

NEAX 2000 Product Family EOL and Support Update

NEC Corporation of America (NEC) announced the phased End of Life and support status for the NEAX 2000 IPS family of products via Dear Associate Letter 2000-09-106 on April 22, 2009. The official End of Life phase became effective on September 30, 2010. This included all NEAX 2000 products, UNIVERGE NEAX 2000 IPS, NEAX IPS DML, and NEAX IPS DMR. The NEAX 1000 IVS, NEAX 2000 IVS and NEAX 2000 IVS² EOL and support was announced via Dear Associate Letter 2000-04-043 on August 11, 2004.

This product update announces the end of all support for all NEAX 2000 family products effective March 31, 2014. This includes hardware supply, software availability, NTAC support, engineering support and any services associated with maintaining and servicing any system in the NEAX 2000 Product Family.

Continuing to operate an end-of-life/end-of-support system poses a number of risks to any organization. Replacement parts are no longer manufactured, out-of-date software will not be supported, and technical support from the manufacturer will no longer be available. An additional risk is the limited ability to expand an existing 2000 system on end of life software and any new hardware or software enhancements will not be offered for the system.

NEC's philosophy has long been that no customer should be left behind when NEC innovates and delivers new technologies. In support of this commitment, NEC has provided a clear, cost effective migration path for all NEAX 2000 systems.

Promotions and Incentives

NEC is currently offering very aggressive promotions, incentives, and financing options for all NEAX 2000 customers to migrate to the latest technology, including Unified Communications and Collaboration, Fixed Mobile Convergence, and advanced Contact Center applications.

Contact your NEC Account Manager or Sales Engineer for assistance with designing the best possible solutions for your migration opportunities.

Sincerely,
Ram Menghani
VP, UC Products and Support

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