



SALES & MARKETING BULLETIN

DL61183749 APRIL 2024

NEC

NEC Corporation of America On-Premises Unified Communications Product Lifecycle Announcement

This letter provides an important update about NEC Corporation of America'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.

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 Phase	Date	Explanation
End of Extended System Protection	4/15/2024	Upon the end-of-life Announcement Date (15 th April 2024), Extended System Protection will no longer be able to be purchased.
EON: End of New System Sales	12/31/2024	EON: The product cannot be ordered for new system sales.
EOA: End of Add-on Sales		EOA: 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.

Product Phase	Date	Explanation
End of Shipment	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 th April 2024) and before EON/EOA.
EOS: End of Support	3/31/2026	EOS represents the end of pre-sales and post-sales technical assistance. Customers cannot receive technical assistance, such as configuration help or NTAC support, once the EOS date is reached.
EOM: End of Maintenance	3/31/2026	EOM represents the end of regular software maintenance, e.g., security & bug-fix patches. Customers cannot receive regular software maintenance once the EOM date is reached.
EOEM: End of Extended Maintenance	Per existing contractual obligation entered into prior to 15 th April 2024	EOEM represents the end of technical assistance and software maintenance and is only applicable for customers who purchased SWA contracts prior to the Announcement Date (15 th April 2024), with the contract period exceeding the EOS/EOM date. Note: These include only security, critical bug fixes, and technical support, beyond the EOS/EOM 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.

Products
SL2100 Platform, Applications, and Peripherals (UC Suite, InApps, etc)
UNIVERGE SV9100 Platform, Applications, and Peripherals (UC Suite, InApps, etc)
UNIVERGE SV9500 Platform, Applications (MA4000, OW5000, GNAV, etc.) and Peripherals
UNIVERGE 3C Platform, Applications, and Peripherals
NEC Wired Terminals (DT300/DT400/DT500, DT700/800/900/900S)
3rd Party Terminals & Other terminals
DECT (3rd party OEM-RTX)
UM4730 (3rd party OEM- Opentext)
UM8700 (3rd party OEM- Opentext)
UC for Enterprise (UCE)
DuVoice (3rd party)
NEC Expense Management (MTS eXsight Call Accounting) (3rd party)

Products
Metropolis Office Watch/Profit Watch (3 rd party)
NEC Meeting Center (3 rd party OEM- XOP)
UNIVERGE BX (3 rd party OEM-Audiocodes)
TigerTMS (3 rd party)
NUSO SIP Trunks (3 rd party)
UNIVERGE Business Connect (BCT)
Smart Workspace Solution portfolio (UIP, Smart Check-In Kiosk, Smart Access, Monitor)
Encore by DVSA Analytics (3 rd party)
uMobility, MLC (3 rd party OEM- BizRTC)
NEC Softphone ST500/SP350
UG50
T-Metrics (3 rd party)

End of Software Assurance (SWA) Dates

- New feature enhancements will no longer be available after the end-of-life announcement on 15th April 2024.
- SWA Renewal and Add-on orders will be accepted for customers up to the EOA/EON date.
- SWA End date for Renewal and Add-ons that are purchased after 15th April 2024, and also purchased prior to the EOA/EON 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 EOA/EON Date.
- The End of Extended Maintenance period is only available for customer contracts purchased prior to the Announcement Date (15th April 2024), with a contract period exceeding the EOS date. Note, these include only security, critical bug fixes, and technical support beyond the EOS/EOM 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 EOA/EON date.
- SWA Quotes for Renewal and Add-On sales can be requested by sending an email with quote information to SWA@necam.com.

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.