



SALES & MARKETING BULLETIN

NEC

DL60984112 APRIL 30, 2024

Transition of MobiCall Portfolio from NEC to New Voice.

MobiCall products have been available to order from NEC for many years, but the time has come to give our partners the opportunity to now purchase directly from New Voice.

There are several benefits of moving over to New Voice as your direct supplier:

- More product lines will be available.
 - MobiCall
 - MobiBBox
 - MobiCCloud.
- More choices for upgrades and support
 - 1-3-5 years SWA for upgrades or one-off purchase of software.
 - Direct support from New Voice via contract or on an hourly basis.

To ensure a smooth transition for our existing MobiCall customers, NEC will introduce the following plan:

Current dates for all MobiCall products within NEC portfolio.

Product life cycle status	Date	Explanation
EON - End of New deliveries	31-Jul-2024	EON: The product cannot be ordered for new system sales.
EOD - End of Deliveries	31-Dec-2024	EOD: Add-on sales for any hardware or software products (including licenses) and extension of Support and Maintenance services cannot be ordered or fulfilled after this date.
End of Shipment	31-Mar-2025 (Target)	End of Shipment represents the latest target date for shipment of any purchase orders received before EOD.

Product life cycle status	Date	Explanation
EOS - End of Service	31-Jul-2025	EOS represents the end of pre-sales and post-sales technical assistance. Customers cannot receive technical assistance, such as configuration help or technical support once the EOS date is reached. Represents the end of regular software maintenance, e.g., security & bug-fix patches. Customer cannot receive regular software maintenance once EOS date is reached.
EoSWA - End of SWA	31-Jul-2025	All services included in the SoftWare Assurance programme have ended.

What this means to existing SWA sites

1st August 2024



31st December 2024
or SWA Expiry

Any MobiCall currently with an active SWA contract, will remain unchanged, they will have continued access to NEC (License model) upgrades, expansions, and support from NEC until **31st December 2024** or until the current SWA contract expires.

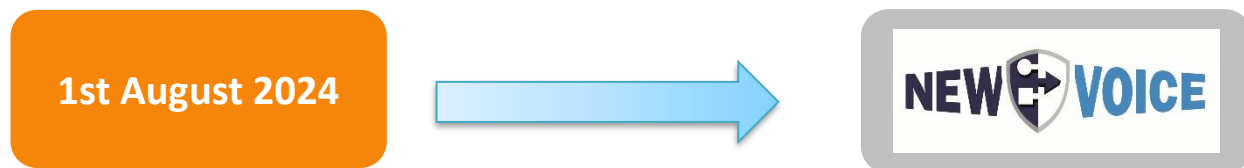
Upon expiry of their SWA contract with NEC Partner, can choose how they wish to continue. For more information, please refer to

[‘Overview – MobiCall transition to New Voice’](#)

[‘MobiCall Transition FAQ For Partners v1.0’](#)

Any MobiCall SWA sites still running older software should take advantage of CTP (Customer Transition Program) between **April 2024 and 31st July 2024**, to get customers up to the latest software level.

What this means to existing Non SWA sites



From **1st August 2024**, any partners that have MobiCall customers without an SWA contract with NEC should start their initial contact with New Voice for ongoing upgrades, expansions, and support.

For more information, please refer to

[‘Overview – MobiCall transition to New Voice’](#)

[‘MobiCall Transition FAQ For Partners v1.0’](#)

Pricing aspects & Items

The pricing for new MobiCall SWA and reinstatement fees are unchanged.

Support & Software Assurance (SWA)

After 1st July 2024, MobiCall with active SWA, can continue with NEC support until SWA contract expires.

- For active SWA sites, NEC (License model) upgrades, will be available until **31st December 2024**.
- SWA renewals end **31st July 2024**.

Documentation

- Overview – MobiCall transition to New Voice.
- MobiCall Transition FAQ For Partners v1.0 – Active FQA document.

Document will be available within BusinessNet, MobiCall home page.

Availability & Order Information

MobiCall - SWA, reinstatement, upgrades and expansion will be available until **31st July 2024**.