



# SALES & MARKETING BULLETIN

NEC

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## iS3000 / SIP@Net life cycle

The life cycle of the iS3000/SIP@Net communications solution comes to an end. The End of Support (EOS) date is December 31<sup>st</sup>, 2023. This implies that all available support services will come to a halt.

iS3000/SIP@Net Software will have a final release in 2023. From 2024 onwards no software updates, bug fixes or security patches will be issued.

Also, all pre-sales and technical support for the iS3000/SIP@Net solution will no longer be available when the EOS date passed.

## iS3000 / SIP@Net Licences

The last step in the iS3000/SIP@Net solution life cycle is marked by the End of Support (EOS) date planned for December 31<sup>st</sup>, 2023. The standard processes dictates that the End of Delivery (EOD) of iS3000/SIP@Net licenses is at minimum 3 months before the EOS date, to cover a 3- month warranty period. To maximise the use of the iS3000/SIP@Net licenses NEC decided to change the life cycle dates for the licenses as follows:

- EON/EOD/EOS = December 31<sup>st</sup>, 2023

The licenses can be ordered up to December 31<sup>st</sup>, 2023. All ordered licenses will be delivered ultimately before December 31<sup>st</sup>, 2023.

The licenses delivered to the partners LMS Bin before January 1<sup>st</sup>, 2024 can be activated when needed at an iS3000/SIP@Net system running at the customer even after the End of Support date. This service lasts as long as the licenses tools are unchanged and remain in the current state.

## iS3000 / SIP@Net Software

The iS3000/SIP@Net software update version 6.7.4 is scheduled for April/May 2023. If bug fixes or security updates are required NEC will create a final iS3000/SIP@Net software version 6.7.5. With active SoftWare Assurance (SWA) these software updates can be loaded in the system. Since all SWA contracts will be ended per December 31<sup>st</sup>, 2023 all software has to be loaded before this date. Loading the software after this date can only be done when the upgrade allowance license (Lic 073) is in its active period. The last Lic 073 range will be Q4-2023 when purchased before January 1<sup>st</sup>, 2024 this license can be activated as described above. The active period of the upgrade allowance license ends at the end of Q4 in 2024. After that period no more software can be loaded/upgraded in the system.

## iS3000 / SIP@Net HardWare Key Code (HWKC) swap

The licenses of the iS3000/SIP@Net are linked to the so-called Hardware Key Code (HWKC). Occasionally, in case of system failures, the licences of a current installed iS3000/SIP@Net need to be swapped to a different HWKC.

Up to December 31<sup>st</sup>, 2023 the swap can be executed under active SWA or as a paid for service via the NEC License Desk. Details and instructions can be found in the Sales & Marketing Bulletin NEC Licence Desk Announcement DL54629838.

This paid for service is extended beyond the EOS date for iS3000/SIP@Net and is available from January 1<sup>st</sup>, 2024 until December, 31<sup>st</sup> 2025.

N.B the extension of the HWKC swap service also includes the SIP@Net utilities running on a PC or Laptop.

## iS3000/SIP@Net Customer Transition Campaigns extended to December 31<sup>st</sup>, 2023

Based on the success of the customer transition and migration campaigns up to March 31<sup>st</sup>, 2023, NEC decided to prolong the support of the iS3000 transition campaigns until December 31<sup>st</sup>, 2023.

NEC continues to recognise the investment that your customers have made, and realises that while the End of Life phase for the iS3000 is set to December 31<sup>st</sup>, 2023, transitions to the new alternative NEC communications solutions are still in discussion with your customers and that scheduling and budget allocation may not have been concluded before March 31<sup>st</sup>, 2023.

Therefore, NEC will prolong the current transition program with System discounts and license migration to an UNIVERGE 3C, UNIVERGE SV9500 and/or UNIVERGE SV9100 platform, as offered up to March 31<sup>st</sup>, 2023.

With this extension, NEC encourages customers with existing iS3000/SIP@Net, systems to continue planning to migrate to new NEC systems as soon as practical, to protect their investments and their business operations, and benefit from rich enhancements.

## Customer Transition Benefits prolonged

Our Special Offer when transitioning using the different campaigns in general contains:

- A Discount of 100% on your NEC IP Phone user licences (up to the amount of station licences active on your current installed system)
- An extra project discount on your new system, dependent on the campaign conditions.
- Optimal re-use of NEC applications and IP terminals
- All Remaining SoftWare Assurance (SWA) units will be transferred from current installed system to the new selected NEC system (SWA mandatory for a minimum of one year)

For all details, please visit the respective pages on BusinessNet.

## Customer Migration

NEC strongly advises to complete any migrations to the new system before EOS. Do not make changes that create any new (intermediate) configurations based on iS3000/SIP@Net because this very often results in new technical issues for which there is no longer any support from NEC nor any ability to solves such technical issues in the software.

Don't take the risk!

If migration must be planned after EOS then leave the iS3000/SIP@Net in the current stable config and cutover in one single step to the new platform.

## Documentation

Several supporting documents are available on the respective NEC Programme pages on BusinessNet. These include:

- Flyers
- Terms and conditions
- Presentations
- Brochures
- Customer letter
- Migration Guideline

For the iS3000/SIP@Net Transitions, please refer to the [iS3000 Customer Transition Programme site](#) for more details on the migration discount conditions and assisting documents.

## Training & Webinars

Webinars and training information can be found on BusinessNet in the Marketing & Sales pages information, several (recorded) webinars are available.

## Tools

Please note the discount calculations are only enabled when the existing system is nominated in the CTP programme sections of the Customer Base BizApp. Then Prophix can reference via the HardWare Key Code (HWKC) of the existing installed system and will use the license information for discount calculation.

## Availability & Order Information

A number of extra conditions are linked to the extension of the iS3000/SIP@Net Customer Transition.

1. The order needs to be received before December 31<sup>st</sup>, 2023.
2. The iS3000/SIP@Net customer transition order delivery must be completed before March 31<sup>st</sup>, 2024.
3. Initial license migration from the iS3000/SIP@Net HWKC to the new system HWKC needs to be done before December 31<sup>st</sup>, 2024.