

DEAR VALUED NEC CUSTOMER,

You are receiving this notice because our records indicate that your organization has and utilizes one of NEC's on-premises unified communications platforms (UNIVERGE SV9100, UNIVERGE SV9500, UNIVERGE 3C, and SL2100) and associated on-premises applications. We hope that whichever platform that you have has served you well.

Over the last few years, there has been a shift away from on-premises communications platforms to cloud-based solutions due to their adaptability to meet the drastically changing needs of both customers and employees. Due to this change in the marketplace, along with NEC's desire to offer our customers solutions to best meet their business communications requirements, **NEC is announcing the End of New System Sales (EON) and End of Add-On Sales (EOA) for our UNIVERGE SV9100, UNIVERGE SV9500, UNIVERGE 3C, and SL2100 on-premises communications platforms and associated on-premises applications effective December 31, 2024.**

WHAT DOES THIS MEAN FOR YOU AND YOUR ORGANIZATION?

After December 31, 2024, the product cannot be ordered for new system sales nor can any hardware (including telephones), software products (including licenses), or extension of Support and Maintenance services be ordered or fulfilled. (For your reference, a table of NEC's on-premises communications platforms order availability and support lifecycle milestones are at the end of this notice.)

The time has come to improve your overall Employee and Customer Experience (CX)!

Changes in technology, security, and workforce environments have proliferated like no other time in history. NEC embraces a "no customer left behind" philosophy and maintains a sincere commitment to providing our customers with a cost-effective, least-disruptive, easy path to modernize your communications solutions. With NEC's UNIVERGE BLUE CLOUD SERVICES, you have great options to choose from to meet and even exceed your organization's communications requirements now and into the future.

MOVE FULLY TO THE CLOUD NOW

By switching now to the cloud for all your communications needs, NEC can help you reduce your costs and give you the productivity tools businesses need most. **UNIVERGE BLUE CONNECT Unified Communications as a Service (UCaaS)** can result in significant savings by removing your maintenance costs, consolidating your apps on one platform, and eliminating unnecessary hardware. Imagine having phone, chat, SMS, file sharing, video conferencing, archiving and even an AI virtual assistant, all in one platform! All for an incredible low price.

UNIVERGE BLUE CONNECT

NEC's UNIVERGE BLUE CONNECT is a fully integrated cloud-based unified communications platform for any size business. It combines your phone system, chat, video, screen sharing, file management, conference calling, and archiving into a seamless experience that fits your business size, needs, and work style. CONNECT incorporates all your business communication and collaboration methods and devices into one integrated, easy-to-manage cloud-based system accessible from anywhere at any time through desktop and mobile apps. And it integrates fully with NEC's UNIVERGE BLUE ENGAGE multi-channel contact center.



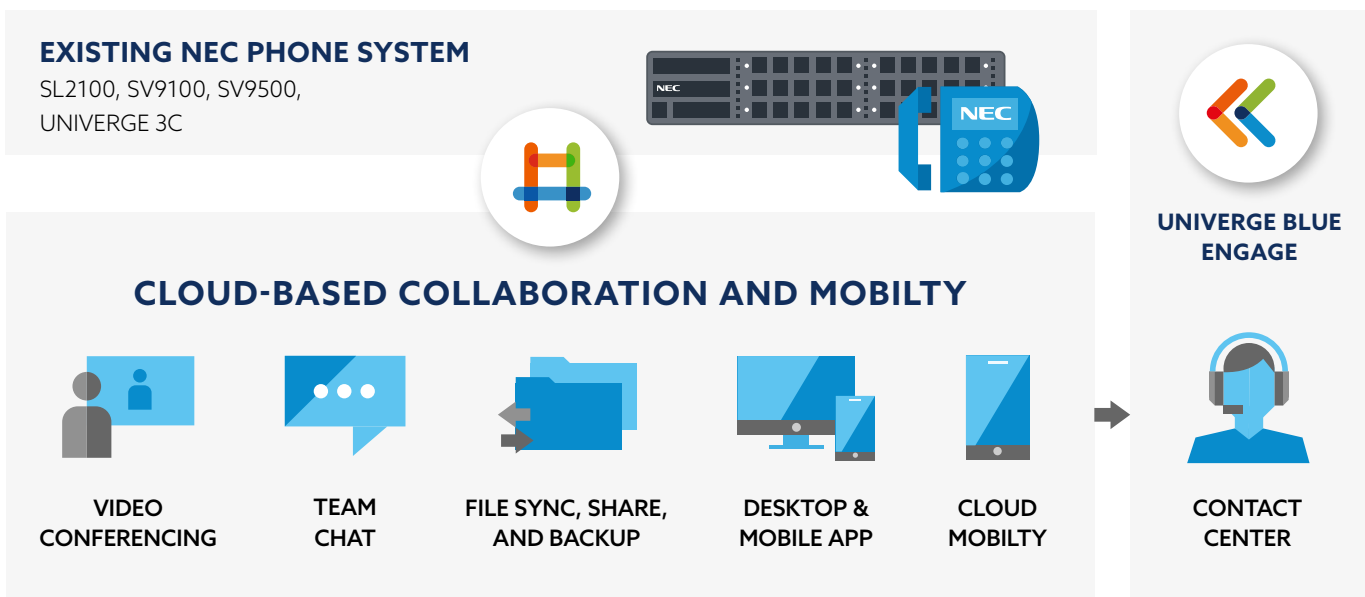
EXTEND YOUR EXISTING NEC PHONE SYSTEM TO THE CLOUD

NEC understands that moving fully to the cloud can be overwhelming and understand that you have made significant investments in your current platform and want to get the most out of it before it becomes End of Support/Maintenance. NEC has the perfect option for you – **UNIVERGE BLUE CONNECT BRIDGE – YOUR BRIDGE TO THE CLOUD!**

UNIVERGE BLUE CONNECT BRIDGE

With UNIVERGE BLUE CONNECT BRIDGE, you can extend your existing NEC phone system investment with cloud-based voice via desktop and mobile apps creating a seamless all-in-one unified communications experience...bridging the best of both worlds. It allows you to collaborate in the office, at home, or anywhere in between with integrated video conferencing, chat with AI Assistant powered by **UNIVERGE BLUE PULSE™** artificial intelligence, and file sharing/backup.

When your on-premises platform is End of Support/Maintenance and you are ready to move fully to the cloud, it is a simple transition. Your employees will already be using with the desktop and mobile apps through CONNECT BRIDGE and it will just be a matter of moving your remaining PBX functions to UNIVERGE BLUE CONNECT.



DO YOU ALSO NEED CONTACT CENTER CAPABILITIES?

NEC HAS YOU COVERED!

Keeping your customers happy and providing them the best customer experience is imperative. With UNIVERGE BLUE ENGAGE Contact Center as a Service (CCaaS), you can improve the handling and oversight of communications through a range of agent and supervisor contact center services and **UNIVERGE BLUE PULSE™** artificial intelligence (AI) capabilities.

UNIVERGE BLUE ENGAGE

UNIVERGE BLUE ENGAGE is a multi-channel, cloud-based contact center that provides a best-in-class customer experience and allows your workforce to be productive from anywhere. It gives you superior reliability, easier adoption and faster, more accurate resolve times. It combines the most robust suite of features with carrier-grade reliability, quick and easy deployment, world-class support services, and full integration with UNIVERGE BLUE CONNECT.

WHAT SHOULD YOU DO NEXT?

Please get in touch with your NEC Authorized Representative to answer any questions that you may have and to learn more about the two great options that you have to choose from.

PRODUCT ORDER AVAILABILITY AND SUPPORT LIFECYCLE MILESTONES FOR:

UNIVERGE SV9100, UNIVERGE SV9500, UNIVERGE 3C, and SL2100 On-Premises Communications Platforms and Associated On-Premises Applications

Please Note: All NEC On-Premises Unified Communications products, applications, and peripherals are encompassed in this end of life announcement.

Product Phase	Date	Explanation
EON: End of New System Sales EOA: End of Add-on Sales	12/31/2024	EON: The product cannot be ordered for new system sales. EOA: Add-on sales for any hardware (including terminals) or software products (including licenses) and extension of Support and Maintenance services cannot be ordered or fulfilled after this date.
End of Shipment	3/31/2025 (Target)	End of Shipment represents the latest target date for shipment of any purchase orders received and/or any new commitments after the Announcement Date (15 th April 2024) and before EON/EOA.
EOS: End of Support	3/31/2026	EOS represents the 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.
EOM: End of Maintenance	3/31/2026	EOM represents the end of regular software maintenance, e.g., security & bug-fix patches. Customers cannot receive regular software maintenance once the EOM date is reached.
EOEM: End of Extended Maintenance	Per existing contractual obligation entered into prior to 15 th April 2024	EOEM represents the end of technical assistance and software maintenance and is only applicable for customers who purchased SWA contracts prior to the Announcement Date (15 th April 2024), with the contract period exceeding the EOS/EOM date. Note: These include only security, critical bug fixes, and technical support, beyond the EOS/EOM date.

Thank you for being a loyal NEC customer! We hope to continue to support your technology needs now and into the future.

Kind Regards,

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