

PORTFOLIO BULLETIN

2019-041 | September 18



Changes in NEC Licence desk - update

August 19, 2019 we announced with Dear Associate 2019-032 changes in NEC Licence desk. This Portfolio Bulletin is a replacement of Dear Associate 2019-032.

Introduction

April 3, 2019 we announced changes in the Licence desk way of working:

1. All enquiries related to licence delivery should be addressed to your regular contacts within Order Management
2. All other service requests related to licence deployment, re-configuration or other licence-related operational issues should be registered using the [Call Registration](#) facility on BusinessNet (when creating a licence-related call please select Application = Licence Desk)

We are announcing that certain licence desk services will per October 1, 2019 have a service fee charge.

Paid for Services

In the below table can you see the defined service and what the cost of the service is:

Paid for services per October 1, 2019	Active SWA	No Active SWA
Changes of licence carrier	No charge	Euro 500,--
Merge/combine licences	Euro 500,--	Euro 500,--
Defective dongle/HWKC replacement	No charge	Euro 500,--
UM4730: Replacement of HW dongle with soft dongle	Euro 1,--	Euro 250,--

Changes of Licence Carrier

If you are requesting e.g. BCT licences moved from one licence carrier to another, e.g. from a dongle to an LMC location, or from a LMC location to 3C, you will be asked a service fee of Euro 500.

Please note that in some circumstances the service fee will not be charged:

Changes in NEC Licence desk - update

- a. If the request is part of a migration or a Customer Transition request
- b. If the existing system has active SWA that will be moved over to the new system

Merge/Combine licences

If you are requesting e.g. two BCT systems merged into one system, you will be asked a service fee of Euro 500.

HWKC replacement

If you are requesting a HWKC replaced, e.g. change of CPU3000 HW, you will be asked a service fee of Euro 500.

This is also the case of defective carrier.

Please note that if the system have active SWA the service fee will not be charged.

UM4730: Replacement of HW dongle with soft dongle

Replacement of HW dongle with soft dongle for UM4730 is earlier announced via DA 2018-038. If you are requesting the HW dongle replaced with a soft dongle, you will be asked a service fee of Euro 250.

Services remaining Free of Charge

Below are the defined services that remains Free of Charge:

Services remaining Free of Charge
Removal/downgrade of licence
Move of system from one partner to the other
Customer transition programme
Delete customer in LMS
Remove PARI from PBC Lic gen

Removal/downgrade of licences

If you want to downgrade a system or remove unused licences, you will not be charged

Move system(s) from one partner to the other

If the customer is requesting to be moved from one partner to the other no service fee will be charged. We require some written evidence that the customer has requested such a move (a copy of the Purchase Order from the customer is sufficient)

Customer transition programme

Migrations within the Customer transition programme will remain Free of Charge.

Delete customer in LMS

Deleting a customer in the LMS will remain Free of Charge.

Remove PARI from PBC Licence Generator

Removing the PARI from the Licence generator will remain Free of Charge.

Please note that NEC keeps the right to define more services and per each of these decide if the service will be paid for or not. NEC will inform this via Portfolio Bulletins.

How to request the services

The way to request a service depends upon if the service is paid for or not.

Paid for service

Partner actions:

1. Purchase a EU900087 Support NEC Licence Desk via non-config in Prophix. The voucher will be shipped to the LMS where it will be visible in the LMS Licence Admin view.
2. Open a [call request](#) via BN:
 - a. Choose under application "Licence desk"
 - b. Choose under Category "Services"
 - c. Choose a priority
 - d. Inform that this is a paid for service.

NEC Licence Desk actions:

1. Licence desk employees will check if there is a licence desk voucher in the licence Administration of LMS:
 - a. **YES:** Call will be accepted and handled and the licence desk voucher will be removed from the LMS.
 - b. **NO:** Partner will be informed that a Licence desk voucher first have to be purchased and the call will be closed.

Paid for service where SWA voids the fee

Partner actions:

1. Open a [call request](#) via BN:
 - a. Choose under application "Licence desk"
 - b. Choose under Category "Services"
 - c. Choose a priority

Changes in NEC Licence desk - update

NEC Licence Desk actions:

2. Licence desk employees will check if the system have active SWA:
 - a. **YES:** Call will be accepted and handled
 - b. **NO:** Partner will be informed that a Licence desk voucher first have to be purchased and the call will be closed.

Free of Charge services

Partner actions:

1. Open a [call request](#) via BN:
 - a. Choose under application "Licence desk"
 - b. Choose under Category "Services"
 - c. Choose a priority

Pricing aspects & Items

Below are the list of orderable items for requesting services done via licence desk:

Product Code	Item	Description	Price
EU900087	Support NEC Licence Desk	This voucher can be used to purchase services at licence desk. It will be shipped to the LMS.	Euro 500,--
123-03215	UM4730 USB to Soft Conv Lic	This licence enables the conversion from a USB dongle based licence to a soft based licence	Euro 250,--

Please note that these items cannot be discounted.

Target resolution time for the defined services

NEC will endeavor to execute requests within the following target throughput times:

Priority	Target resolution time from Licence desk
Low	Within 20 working days
Normal	Within 10 working days
High	Within 5 working days
Critical	Within 1 working day

Please note that reasonable justification must be given in the service request for use of Critical priority.

If you have any questions please contact Remko van Dijk.