



# SALES & MARKETING BULLETIN

# NEC

DL61254771 APRIL 18, 2024

## **NEC Nederland B.V. On-Premises Unified Communications Product Lifecycle Announcement**

This letter provides an important update about NEC Nederland's On-Premises Unified Communications business.

NEC has decided to phase out our on-premises UC business outside of Japan, and will gradually withdraw from the on-premises UC business over the next few years, leading to a full exit after fulfilling our existing contractual obligations.

NEC UNIVERGE BLUE UCaaS offerings will not be affected by the exit process, where such products are currently available.

Product Life Cycle Dates

**End-of-Life (EOL) Dates**

This end-of-life announcement and the dates included in this notice, supersede all EOL announcements made prior to 15th April, 2024 (Announcement Date). If the products have EOL dates previously announced earlier than those mentioned in this announcement, the given dates will remain as previously announced.

Product life cycle status	Date	Explanation
<b>EON - End of New deliveries</b>	31-Dec-2024	EON: The product cannot be ordered for new system sales.
<b>EOD - End of Deliveries</b>	31-Dec-2024	EOD: Add-on sales for any hardware (including terminals) or software products (including licenses) and extension of Support and Maintenance services cannot be ordered or fulfilled after this date.
<b>End of Shipment</b>	31-Mar-2025 (Target)	End of Shipment represents the latest target date for shipment of any purchase orders received and/or any new commitments after the Announcement Date (15 <sup>th</sup> April, 2024) and before EON/EOD.
<b>EOS - End of Service</b>	31-Mar-2026	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.
<b>EoSWA - End of SWA</b>	31-Mar-2026	All services included in the SoftWare Assurance programme have ended.
<b>EoESWA - End of Extended SWA</b>	Per existing contractual obligation entered into prior to this Announcement Date.	EoESWA represents the end of technical assistance and software maintenance only applicable for customers who purchased SWA contracts, prior to this Announcement Date (15 <sup>th</sup> April, 2024), with contract period exceeding EOS date.  Note, these include only security, critical bug-fixes and technical support, beyond the EOS date.

## Products Included in this Announcement

All NEC On-Premises Unified Communications products, applications and peripherals are encompassed in this end-of-life announcement. The table below provides a high-level listing of these products but is not limited to these products only as all Unified Communication Products utilized in on-premises systems are encompassed.

Main Product lines affected
SL2100 Platform, Applications and Peripherals (InApps, etc)
UNIVERGE SV9100 Platform, Applications and Peripherals (InApps, etc)
UNIVERGE SV9500 Platform, Applications (MA4000 System Management, etc.) and Peripherals
UNIVERGE 3C Platform, Applications and Peripherals
NEC Wired Terminals (DT300/DT400/DT500, DT700/800/900/900S)
3 <sup>rd</sup> Party Terminals & Other terminals
IP DECT AP400/AP500 & handset series
NEC MA4000 Expense Management (3 <sup>rd</sup> party)
NEC Meeting Center (3 <sup>rd</sup> party OEM- XOP)
UNIVERGE BX (3 <sup>rd</sup> party OEM-Audiocodes)
TigerTMS (3 <sup>rd</sup> party)
UNIVERGE Business Connect (BCT)
NEC Softphone ST500/SP310/SP350
UG50
Mycalls (3rd party)
Mobicall (3rd party)

## Support & Software Assurance (SWA)

- New feature enhancements will no longer be accepted after the end of life announcement on 15th April, 2024.
- SWA Renewal and Add-on orders will be accepted for customers up to the EON/EOD date.
- SWA End date for renewal and Add-ons that are purchased after 15th April 2024, and also purchased prior to the EON/EOD date, will not be allowed to exceed 31st March 2026, therefore they will require prorated SWA terms for applicable add-on/licenses.
- Reinstatement Fees will apply to any expired contracts wishing to renew before the EON/EOD Date.
- The End of Extended Software Assurance period is only available for customer contracts purchased prior to the Announcement Date (15<sup>th</sup> April, 2024), with a contract period exceeding beyond the EOS date. Note, these include only security, critical bug-fixes and technical support, beyond the EOS date. In such cases, SWA coverage may extend beyond the EOS date but in no case will renewals or SWA add-on sales with SWA proration be provided beyond the EON/EOD date.

### Special Note on 3rd-Party Applications and Peripherals

NEC is the reseller of the 3rd Party Applications and Peripherals, NEC does not control the end of life for those products. NEC will stop reselling those 3rd Party products based on this end-of-life schedule. NEC Channel Partners may be able to create direct relationships for some of these products directly with the 3rd Party vendor after the EON date.