ToolGPA

NOVEMBER 2026

Avaya

The Insider's Guide

Enterprise voice, collaboration and customer experience platforms



Every plan, grade, refund rule and rival among business phone systems, read from Avaya's own pages.

Made by Avaya · checked Nov 12, 2026 · toolgpa.com

1.4
GPA



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Avaya's own pages, its app-store listings and our grades. Every fact in it is on Avaya's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.4

GPA, above 2 of the 77 other business phone systems we grade

Avaya sells enterprise communications: Avaya Aura for on-premises voice, video and messaging, Aura Private Cloud on Microsoft Azure, IP Office for small and mid-sized businesses, and the Avaya Infinity customer experience platform. It publishes no prices, and products are bought through Avaya or its partners.

To get you started, here are **7 things to know about Avaya**, taken from its own pages and our grades.

> **The site shows no prices, no trial and no self-serve sign-up, and its main phone systems run on your own premises.**
>
> From our report card of Avaya

1 **Best for large firms buying phone systems via a partner**

Avaya sells enterprise voice, collaboration and customer experience platforms, including Aura and IP Office.

2 **It runs on Web**

Web.

3 **Avaya Aura**

A private on-premises system that combines voice, video and messaging for employee and customer communications.

4 **Aura Private Cloud**

Aura unified communications run in a dedicated Microsoft Azure environment for each customer.

5 **IP Office**

An on-premises communications system aimed at small and mid-sized businesses, covering voice, video, messaging and call management.

6 **A 1.4 GPA, above 2 of 77**

That is against the other business phone systems we grade, on value, the free plan, features, ease of use and platforms.

7 **Keep it**

To replace Avaya you would be making phone numbers and calls carried over the phone network. That is not a weekend's work, with an AI app builder or without one.

Avaya at a glance

PRICING Paid	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY Avaya	CATEGORY Business Phone Systems
OUR GRADE 1.4 GPA, weak	

The report card

Best for large firms buying phone systems via a partner

Avaya sells enterprise voice, collaboration and customer experience platforms, including Aura and IP Office. The site shows no prices, no trial and no self-serve sign-up, and its main phone systems run on your own premises.

TOOLGPA REPORT CARD — **Avaya** — Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	No price is published; cost is quoted by Avaya or a partner, so it sits in the middle until a quote says otherwise.
Free plan and trial	F	No free plan and no trial on the site, and no self-serve sign-up either.
Features	C	Aura, Aura Private Cloud, IP Office, Infinity and a Government Cloud cover voice and customer contact. The listing shows little beyond product names.
Ease of use	D	No store rating on record. Aura and IP Office are described as on-premises systems, which need hardware or hosting planning.
Platforms and integrations	C	Listed as web only, with no integrations on record.

Grade point average — Weak, out of 4.0 **1.4**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Avaya is for

- ✓ Fits if you are a large organisation with an IT team and a phone partner
- ✓ Works for buyers who already run Avaya Aura or IP Office and want to stay on it

Who it is not for

- ✗ Not for you if you want a price before you talk to anyone, as none is published
- ✗ Skip it if you want to try it first, since there is no self-serve sign-up or trial
- ✗ Too light for a small team without IT support, since Aura and IP Office are on-premises systems
- ✗ Watch out: the company aims at enterprise customers, so a small office is not who the site is written for

Good to know

Good for

- ✓ Mid-sized and large organizations that run on-premises or private-cloud voice
- ✓ Regulated and government environments with strict voice resilience needs
- ✓ Small and mid-sized businesses wanting an on-premises system through IP Office

Worth knowing

- ⓘ No prices are published on the site, so cost has to be quoted by Avaya or a partner.
- ⓘ Aura and IP Office are described as on-premises systems, so they need hardware or hosting planning.
- ⓘ The company positions itself for enterprise customers; the site shows no self-serve sign-up or free trial.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

Avaya's current pricing could not be confirmed from its own site.

> **No price is published; cost is quoted by Avaya or a partner, so it sits in the middle until a quote says otherwise.**
>
> From our grade for value for money

We could not confirm Avaya's current prices from its own site, so this guide lists no plans. avaya.com has them.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

Enterprise voice, collaboration and customer experience platforms. Here is what it does, as its own site describes it, and what it covers: AI features, team chat, video calls, AI support agent, business phone line.

> **Aura, Aura Private Cloud, IP Office, Infinity and a Government Cloud cover voice and customer contact.**
>
> From our grade for features

Avaya Aura

A private on-premises system that combines voice, video and messaging for employee and customer communications.

Aura Private Cloud

Aura unified communications run in a dedicated Microsoft Azure environment for each customer.

IP Office

An on-premises communications system aimed at small and mid-sized businesses, covering voice, video, messaging and call management.

Avaya Infinity

A customer experience platform that connects voice and digital channels with AI, self-service and live agents.

Government Cloud

A public-sector cloud for unified communications and contact center work, listed with FedRAMP Moderate and IL4 High support.

Where it runs

Web

What it works with

Its own pages name no integrations.

Avaya is made by Avaya.

PART 04 · STANDING

Where it stands

Its grades against its category, and whether to keep it or make your own

2/77

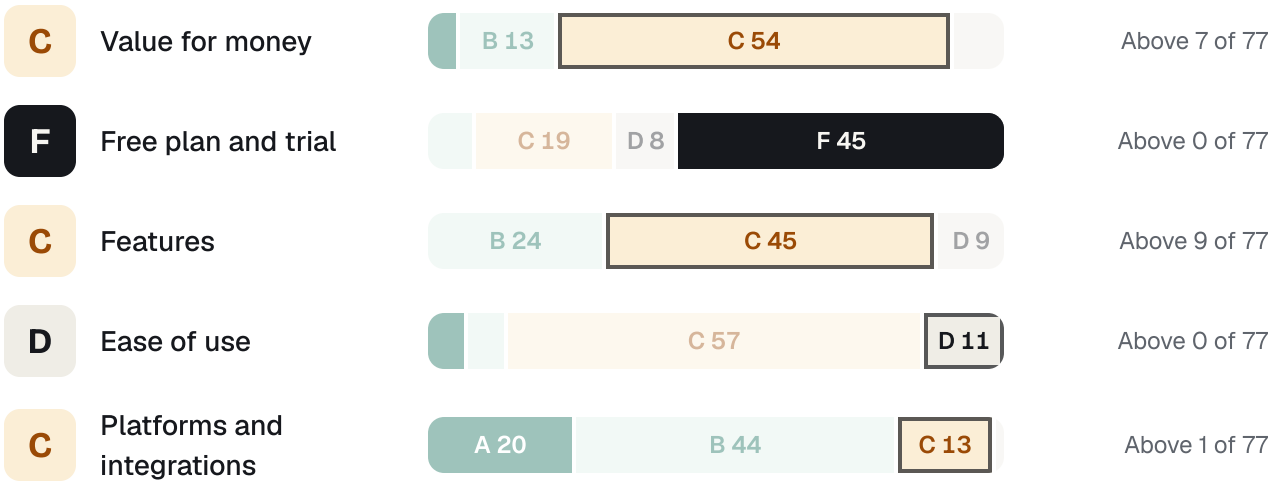
Other business phone systems it is graded above

Avaya's GPA of 1.4 is higher than 2 of the 77 other business phone systems we grade, and level with 4.

It stands best on features (C, above 9 of 77) and worst on free plan and trial (F, above 0).

Each grade against the category

Every bar is all 78 business phone systems we grade, cut by the letter each got. Avaya's own letter is outlined.



Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Avaya you would be making phone numbers and calls carried over the phone network. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 71 of the 77 other business phone systems grade higher.

What you could not

- ✕ Phone numbers and calls carried over the phone network.
- ✕ An AI model answering your customers from your own help articles.
- ✕ Video calls.
- ✕ Chat that a whole team counts on staying up.
- ✕ AI features, unless you pay a model provider for each request yourself.
- ✕ Sharing with other people, which means accounts and invitations.

What this rests on. Avaya's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Mitel, RingCentral, 8x8 and Vonage Business Communications

The 4 tools Avaya is most often weighed against, with where each one differs from it.

M

1.6
GPA

Mitel

Paid

Business phone systems, collaboration and contact center software.

- Avaya also covers AI support agent.

Avaya and Mitel compared in full

3.0
GPA

RingCentral

Free trial · from $20/mo

Cloud phone system with texting, fax, video meetings and team chat.

- Only RingCentral lists macOS, Windows, iOS and Android apps.
- Avaya also covers AI support agent.
- RingCentral also covers transcription and business texting.

Avaya and RingCentral compared in full

2.0
GPA

8x8

Paid

Cloud phone system with team chat, meetings and a receptionist console.

- Only 8x8 lists macOS, Windows, iOS and Android apps.
- Avaya also covers AI support agent.
- 8x8 also covers business texting.

Avaya and 8x8 compared in full

2.4
GPA

Vonage Business Communications

From $19.99/mo

Business phone lines with texting, video meetings and team chat.

- Only Vonage Business Communications lists macOS, Windows, iOS and Android apps.
- Only Vonage Business Communications lists a browser extension.
- Avaya also covers AI support agent.

Avaya and Vonage Business Communications compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

9

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Avaya free?

No. Avaya is a paid product.

What platforms does Avaya work on?

Avaya is available on Web.

Does Avaya have an Android app?

No Android app was listed when its pages were read on Nov 12, 2026. Avaya is listed for Web.

Does Avaya have an iPhone app?

No iPhone app was listed when its pages were read on Nov 12, 2026. Avaya is listed for Web.

Is Avaya open source?

Avaya is not described as open source on its own site, as read on Nov 12, 2026.

Who makes Avaya?

Avaya is made by a company of the same name.

What are the alternatives to Avaya?

The closest alternatives to Avaya in our directory are Mitel, RingCentral, 8x8 and Vonage Business Communications.

How does Avaya compare with other business phone systems?

Avaya's GPA of 1.4 is higher than 2 of the 77 other business phone systems we grade, and level with 4.

Could I make my own version of Avaya?

To replace Avaya you would be making phone numbers and calls carried over the phone network.

Where this guide comes from

The prices, plans, platforms and features were read from Avaya's own pages on Nov 12, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Avaya's own pages on 12 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Avaya. Prices change, so check avaya.com before you buy.

avaya.com/en

avaya.com/en/products/

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Avaya, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/avaya

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Avaya: The Insider's Guide", checked
Nov 12, 2026. https://toolgpa.com/tools/avaya
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Know someone choosing between business phone systems?

Send them this guide: toolgpa.com/tools/avaya/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded business phone systems after Avaya, each with an Insider's Guide of its own.

Business Phone Systems Insider's Guide

Every one of the 78 business phone systems we grade, compared

Zadarma Insider's Guide

Cloud PBX and virtual numbers in 110+ countries, free to start

3.2 GPA

Grasshopper Insider's Guide

Virtual business number on your own phone, priced per account

3.0 GPA

RingCentral Insider's Guide

Cloud phone system with texting, fax, video meetings and team chat

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Avaya's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Avaya is a trademark of its owner, and this guide is not made, paid for or approved by Avaya. Prices and plans change: check avaya.com before you buy.