

Header: NEC Enterprise Solutions EMEA On-Premises Unified Communications Product Lifecycle Update

We are writing to address your requests and concerns regarding deadlines in our previous Product Lifecycle Announcement. Please note that all updates regarding the product lifecycle dates mentioned in this document are contingent upon the parties entering into an amendment to the existing agreement.

NEC Netherlands BV acknowledges the importance of our Unified Communications (UC) solutions for your specified customers and understands the need for ongoing support. To address your request, we are pleased to offer you extended technical support, software licensing, and software assurance. While this does not change overall plans to withdraw from the on-premise business, this extension aims to make the withdrawal process more manageable for NEC Partners and customers with UC platforms.

Extended End-of-Life (EOL) Dates

Contingent upon the parties entering into an amendment to the existing agreement, this extension and the dates included in this update, supersede the EOL announcements made 15th April 2024 (Announcement Date). Dates not included in this document remain unchanged to the previous EOL announcement made on 15th April 2024. Product phases not addressed in this update will remain as previously announced.

Product Phase	Date	Explanation
End of Add-on Sales (Software License only)	31/3/2030	Add-on sales for software licenses cannot be ordered or fulfilled after this date.
EOSWA: End of SWA*	31/3/2030	The final date upon which all Software Assurance (SWA) agreements for SWA services must end.
EOS: End of Support*	31/3/2030	EOS represents end of technical support. Customers cannot receive any form of technical support after EOS. EOS also includes License Management Server availability, i.e., license activation for adds, moves, and changes. Please note, license adds must be purchased prior to the End of Add-on Sales date.

- NOTE: Some products have earlier EOS/EOSWA as indicated in the table below. End of Sales for Hardware and expansions for Hardware remain unchanged to the previous EOL announcement (31st December 2024).

Products Included in this update

The table below provides a high-level listing of NEC & 3rd party products encompassed by this update and their respective EOS/EOSWA dates but is not limited to these products only.

NEC Products	EOS/EOSWA
SL2100 Platform	31/3/2026
UNIVERGE SV9100 Platform	31/3/2030
UNIVERGE SV9500 Platform	31/3/2030
UNIVERGE 3C Platform	31/3/2030
NEC Wired Terminals (DT300/DT400/DT500, DT700/800/900/900S, GT)	31/3/2026
SL2100 Applications	31/3/2026
UNIVERGE SV9100 Applications InAPP (inUC, InConnect)	According InApps SAMB
UNIVERGE Business Connect (BCT)	31/3/2027 (extension under evaluation)
NEC Softphone ST500/SP350/SP300	3/31/2026
UG50	31/3/2030
AP400 / Dect Manager	According DECT AP400 SAMB
DECT Handset (G2XX-G5XX – i7XX)	See AP 400

3 rd party products	EOS/EOM
3 rd Party Terminals & Other terminals	3P dependent
UM4730 (3 rd party OEM- Opentext)	3P dependent
MA4000 Expense Management (MTS) (3 rd party)	3P dependent
NEC Meeting Center (3 rd party OEM- XOP)	3P dependent
UNIVERGE BX and AudioCodes (3 rd party)	3P dependent
Tiger TMS (3 rd party)	3P dependent
uMobility, MLC (3 rd party OEM- BizRTC)	3P dependent
Mycalls (3 rd party)	31/3/2026
Mobicall (3 rd party)	3P dependent
AP500 / DECT Application / DECT Handsets (3rd party OEM-RTX)	3P dependent

End of Software Assurance (SWA) Dates

- New major releases (feature/functional enhancements) will no longer be available after the EOL announcement on 15th April 2024.
- Software fixes and security patches will be made available for the currently released major releases.
- Software fixes and security patches for host or embedded operating systems (OS)/ hardware chip vendor-specific software/microcode are the responsibility of their respective vendors. In the case that software fixes or security patches require an OS, hardware chip, specific software/microcode vendor update, and one is not available for release from such vendor, then NEC shall be unable to leverage or make available such updates.
- "Add on" licenses will only be available for existing platforms. "Add on" may **not** include the addition of additional new applications. (note, licensing considerations/timelines related to 3rd Party products will be shared when finalized).

Special Note on 3rd-Party Applications and Peripherals

NEC is the reseller of the 3rd Party Applications and Peripherals. NEC does not (solely) control the end of life for those products. NEC will stop reselling those 3rd Party products based on the previously announced end of hardware sales schedule (31st December 2024). NEC Channel Partners may be able to create alternative relationships for some of these products directly with the 3rd Party vendors. NEC will share details of these 3rd Party products and their planned continuance once finalized.