



SALES & MARKETING BULLETIN

2024-056 NOVEMBER 14, 2024

NEC

PLEASE NOTE, this Sales & Marketing Bulletin is replacing [DL54906260](#).

NEC Licence Desk 2024

On 18th April 2024, in the form of SAMB bulletin ([DL61254771](#)) we announced NEC Corporation's decision to withdraw from the on-premises UC business outside of Japan. This bulletin explains important changes to the NEC Licence Desk and the availability during the withdrawal from the market in EMEA.

NEC Licence Desk continues to support Partners and Customers via Licence Desk until 31 March 2026. This Sales & Marketing Bulletin lays out the services from NEC Licence Desk as well as any costs involved. This SAMB replaces any former Dear Associate letters or Portfolio Bulletins on this subject.

Paid for Services

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

Paid for services	Active SWA	No Active SWA
Changes of licence carrier	Free of charge	Not Applicable
Merge/combine licences	Payable	Payable
Dongle/HWKC replacement	Free of charge	Payable

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 must have active SWA on the existing system. The remaining SWA will be moved over on the licence carrier.

Important

- New system will not have a Grace Period
- The change will first take place after the SWA agreement have started. E.g. SWA is activated on BCT dongle 3rd of April means the SWA agreement will start May 1. The change of licence carrier will then first take place from May 1 onwards.

Please note that if the request is part of a Customer Transition request (CTP) SWA is not required on existing system(s). Instead, minimum of 12 months SWA is required on the new systems.

Merge/Combine Licences

If you are requesting e.g. two BCT systems merged into one system (both on same type of licence carrier), you will be asked a service fee.

Dongle/HWKC Replacement

If you are requesting a HWKC replaced, e.g. change of SV9500 HW, you will be asked a service fee. This is also the case of defective carrier.

Please note that if the system has active SWA, the service fee is Free of Charge.

Free of Charge Services

Below are the defined services that remains Free of Charge and available until 31 March 2026:

Services remaining Free of Charge
Removal/downgrade of licence
Move of system from one partner to the other
Customer Transition Programme (Only until December 31, 2025)
Delete customer in LMS
Remove PARI from PBC Lic gen

Removal/Downgrade of Licence

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 Sales And Marketing Bulletins (SAMB).

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 Order Desk. The voucher will be shipped to the LMS where it will be visible in the LMS Licence Admin view.
2. Open a [Support Case](#) in NEC Support Tool:
 - a. Choose under Support Type "Licence Desk"
 - b. Choose under Category "Service Request"
 - c. Choose a priority
 - d. Inform that this is a paid for service.

NEC Licence Desk actions:

1. Employees at the Licence Desk check whether a Licence Desk voucher is present in the LMS Licence Administration:
 - a. **YES:** Call is accepted and handled, and the Licence Desk voucher is removed from the LMS.
 - b. **NO:** Partner will be informed that a Licence Desk voucher first must be purchased, and the call will be closed.

Paid for service where SWA voids the fee

Partner actions:

1. Open a [Support Case](#) in NEC Support Tool:
 - Choose under Support Type "Licence Desk"
 - Choose under Category "Service Request"
 - Choose a priority

NEC Licence Desk actions:

2. Employee at the Licence Desk check if the system has active SWA:
 - a. **YES:** Call will be accepted and handled
 - b. **NO:** Partner will be informed that a Licence Desk voucher first must be purchased, and the call will be closed.

Free of Charge Services

Partner actions:

1. Open a [Support Case](#) in NEC Support Tool:
 - a. Choose under Support Type "Licence Desk"
 - b. Choose under Category "Service Request"
 - c. Choose a priority

Pricing aspects & Items

Below is the orderable item for requesting services done via Licence Desk:

Product Code	Item	Description
EU900087	Support NEC Licence Desk	This voucher can be used to purchase services at licence desk. It will be shipped to the LMS.

Please note that this item cannot be discounted.

Target resolution time for the defined services

NEC will endeavour 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.

Summary

Licence Desk Paid for Services availability per System type

System type	Changes of licence carrier	Merge/combine licences	Dongle/HWKC replacement
SL2100	NA	31 March 2026	31 March 2026
SV9100 CP20	NA	31 March 2026	31 March 2026
SV9300	NA	31 March 2026	31 March 2026
SV9500	NA	31 March 2026	31 March 2026
3C	NA	31 March 2026	31 March 2026
SIP@Net/iS3000	-	31 December 2025	31 December 2025
MA4000 System Management	31 March 2026	31 March 2026	31 March 2026
MA4000 Expense Management	31 March 2026	31 December 2024	31 December 2024
Businesses Connect	31 March 2026	31 March 2026	31 March 2026
IP DECT AP400	NA	31 March 2026	31 March 2026
IP DECT AP500	NA	31 March 2026	31 March 2026
MobiCall	-	-	31 July 2025
MyCalls Enterprise	31 March 2026	31 December 2024	31 March 2026
BX-Series	31 March 2026	31 December 2024	31 March 2026
MP- Series	31 March 2026	31 December 2024	31 March 2026
OVOC	31 March 2026	31 December 2024	31 March 2026
NMC	31 March 2026	31 December 2024	31 March 2026
UM4730	31 March 2026	31 December 2024	31 March 2026
BCT Call Recorder	31 March 2026	31 December 202	31 March 2026

NA :Not Applicable

- :No longer available

Note: If a product is not mentioned here, then it is not covered by any services.

Sincerely,
NEC Product Management