



SALES & MARKETING BULLETIN

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NEC



NEC Software Assurance update January 2024

With this SAMB NEC informs about changes in End of SWA dates, licence expansions on systems with expired SWA and reminder of NECs support policy.

End of SWA dates

Per 2nd of January 2024 the End of SWA date for SV9100 CP20 was extended to December 31, 2029.

Per April 1st, 2024 the following End of SWA dates will be set:

- NMC, NMC-HA – 30th April 2026
- IP DECT (AP400) – 31st October 2027

Please note, the latest date to allow renewal of SWA agreements on UM4730 is June 30, 2024. It is possible to renew until 30 June 2026. Renewal request will be declined from July 1, 2024.

The "SWA definition per product document" will contain the details of all the changes.

Expansions with expired SWA

It is possible for the following list of system types to expand with a specific list of licences without forcing a SWA renewal:

- UNIVERGE SV9300
- UNIVERGE SV9500
- UNIVERGE SV9500SE
- Business Connect
- BCT Compl. Rec

Per 1st April 2024 it is no longer possible to expand below type of system with licences without forcing SWA renewal:

- IP DECT (AP400)
- MA4000 Expense Management
- MA4000 System Management

The "SWA definition per product document" will contain the details of all the changes.

Reminder: NEC Support Policies

NEC partners' trained & certified engineers are entitled to receive Technical Support (ITE tickets and telephone calls) from NEC Technical Support, including support from the product developer for detailed investigations and where feasible repairs in a subsequent versions of the product. SWA also gives the customer the right to receive, deploy and use all such software repairs as well as any new features included in subsequent software versions.

For customers without Software Assurance, Technical Support is limited to advice and guidance, Detailed investigations and involvement of the product developer are excluded for customer systems which are not covered by SWA.

In all cases support will only be given on the Supported Releases (usually N & N-1) as published on Technical Support pages of BusinessNet.

It is not allowed to load newer software versions on a system with a lower version license. For example:

- Allowed: SV9100 CP20 R12 license with SW version 10 and 11
- Not allowed: SV9100 CP20 R12 license with SW version 13 or higher

The same principle applies to all platforms.

Reminder: SWA Renewal notification

Make sure you never miss a SWA renewal by setting up your own customised SWA renewals notifications. You can setup your own SWA renewal notifications. You create your own rules e.g. for all customers or a specific customer, if you want to be notified 6 months before or just 1 month before. You can also create a rule and have the notification sent to multiple colleagues. Notifications will be sent either by email (if chosen) or will be shown in the Customer Base App.