCNA-Voice credential. Effective 2/28/11, only the 640-461 awards the CCNA voice certification.
CompTia Security+	SYO-301*	Multiple choice & performance based, 90 minutes –proctored
CompTIA Cloud+	CV0-001	Multiple choice, 100 questions, 90 min. Proctored Exam Passing score 750 (on a scale of 100-900) Testing Center: Pearson-Vue -
Cisco CCNA Security	640-554 IINS	Implementing Cisco IOS Network Security – requires prerequisite of any valid Cisco CCENT, CCNA Routing and Switching, or any CCIE certification.
Cisco CCNA Wireless	NEW 200-355 WIFUND	Implementing Cisco Unified Wireless Networking Essentials (IUWNE), 90 minutes any valid Cisco CCENT, CCNA Routing and Switching or any CCIE certification can act as a prerequisite. Replaces retired exam 640-722
CompTIA Server+	SK0-004	Multiple choice, 100 questions, 90 minutes, proctored at Pearson-Vue – passing score 750 (on a scale of 100-900).
VMware Certified Associate	VCA6-DCV	Multiple choice, 50 questions. non-proctored online with Pearson-Vue, must be completed within 48 hours of registration.

* These are the classes currently taught by the Alliance for Microsoft and Cisco components of the certification program

Q: I am one of the most senior employees in my workgroup, will I be offered first opportunity for certification training?
A: Yes, training opportunities are offered by seniority within your work group.

Q: What are the semi-annual periods for the Certification Program and when will the payouts occur?
A: There are two certification periods per year. The first one will begin October 1st and end March 31st. The payout for this period will occur by June. The second period will begin April 1st and end on September 30th and the payout will occur by December. As long as the individual maintains his/her certifications, the bonus payouts will continue to occur every six months equal to their level.

Q: If I hold valid industry certifications for the whole certification period, but I don't get my certifications verified (and entered into the tool) until half-way through the period, how will this affect my payout?
A: Your certifications are valid from the date you achieved them, not the date they get verified or entered into our system; therefore, you will be paid for the entire six month period.

Q: How long will it take for my Industry Certifications to show up in the certification tool once I have verified them?
A: Once we have received the authentication e-mail from the vendor, it will take 1 to 2 weeks to update your record in the tool and re-calculate your current level.

U.S. Certification Bonus Program
Frequently Asked Questions

Q: If I decline to participate in the certification program, will I still get a semi-annual bonus if I qualify for a Level?
A: Yes, you will still qualify for a semi-annual bonus. If you decline participation in the program, you are giving up your right to be considered for certification training based on your seniority (meaning that someone less senior who is participating in the program could take your place in a training course geared toward this certification program).

NOTE: Make sure that if you hold any industry certifications covered in this program that you follow the verification process to get them into our system otherwise you might be foregoing your correct bonus entitlement.

Q: I would like to change my enrollment status on the website, but the website will not allow me to change my status after my initial enrollment. How do I do this?
A: Please contact one of the Union Coordinators listed on the website and let them know what you would like to do – they will discuss your options with you and help you get your record updated appropriately.