# NEC Sales & Marketing Bulletin

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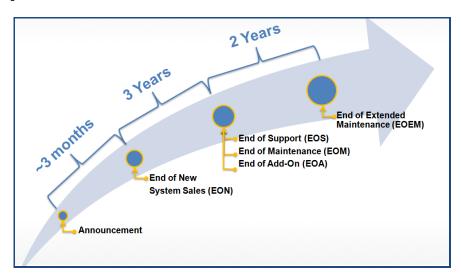


SAMB-SV95-15-001 October 2, 2015 Page 1 of 2

## **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<br>System Sales | EOS: End of Support<br>EOM: End of Maint.<br>EOA: End of Add-On<br>See Note 1 | EOEM: End of Extended<br>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.
- <u>End of Support (EOS)</u> 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.
- <u>End of Extended Maintenance (EOEM)</u> 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.

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

<sup>\*</sup>Support guidelines outlined in NEC approved Customer Commitment Letters supersede this announcement.