



# SALES & MARKETING BULLETIN

DL62631290  
JULY 10, 2024

NEC

## On-Premises Unified Communications Product Lifecycle Update

We are writing to address requests and concerns regarding deadlines in our previous Product Lifecycle Announcement.

NEC Corporation of America (NEC) acknowledges the importance of our Unified Communications (UC) solutions and understands the need for ongoing support. We are pleased to offer extended technical support, software licensing, and Software Assurance (SWA). While this does not change overall plans to withdraw from the on-premises business, we intend for this extension to provide a clearer outlook for the End of Life (EOL) on-premises UC platforms.

### Extended End-of-Life Dates

This extension and the dates included in this update, supersede the EOL announcements made on the 15<sup>th</sup> of April 2024 (Announcement Date). If products have EOL dates announced prior to the Announcement Date (e.g., SV9300 and CCDesign), the given dates will remain as previously announced. Please note, NEC's Maintenance Support Acknowledgment will be updated to reflect new terms/definitions of SWA purchases.

Product Phase	Date	Explanation
<b>End of Extended System Protection</b>	4/15/2024	Upon the end-of-life Announcement Date (15 <sup>th</sup> April 2024), Extended System Protection will no longer be able to be purchased.
<b>End of New System Sales</b>	12/31/2024	EON: The product cannot be ordered for new system sales.
<b>End of Add-on Sales (Hardware)</b>		EOA: Add-on sales for any hardware (including terminals) cannot be ordered or fulfilled after this date.
<b>End of Shipment</b>	3/31/2025 (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/EOA(hardware).

Product Phase	Date	Explanation
<b>End of Add-on Sales (Software Assurance only)</b>	12/31/2025	EOA: Add-on sales for Software Assurance (SWA) cannot be ordered or fulfilled after this date.
<b>End of Add-on Sales (Software License only)</b>	3/31/2030	EOA: Add-on sales for software licenses cannot be ordered or fulfilled after this date.
<b>EOS: End of Support*</b>	3/31/2030	EOS represents end of technical support. Customers cannot receive technical support, such as configuration help or NTAC support once the EOS date is reached.  Support also includes License Management Server availability, i.e., license activation for adds, moves, and changes. Please note, license adds must be purchased prior to the EOA date.
<b>EOM: End of Maintenance*</b>	3/31/2030	EOM represents the end of software Minor Releases, i.e., security patches and software fixes. Customer cannot receive regular software maintenance once EOM date is reached.

\* Some products have earlier EOS/EOM as indicated in the table below (see “Products Included in this Update”).

**NOTE:** The dates above and table below may be subject to change if new laws, regulations, or rules come into effect that impact the feasibility of providing products/services.

## Products Included in this Update

The table below provides a high-level listing of NEC & 3<sup>rd</sup> party products encompassed by this update and their respective EOS/EOM dates but is not limited to these products only.

NEC Products	EOS/EOM
<b>SL2100 Platform</b>	EOS: 3/31/2030 EOM: 3/31/2026
<b>UNIVERGE SV9100 Platform (CP20)</b>	3/31/2030
<b>UNIVERGE SV9500 Platform (CP03)</b>	3/31/2030
<b>UNIVERGE 3C Platform</b>	3/31/2030
<b>NEC Wired Terminals (DT400, DT800)</b>	3/31/2026
<b>NEC Wired Terminals (DT500, 900/900S, GT)</b>	3/31/2026
<b>SL2100/UNIVERGE SV9100 Applications (UC Suite/MIS)</b>	3/31/2030
<b>SL2100/UNIVERGE SV9100 InApps: InMail, InACD, InApp Manager, InUC, InLMS, PMS InConnect, InOAuth</b>	3/31/2030
<b>SL2100/UNIVERGE SV9100 InApps: InGuard, InDECT, InScheduler, InHotel</b>	3/31/2026

NEC Products	EOS/EOM
UNIVERGE SV9500 Applications (MA4000, EOSN)	EOS: 3/31/2030 EOM:12/31/2029
UNIVERGE SV9500 Applications (UCE, UA5200, MC550)	EOS: 3/31/2030 EOM:12/31/2029
UNIVERGE 3C Applications	3/31/2030
UNIVERGE Business Connect (BCT)	3/31/2027 (extension under evaluation)
Smart Workspace Solution portfolio (UIP, Smart Check-In Kiosk)	3/31/2030
Smart Workspace Solution portfolio (Smart Access)	3/31/2027
NEC Softphone ST500/SP350/SP300	EOS: 3/31/2030 EOM: 3/31/2026
UG50	3/31/2030

3 <sup>rd</sup> Party Products	EOS/EOM
3 <sup>rd</sup> Party Terminals & Other Terminals	3 <sup>rd</sup> Party Dependent
DECT (3 <sup>rd</sup> party OEM-RTX)	3 <sup>rd</sup> Party Dependent
UM4730 (3 <sup>rd</sup> Party OEM- Opentext)	3 <sup>rd</sup> Party Dependent
UM8700 (3 <sup>rd</sup> Party OEM- Opentext)	3 <sup>rd</sup> Party Dependent
DuVoice (3 <sup>rd</sup> Party)	3 <sup>rd</sup> Party Dependent
NEC Expense Management (MTS eXsight Call Accounting) (3 <sup>rd</sup> Party)	3 <sup>rd</sup> Party Dependent
Metropolis Office Watch/Profit Watch (3 <sup>rd</sup> Party)	3 <sup>rd</sup> Party Dependent
NEC Meeting Center (3 <sup>rd</sup> Party OEM- XOP)	3 <sup>rd</sup> Party Dependent
UNIVERGE BX and AudioCodes (3 <sup>rd</sup> Party)	3 <sup>rd</sup> Party Dependent
TigerTMS (3 <sup>rd</sup> Party)	3 <sup>rd</sup> Party Dependent
NUSO SIP Trunks (3 <sup>rd</sup> Party)	3 <sup>rd</sup> Party Dependent
Encore by DVSAanalytics (3 <sup>rd</sup> Party)	3 <sup>rd</sup> Party Dependent
uMobility, MLC (3 <sup>rd</sup> Party OEM- BizRTC)	3 <sup>rd</sup> Party Dependent
T-Metrics (3 <sup>rd</sup> Party)	3 <sup>rd</sup> Party Dependent

## End of Software Assurance (SWA) Dates

- Multi-year SWA contracts may be ordered through the EOA date with terms until the EOS/EOM date.
- New Major Releases (feature/functional enhancements) are no longer available as of the EOL announcement on 15<sup>th</sup> April 2024.
- Premium SWA will continue to provide access to all Major Releases which are available as of 15<sup>th</sup> April 2024, which includes software fixes and security updates, but no new Major Releases (e.g., feature/functional enhancements) will be released.
- Software fixes and security patches will be made available for the currently released major releases and operating systems (OS)/ hardware chip vendor-specific software/microcode. In the case that software fixes or security patches requires an OS, hardware chip, specific software/microcode vendor update,

and one is not available for release from such vendor, software fixes and security patches will be limited to non-OS or non-hardware specific software/microcode related software fixes and security patches.

- SWA Renewal and Add-on orders will be accepted for customers up to the extended EOA (Software Assurance) date.
- SWA end date for renewal and Add-ons that are purchased after 15<sup>th</sup> April 2024, and purchased prior to the EOA date, will not be allowed to exceed the products published EOS date, therefore they will require prorated SWA terms for applicable add-on/licenses.
- "Add on" licenses will only be available for existing IP-PBX system functions and features and are limited to its existing hardware resource availability and capacity. "Add on" may not include the addition of new applications modules like MA4000 Traffic Management or UCE Attendant Stats (note, licensing considerations/timelines related to 3<sup>rd</sup> Party products will be shared when finalized). NEC will not sell hardware after its EON/EOA(hardware) date and will not be held liable if the add-on licenses do not work due to missing hardware.
- Both SWA and License prices and terms are subject to change.
- SWA Quotes for Renewal and Add-On sales can be requested by sending an email with quote information to [SWA@necam.com](mailto:SWA@necam.com) and through NEC Studio quoting tool.

### Special Note on 3<sup>rd</sup> Party Applications and Peripherals

NEC is the reseller of the 3<sup>rd</sup> Party Applications and Peripherals. NEC does not control the end of life for those products. NEC will stop reselling those 3<sup>rd</sup> Party products based on the previously announced end-of-hardware-sales schedule (31<sup>st</sup> December 2024). NEC Channel Partners may be able to create direct relationships for some of these products directly with the 3<sup>rd</sup> Party vendor. NEC will share details of these 3<sup>rd</sup> Party products and their planned continuance once finalized.