

NEC Sales & Marketing Bulletin

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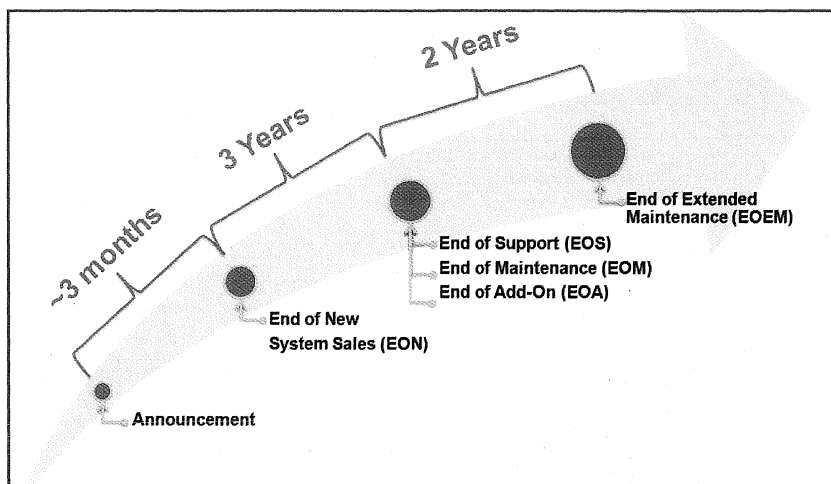
NEC

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Product Life Cycle Schedule for UNIVERGE® SV8x00 Systems

This letter announces the end of New System Sales for UNIVERGE® SV8x00 systems.

Product Life Cycle Schedule



SV8x00 System Platform	EON: End of New System Sales	EOS: End of Support EOM: End of Maint. EOA: End of Add-On <i>See Note 1</i>	EOEM: End of Extended Maintenance
UNIVERGE SV8100	Dec. 31, 2015	Dec. 31, 2018	Dec. 31, 2020
UNIVERGE SV8300	Dec. 31, 2015	Dec. 31, 2018	Dec. 31, 2020
UNIVERGE SV8500	Dec. 31, 2015	Dec. 31, 2018	Dec. 31, 2020
UNIVERGE SV8500 Cable UMG	Dec. 31, 2015	Dec. 31, 2018	Dec. 31, 2020

Note 1: Add-On Sales during the time between EON and EOA will be supported as long as inventory allows.

Product Life Cycle Definition of Terms

- ***End of New System Sales (EON)*** - The product cannot be ordered anymore for new system sales. However, current systems can still be expanded with additional hardware and licenses until EOA (subject to availability)
- ***End of Add-On Sales (EOA)*** - The product cannot be ordered anymore for expansion and new system sales.
 - The EOA date is 3 Years after EON.
- ***End of Maintenance (EOM)*** - EOM represents the end of software maintenance. Patches & Feature Enhancements will no longer be available for a version that reaches the EOM.
 - The EOM date is 3 Years after EON.
- ***End of Support (EOS)*** – EOS Represents end of sales of any hardware expansion, software enhancements and add-on parts. EOS also enforces the end of pre-sales and post-sales technical assistance. Customers can not receive technical assistance, such as configuration help or NTAC support, once the EOS date is reached.
 - The EOS date is 3 years after EON.
- ***End of Extended Maintenance (EOEM)*** – EOEM represents the end of technical assistance and software maintenance for customers who purchased SWA contracts exceeding EOS/EOM date, prior to announcement of EON.
 - The EOEM date is up to 2 years after EOA/EOS/EOM.

Software Assurance Lifecycle Policy

- During the time between EON and EOA/EOM/EOS, SWA provides full SWA benefits including feature enhancements, patches and technical support for all active SWA customer contracts.
- SWA renewal will be allowed for customers up to the EOS date. SWA will be prorated when applicable. Add-on sales prior to EOS/EOM/EOA date for systems with active SWA will require prorated SWA terms for applicable add-on components/licenses.
- In no case will SWA for add-ons or for SWA renewal be allowed to exceed the EOS/EOM/EOA Date.
- Reinstatement Fees will apply to any expired contracts wishing to renew prior to the EOS/EOM/EOA Date.
- The End of Extended Maintenance period is only available for customer contracts that were purchased prior to this announcement and that have terms extending beyond the EOS/EOM/EOA date. In such cases, SWA coverage may extend beyond the EOS/EOM/EOA date but in no case will renewals or add-on sales with SWA proration be provided beyond the EOS/EOM/EOA date.

*Support guidelines outlined in NEC approved Customer Commitment Letters supersede this announcement.

Thank you for your continued support. Please contact your NEC Representative if you have questions.