Announcing End of New Sales
For
UNIVERGE® UM8000

As technology evolves, many electronic components used to manufacture products inevitably reach their End of Life (EOL). As is now the case with the UNIVERGE® UM8000 Unified Messaging system where components used in the design of the GCD-VM00 blade are no longer produced by their respective manufacturers.

It is with this in mind that NEC now announces the **End of New Sales** for UNIVERGE® UM8000 Voice Mail System. **Effective 12/31/2021,** NEC will no longer accept new system orders or migration orders. Orders for add-on or renewal of SWA for the UM8000 Voice Mail system will be accepted through December 31, 2022.

EON: End of New System Sales	EOA: End of Add-On	EOS: End of Support EOM: End of Maintenance	EOEM: End of Extended Maintenance
Dec. 31, 2021	Dec. 31, 2022	Dec. 31, 2023	Mar. 31, 2024

Replacement options include the UM4730 with the SV9300 and InMail with the SV9100.

Product Life Cycle Definition of Terms

- **End of New System Sales (EON)** - The product cannot be ordered for generally for new system sales with the exception of a new Hospitality bundle on the SV9100 (Coming Soon). However, current systems can still be expanded with additional licenses until EOA (subject to availability).

- **End of Add-On Sales (EOA)** – Add-on features and expansions (i.e., ports or subscriber licenses) cannot be ordered after this date. The EOA date is 1 Year after EON.

- **End of Maintenance (EOM)** – EOM represents the end of software maintenance. Patches and feature enhancements will no longer be available for a version that reaches the EOM date. Please be advised that while NEC will make best efforts to ensure future software release(s) after EON are compatible with the UM8000 hardware, any major software release(s) support is dependent upon hardware compatibility. The EOM date is 2 Years after EON.

- **End of Support (EOS)** – EOS represents end of pre-sales and post-sales technical assistance. Customers cannot receive technical assistance, such as configuration help or NTAC support, once the EOS date is reached. The EOS date is 2 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.

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.

Sincerely,
NEC Product Management

Affected Part List

NEC Part#	Description
BE113046	GCD-VM00
Q24-FR000000107058	SV9193 UM-8G APP-CF
Q24-DN000000138824	SV91 PRODUCTIV UM8KADD-01 LIC
Q24-DN000000106318	SV91 UM8K TTS LANG LIC-1
Q24-DN000000106317	SV91 UMK AMIS NETWORK LIC
Q24-DN000000106316	SV91 UM8K HOTEL LANGUAGE LIC-1
Q24-DN000000106315	SV91 UM8K HOTEL & PMS LIC
Q24-DN000000106314	SV91 UM8K LANG LIC-1
Q24-DN000000106313	SV91 UM8K TTS PORT LIC-1
Q24-DN000000126707	VM-TEXT YRLY 20 USER-US ENGLISH
Q24-DN000000126708	VM-TEXT YRLY 20 USER-US SPANISH
Q24-DN000000126709	VM-TEXT YRLY 20 USER-FR CANADIAN
Q24-DN000000107069	SV93 UM8K SYS AMIS NETWORK LIC
Q24-DN000000107068	SV93 UM8K HOTEL LANGUAGE-1 LIC
Q24-DN000000107067	SV93 UM8K HOTEL & PMS LIC
Q24-DN000000107065	SV93 UM8K TTS LANGUAGE-1 LIC
Q24-DN000000107064	SV93 UM8K TTS PORT-1 LIC
Q24-DN000000107063	SV93 UM8K LANGUAGE-1 LIC
Q24-DN000000126707	VM-TEXT YRLY 20 USER-US ENGLISH
Q24-DN000000126708	VM-TEXT YRLY 20 USER-US SPANISH
Q24-DN000000126709	VM-TEXT YRLY 20 USER-FR CANADIAN