



# SALES & MARKETING BULLETIN

2025-003 MARCH 7, 2025

NEC

## SWA and related services during NEC withdrawal from UC market

On the 18<sup>th</sup> of 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 SWA programme and related subjects including System Activations, access to LMS tooling, and requirements to be eligible for NEC Technical Support service during the withdrawal from the on-premises UC market in EMEA.

THIS SAMB REPLACES SAMB 2024-048 (with same title) from 3<sup>rd</sup> of October 2024

### Generic SWA Programme and Operations changes

#### Technical Support

From 1<sup>st</sup> of January 1, 2025, onwards, in order to receive Technical Support services from NEC there must be active SWA (or Grace Period) on the software of the Customer system for which support is required.

When entering a TSR case in the Technical Support Request system, there will be a check on the status of the SWA (or GP) and the case will be rejected if it is inactive.

Technical Support is available until the EOS date of 31<sup>st</sup> of March 2026 (or earlier if communicated in an SAMB), subject to the system having valid SWA (or GP) where available.

#### Software Assurance activation

From April 1<sup>st</sup>, 2025 you will no longer be able to activate SWA for the remaining months until the EOS date (ultimately March 31<sup>st</sup>, 2026). If you wish to activate SWA for the remaining months until EOS then please create a ticket in the NEC Support Request Tool - Licence Desk, for further quotations and activations. Please refer to Section 1 below for more details.

#### SWA Mailbox

The email address [SWA@EMEA.NEC.COM](mailto:SWA@EMEA.NEC.COM) for SWA-related issues and enquiries, has been discontinued. Please create a case in NEC Support Request Tool under Licence Desk to get support on SWA.

### SWA units life cycle.

We advise partners to carefully manage their stock, usage and order quantity of SWA units such that they have the right quantity to manage their requirements, as there will be no refund of SWA units that remain unused on 31<sup>st</sup> of March 2026.

It will be possible to continue buying the SWA unit until 31<sup>st</sup> December 2025.

### Version Licences

Version licences will remain downloadable in the LMS until 31<sup>st</sup> of March 2026 for systems with Active SWA or Grace Period.

### Access to LMS

After 31<sup>st</sup> of March 2026 all products have reached EOS status, so business activities will cease and there will no longer be access to the LMS or any other NEC tooling. Not activated Licences and unused SWA units will no longer be available and will not be refunded. All other LMS functionality stops, including ability to reassign licences to another HWKC.

## Product Specific SWA and Operations changes

There are 3 categories of Products.

1. NEC Products, part of SWA Programme
2. Third Party Products within the SWA Programme
3. Products not within the SWA programme

## 1. NEC Products, part of SWA Programme

### This is the list of NEC Products, part of the SWA Programme:

- SV9300
- SV9500/SE
- 3C (Active SWA is required for using the upgrade mechanism in the LMS)
- MA4000 System Management
- BusinessConneCT
- IP DECT
- SV9100 CP20

Since January 1<sup>st</sup>, 2025 mandatory SWA is no longer automatically enforced within the tooling. This is not due to a change in policy, SWA remains mandatory in order to maintain SWA benefits and to obtain Technical Support.

### **SWA activations for less than a year**

The minimum period for activation of SWA has always been 12 months and this is enforced by the SWA tooling. It will therefore be impossible to activate SWA within the SWA tooling after 31<sup>st</sup> of March 2025 due to the EOS of 31<sup>st</sup> March 2026.

To overcome this limitation we will allow activation of SWA for less than a year as a service via the NEC Licence Desk, as long as the end date is 31<sup>st</sup> of March 2026 and the minimum duration is 3 months. The SWA quote will be expressed in the required amount of SWA units. You can calculate the renewal fee yourself based on the number of months required multiplied by the fee per month (See below section “Fixed Pricing”) – you may also request a quote from the Licence Desk.

For all SWA renewals please create a ticket in the NEC Support Request tool using Support Type = Licence Desk and list all details of your requirement. The Licence Desk will take care of the activation for you, subject to availability of sufficient SWA units in your account.

### **Fixed pricing**

From the 1<sup>st</sup> of April 2025 a final SWA quote will be available for all existing system with active or expired SWA. The quote will be expressed in SWA units per month and will be shown in the Customer Base App. To calculate the required SWA units for a renewal, you use the number of units in the quote multiplied by the duration of the renewal period. These are the rates that will be used by Licence Desk if you request a renewal (see section “SWA activations for less than a year”)

### **Grace Period**

The Grace Period for SV9100 CP20 systems activated from January 1<sup>st</sup>, 2025 onwards is reduced from 12 months to 3 months.

Any system activated from 1<sup>st</sup> of January 2026 onwards will have NO Grace Period at all.

### **Re-instatement Fee**

Re-instatement Fee has already been permanently removed on the CP9100 CP20 and has now also been removed on all NEC products within the SWA Programme (*see list of products at the start of this section*).

## Prorating

Previously, when activating additional licence(s) on a system with active SWA, you had to add additional SWA units as payment for the SWA on the added licences - this is called prorating.

From April 1st, 2025, prorating will no longer apply to NEC products within the SWA Programme (*see list of products at the start of this section*). If you expand a system after April 1<sup>st</sup> you will not be required to add additional SWA units for the added licences.

## 2. Third Party Products within the SWA Programme

The timing and the way Third Party products will be phased out, differs per product, and has already been communicated in detail. Please refer to the following Sales And Marketing Bulletins.

<u><b>UM4730*</b></u>	<a href="#"><u>DL54344747 SAMB Univerge UM4730 Phase-Out</u></a>
<u><b>MA4000 EM</b></u>	<a href="#"><u>2024-046 SAMB MA4000 Expense Management phase out.pdf</u></a>
<u><b>MyCalls (on SV9500 and 3C)</b></u> <u><b>BCT Compliance Recorder</b></u>	<a href="#"><u>2024-035 SAMB MyCalls End of Life.pdf</u></a>
<u><b>MobiCall</b></u>	<a href="#"><u>DL60984112 SAMB MobiCall Transition from NEC to New Voice.pdf</u></a>
<u><b>NMC</b></u>	<a href="#"><u>2024-058 SAMB NEC Meeting Center (NMC) transition to XOP Networks.pdf</u></a>
<u><b>BX-, MP-series and OVOC</b></u>	<a href="#"><u>2024-057 SAMB BX-MP-series Phase Out</u></a>

**\*Note that the EOS date mentioned in the SAMB for UM4730 has been changed to 31<sup>st</sup> March 2026.**

## 3. Products not within the SWA programme

### SL2100

There is no SWA for SL2100. Only Basic Technical Support (advice) is available for the SL2100 system until 31<sup>st</sup> of March 2026.

It is possible to activate new SL2100 systems in the LMS until 31<sup>st</sup> of March 2026.

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### Appendix A:

System	Grace Period (months)			Last date for activation of systems & licences in LMS
		From Jan 1, 2025	From Jan 1, 2026	
SL2100		NA	NA	31 March 2026
SV9100 CP20		3	0	31 March 2026
SV9300		3	0	31 March 2026
SV9500/SE		3	0	31 March 2026
3C		3	0	31 March 2026
MA400 System management		3	0	31 March 2026
BusinessConneCT		3	0	31 March 2026
IP DECT		3	0	31 March 2026
UM4730		-	-	No longer possible
MA4000 Expense Management		-	-	No longer possible
MobiCall		-	-	No longer possible
MyCalls		-	-	No longer possible
BCT Compliance Recorder		-	-	No longer possible
BX-series		0	-	31 March 2025
MP-series		-	-	No longer possible
OVOC		-	-	No longer possible
NMC		-	-	No longer possible
NEC Wired Terminals: DT400/DT500		NA	NA	31 March 2026
NEC Wired Terminals: DT800/DT900		NA	NA	31 March 2026
NEC Wired Terminals: DT900S, GT210		NA	NA	31 March 2026
Softphones (SP310, SP350, ST500)		NA	NA	31 March 2026

- As no new systems can be activated no GP can be added.

Firmware for terminals, desk consoles and DECT handsets are not individual SWA items but is included in the Communication platform or IPDECT SWA coverage as long as the firmware is downloadable from respectively the Communication Platform or the IP DECT system. The terminals are not positioned with individual SWA coverage. In those cases where the firmware is not downloadable, the firmware will be considered hardware.

NEC-developed Soft phones are not an individual SWA item but are included in the Communication platforms SWA coverage unless explicitly mentioned as a separate product with its own SWA.

Firmware for NEC line cards, CPU's and other HW requiring firmware to operate is covered by the application/Communication platform SWA Coverage as long as the hardware have not reached End of Maintenance