

Release Notes

NEC Empowered by Innovation

UNIVERGE®
SV9000
SOFTWARE ASSURANCE



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SV9000 Software Assurance Overview

Software Assurance ("SWA") is NEC's software subscription and support program, specially designed to complement your existing NEC software licenses and systems.

SWA provides many benefits to your customer. SWA will allow your customers to keep their NEC technology current. New feature enhancements are constantly being developed to address the ever-changing demands of the marketplace. SWA will ensure your customers are up-to-date with the latest software releases and enhancements. With NEC technical support professionals assisting you, you will receive fast, responsive access to support services and resources to quickly address any system issues and maintain business efficiencies for your customer.

- Protects your technology investment
- Ensures that your software is always current
- Supports the software lifecycle from planning, deployment, to operation and maintenance

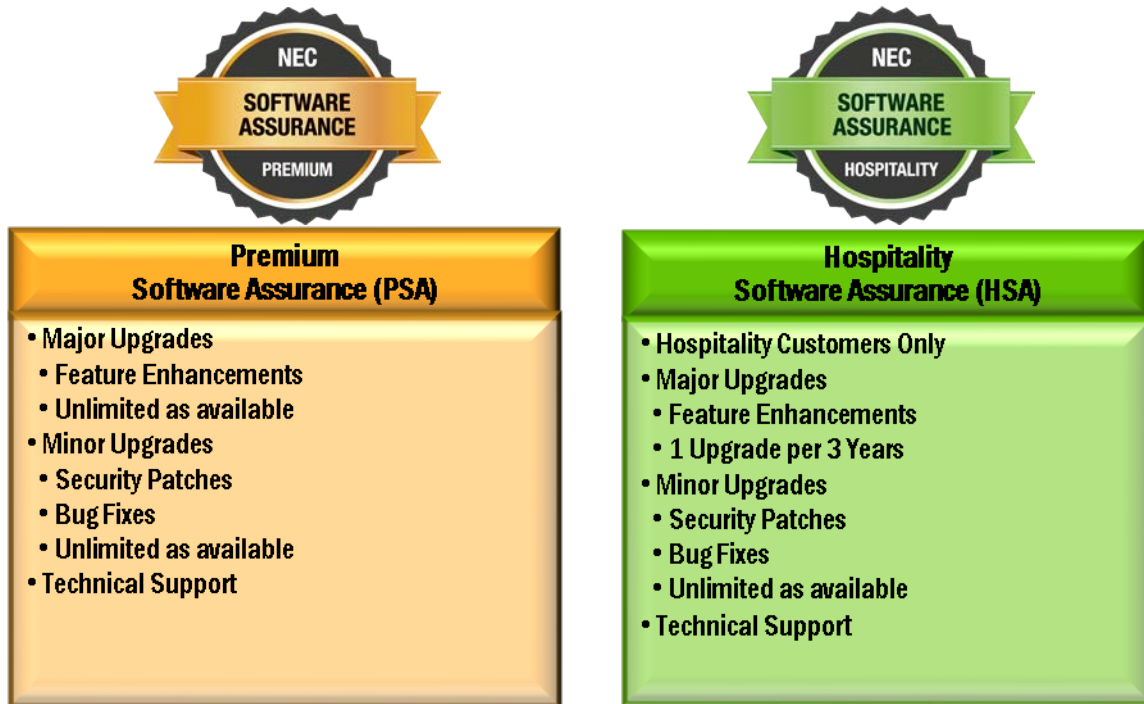
A standard software warranty provides technical support access and minor software updates pertaining to security patches and bug fixes. The warranty agreement does not entitle your customer to a major version software upgrades which provide feature enhancements.

With SWA, the dealer will receive the technical support access for the customer as well as major and minor version upgrades at no additional cost for the software (implementation charges may apply). Furthermore, SWA provides for longer coverage terms than a software warranty and also allows for the coverage to be renewed upon initial coverage term expiration.



1. SV9500 Software Assurance

With the SV9500, there are two service level types that provide varying degrees of service and pricing:



- **Premium Software Assurance (PSA):**
Provides 24x7 remote technical assistance for Priority 1 issues, 8x5 remote technical assistance for Priority 2 or lower issues and both Major (feature enhancement) and Minor (bug fix/security patch) software upgrades.
- **Hospitality Software Assurance (HSA):**
(Available to Hospitality customers only) Provides 24x7 remote technical assistance for Priority 1 issues, 8x5 remote technical assistance for Priority 2 or lower issues and both Major (feature enhancement) and Minor (bug fix/security patch) software upgrades. Major (feature enhancement) software upgrades are limited to one (1) download per system every 36 month period assuming SWA is maintained for 3 consecutive years.

Software Assurance is required upon net new system purchase and must be renewed in order to continue to receive the benefits of SWA.

For further information on technical support structure, applicable support fees and software upgrade access; please refer to the NECCARE Agreement.

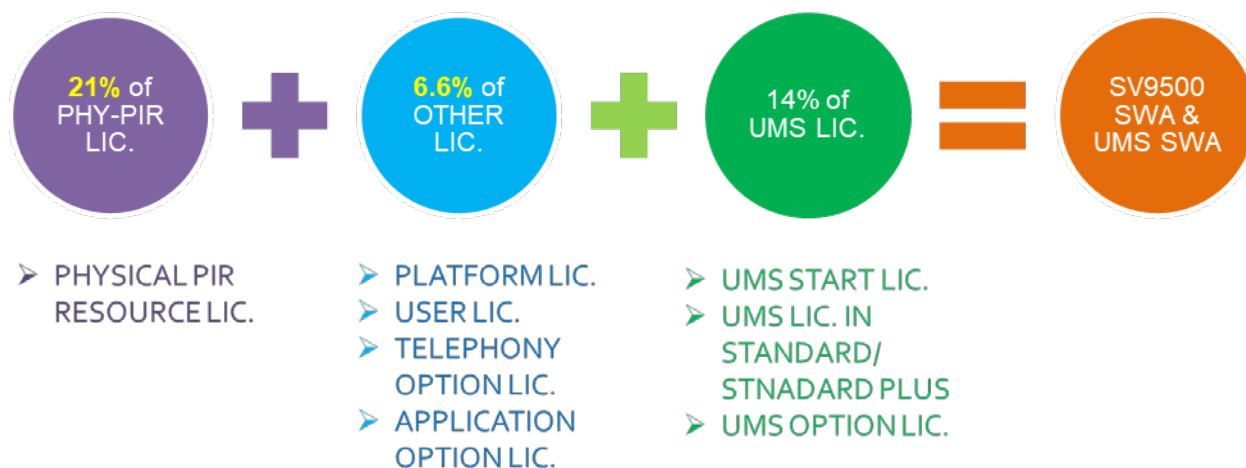
1.1 SV9500 & UMS SWA Calculation

SV9500 Software Assurance coverage includes both telephony and UC application feature & functionalities and is calculated using a % of MSRP calculation. While Unified Messaging and other NEC Applications' Software Assurance are calculated separately from the SV9500, they also utilize a % of MSRP calculation.

Here is summary of HSA and PSA SV9500/UMS SWA calculation.

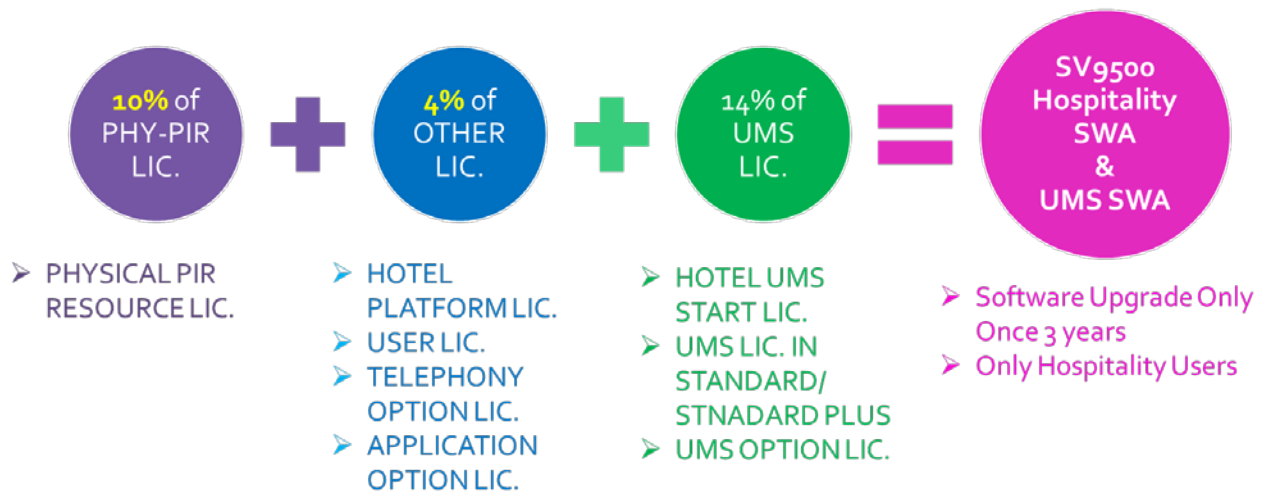
SV9500 SWA Pricing Model Summary:

SV9500 SWA Pricing Model		
	Hospitality (HSA)	Premium (PSA)
SV9500 & Bundled Applications	4% of Software MSRP 10% of MSRP (PIR)	6.6% of Software MSRP 21% of MSRP (PIR)
UMS SWA Calculation	14% of Software MSRP (Speech 12% / <u>Neverfail 15%</u>)	
Standalone Applications	12%-14% of Software MSRP	
SWA Multiyear Discount	3% - 8%	
ESPP Bundle	10% Discount on ESPP	

SV9500 Premium SWA (PSA) Calculation:

SV9500 PSA SWA is calculated based on the following:

- 21% of Total MSRP\$ of Physical PIR Licenses
- 6.6% of Total MSRP\$ of the other SV9500 licenses such as:
 - ▲ SV9500 platform and user licenses
 - ▲ SV9500 Value Add Option licenses –Telephony/UC Apps (Expect CC)
- Unified Messaging SWA is calculated based on the following:
- 14% of Total MSRP\$ of following licenses
 - ▲ UMS 32 ports starter license in SV9500 Platform License
 - ▲ UMS Seat license in Standard/Standard Plus User licenses
 - ▲ UMS Feature Option licenses/Additional voice ports, User seat licenses
- Following UM8700 licenses are calculated with different % of total MSRP
 - ▲ UM8700 Speech License: 12% of total MSRP
 - ▲ UM8700 Neverfail License: 15% of total MSRP

SV9500 Hospitality SWA (HSA) Calculation:

SV9500 HSA SWA is calculated based on the following:

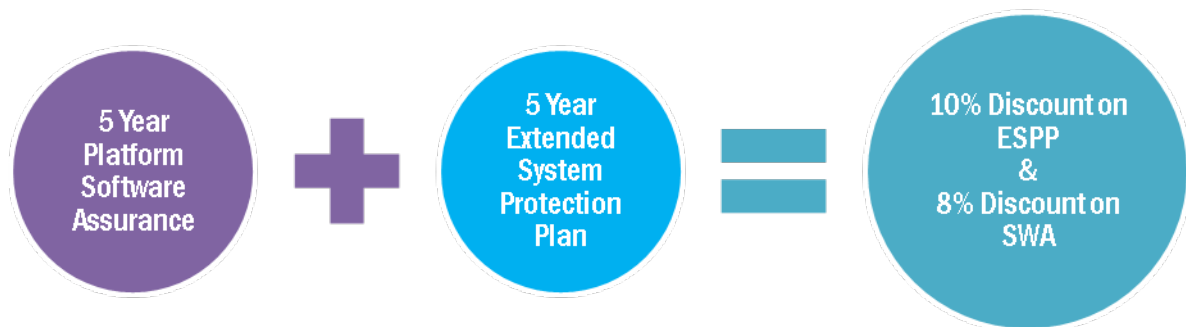
- 10% of Total MSRP\$ of Physical PIR Licenses
- 4% of Total MSRP\$ of the other SV9500 Hospitality license such as:
 - SV9500 hospitality platform and hospitality user licenses
 - SV9500 Value Add Option licenses –Telephony/UC Apps(Except CC)

Unified Messaging SWA is based on same calculation as PSA.

1.2 SV9500 5 Year SWA + Extended System Protection Plan Bundled Pricing

With Software Assurance, you receive complete software support coverage for your NEC platform software and applications. NEC recognizes the value of providing the customer with hardware and software coverage and has put together a pricing plan to provide added savings when purchasing an extended Software Assurance coverage plan for 5 years with NEC's 5 year Extended System Protection Plan ("ESPP") which provides NEC products with extended component hardware warranty.

By purchasing 5 years of SWA on the SV9500 along with the 5 Year ESPP, you not only receive your SWA multiyear discount (8%) on the SWA price, but you also receive an additional discount (10%) on the ESPP plan price.



1.3 SV8500 – SV9500 SP Conversion

- Existing SV8500 Telephony and Application SWA

The SV8500 will continue to be enhanced until the End of Support/Maintenance date. Therefore, with existing SV8500 SWA coverage, existing SV8500 SWA users continue to have the same benefits including upgrades to future releases. Likewise, UM (UM4730 & UM8700), UC Manager (MA4000), UC platform/App (UCE), UCE Contact Center SWAs continue to provide the same benefits.

Existing SWA	SV8500 S9/S10.. Upgrade	SV9500 SP Conversion
SV8500 SWA	SV8500 SWA	SV9500 SWA
UCE OW SWA	UCE OW SWA	
UCE MA SWA	UCE MA SWA	
UCE CC SWA	UCE CC SWA	UCE CC SWA
UMS SWA	UMS SWA	SV9500 UMS SWA

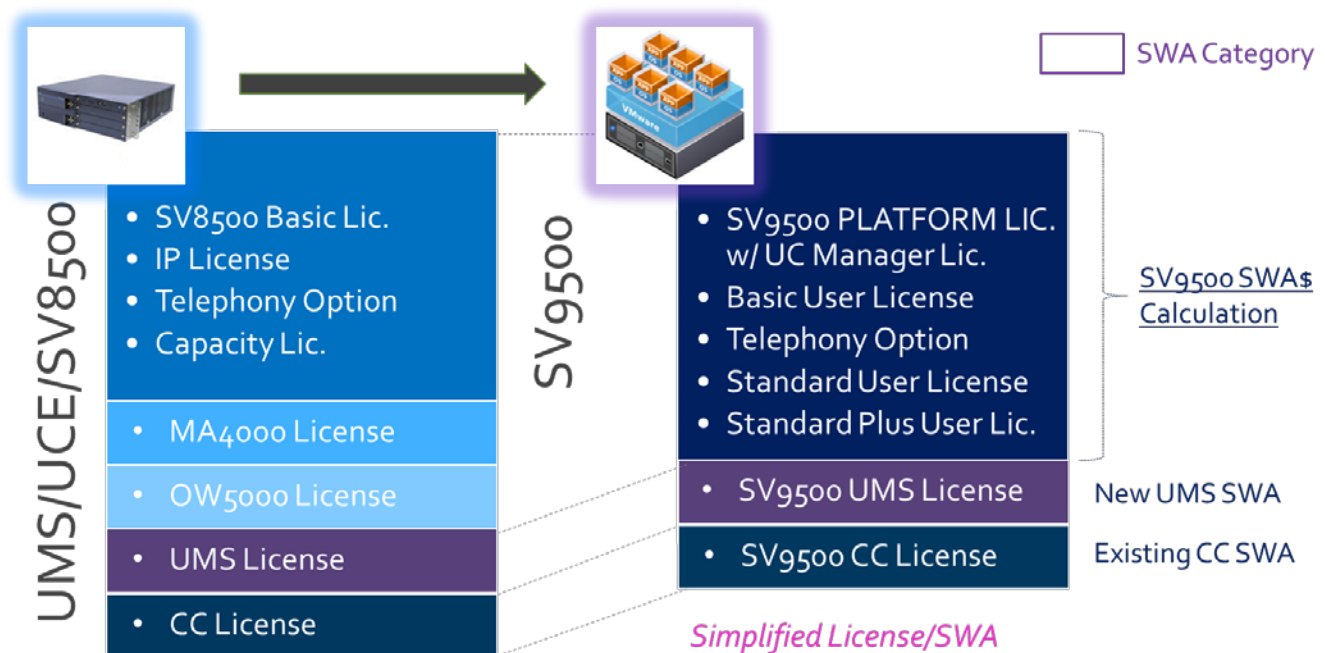
- Existing Telephony and Application SWAs are converted to SV9500 SWA

In case of a SP Conversion, SV8500 SWA, MA4000 SWA, OW5000 SWA will also be converted to SV9500 SWA.

SV9500 SWA Cost is calculated based on the converted SV9500 licenses, not by existing licenses.

UMS SWA, Contact Center SWA (CCDesign) and other standalone applications are processed independently from SV9500 SWA.

Example: SP Conversion Image



- SWA Coverage with SP Conversion (SV8500 and MA/UC app to SV9500)

When doing an SP conversion to SV9500 the existing SV8500 SWA contract period is retained and the SV9500 SWA period is appended to any remaining SV8500 SWA coverage period. This ensures any original SWA investment that remains will migrate to the new system.

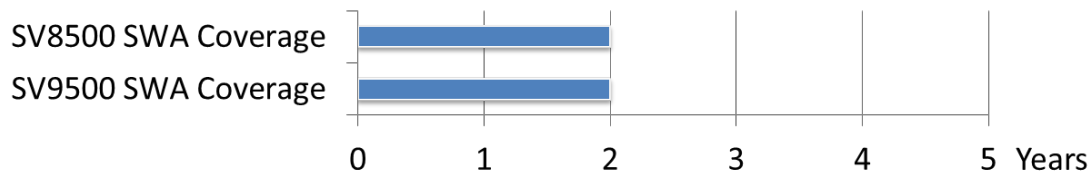
- **SV9500 SWA purchasing rule with SP conversion:**
 - ▲ If the remaining period of SV8500 SWA is less than 1 year:
Users must purchase minimum 1 year of SV9500 SWA with an SP conversion.
 - ▲ If the remaining period of SV8500 SWA is 1 year or more:
Users are not required to purchase SV9500 SWA but have the option to add additional SWA coverage to append to the remaining coverage period. If the user chooses not to append additional coverage, the user will only retain the remaining coverage period and will be required to renew the SWA coverage in order to receive future SWA coverage and benefits. This option is referred to as "SV9000 SWA Migration Waiver" in MasterQuote.
 - ▲ In order to get the correct SWA quote and to ensure any remaining SWA coverage period migrates to the new system, the remaining SV8500 SWA period must be verified. This may be verified by the SWA Helpdesk and/or via MasterQuote when quoting a migration.
 - ▲ SWA order must include the existing Location ID# and an official NEC SWA quote in order to receive the existing coverage period benefit.

Note 1: UMS SWA conversion is governed by the UMS SWA migration rules.

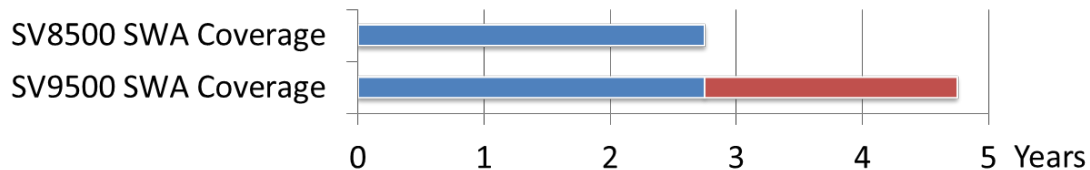
Note 2: UCE Contact Center SWA does not change from existing.

Example: SWA Coverage with SP Conversion (SV8500 to SV9500)

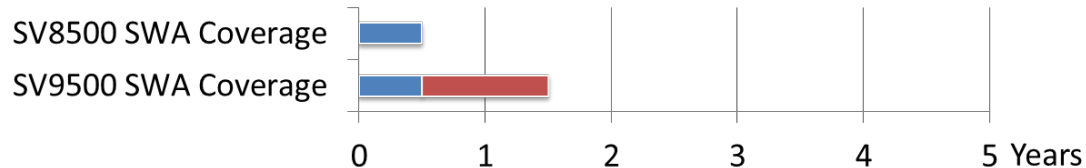
– **Example A: More than 1 Year remaining & chooses not to extend.**



– **Example B: More than 1 Year remaining & chooses to extend coverage.**



– **Example C: Less than 1 Year remaining & purchases additional coverage for minimum requirements.**



Example: SWA Coverage when SP Conversion (SV8500 with Application(s) to SV9500)

Existing customer SWA condition:

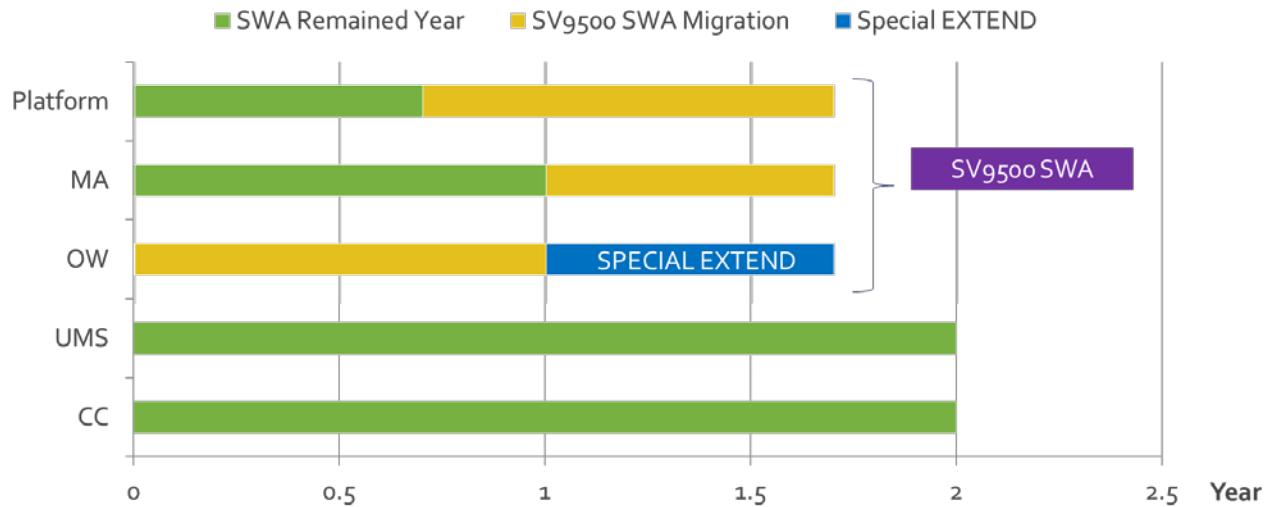
SV8500: 7 months remain

UC Manager (MA4000): 1 year remains

UC Platform/App (OW5000): None

UMS: 2 years remain

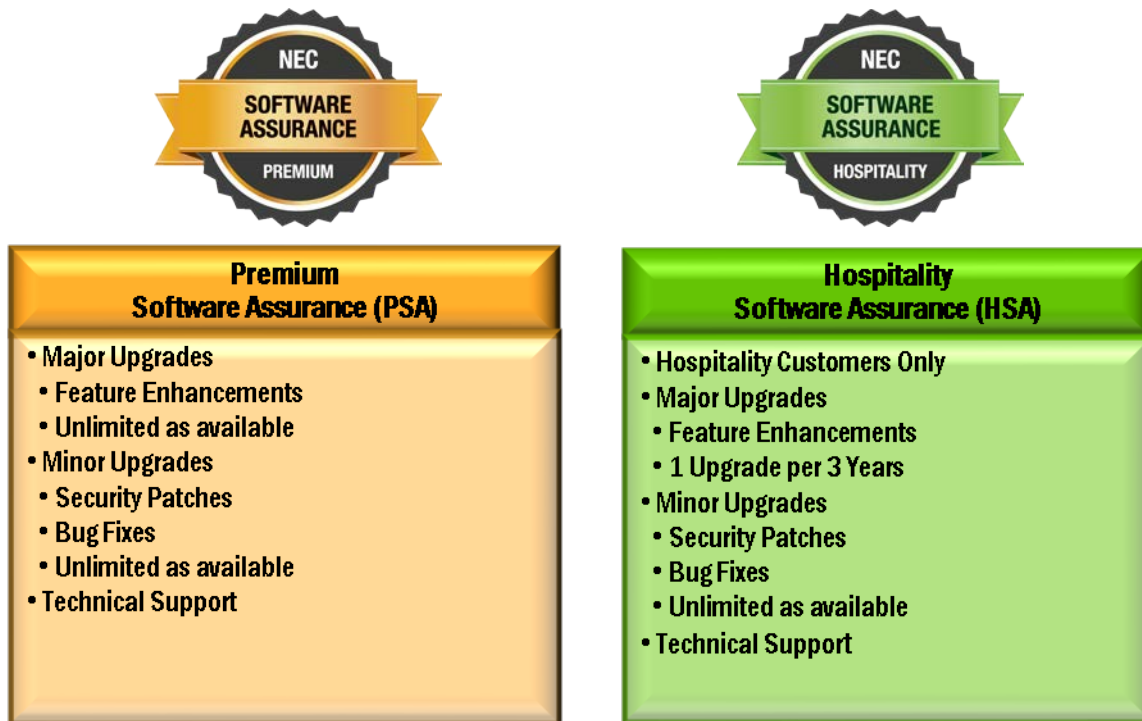
UCE Contact Center: 2 years remain



Note: "Special Extend" is provided at no additional cost to the dealer or customer and is applied by NEC to ensure the contract end dates coincide with the platform.

2. SV9300 Software Assurance

With the SV9300, there are two service level types that provide varying degrees of service and pricing:



➤ **Premium Software Assurance (PSA):**

Provides 24x7 remote technical assistance for Priority 1 issues, 8x5 remote technical assistance for Priority 2 or lower issues and both Major (feature enhancement) and Minor (security patch\bug fix) software upgrades.

➤ **Hospitality Software Assurance (HSA):**

(Available to Hospitality customers only) Provides 24x7 remote technical assistance for Priority 1 issues, 8x5 remote technical assistance for Priority 2 or lower issues and both Major (feature enhancement) and Minor (security patch\bug fix) software upgrades. Major (feature enhancement) software upgrades are limited to one (1) download per system every 36 month period assuming SWA is maintained for 3 consecutive years.

Software Assurance is required upon net new system purchase and must be renewed in order to continue to receive the benefits of SWA.

For further information on technical support structure, applicable support fees and software upgrade access; please refer to the NECCARE Agreement.

2.1 SV9300 SWA Calculation

SV9300 Software Assurance coverage includes both telephony and UC application feature & functionalities and is calculated using a % of MSRP calculation. While Unified Messaging and other NEC Applications' Software Assurance are calculated separately from the SV9300, they also utilize a % of MSRP calculation.

With the SV9300, an additional discount structure is in place for multi-year contracts and can account for up to 8% additional discount. Furthermore, an additional discount on the Extended System Protection Plan ("ESPP") is also provided when purchasing a five (5) year SWA contract and ESPP at time of purchase.

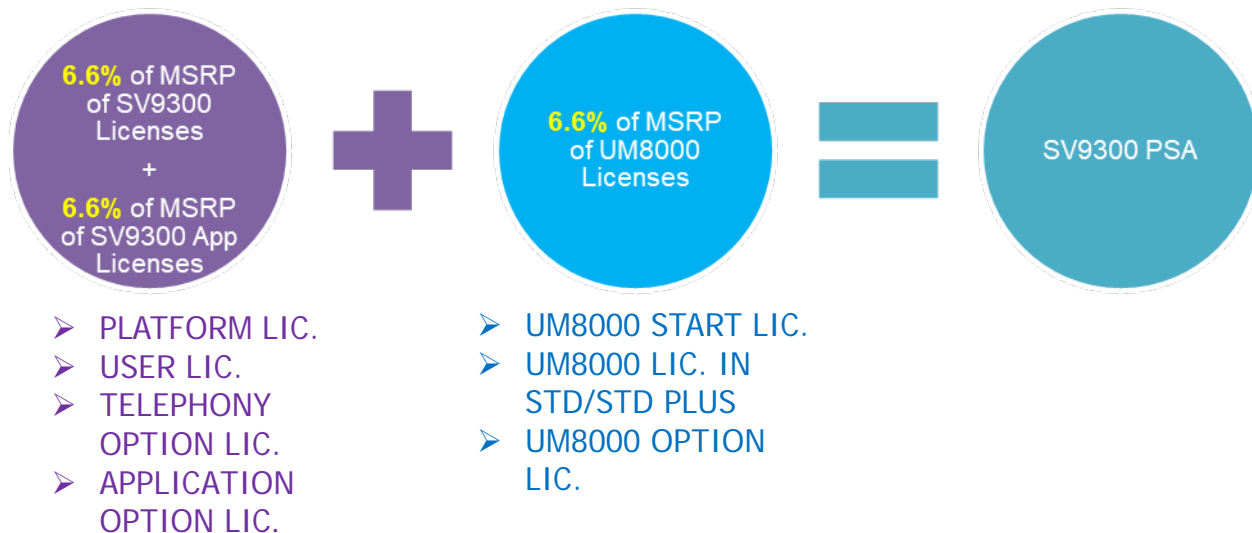
SV9500 SWA Pricing Model Summary:

SV9300 SWA Pricing Model		
	Hospitality (HSA)	Premium (PSA)
SV9300 & Bundled Applications	4% of Software MSRP	6.6% of Software MSRP
UMS SWA Calculation	14% of Software MSRP (Speech 12% / <u>Neverfail 15%</u>)	
Standalone Applications	12%-14% of Software MSRP	
SWA Multiyear Discount	3% - 8%	
ESPP Bundle	10% Discount on ESPP	

- Existing SV8300 Telephony and Application SWA

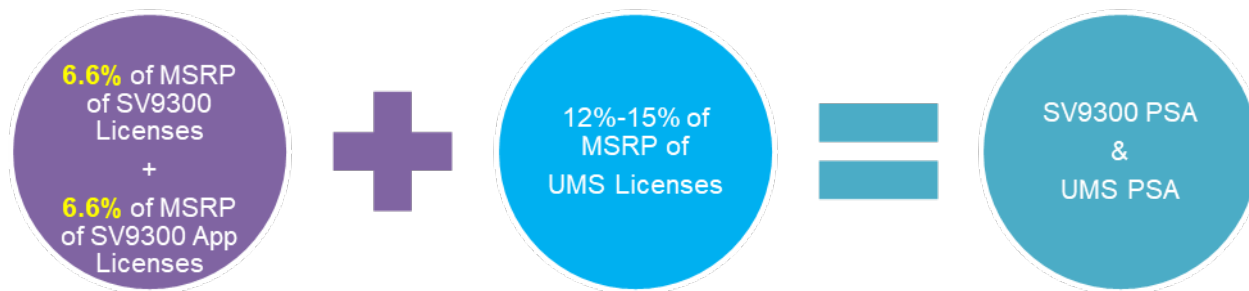
The SV8300 will continue to be enhanced until the End of Support/Maintenance date.

Therefore, with existing SV8300 SWA coverage, existing SV8300 SWA users continue to have the same benefits including upgrades to future releases. Likewise, UM (UM4730 & UM8700), UC Manager (MA4000), UC platform/App (UCE), UCE Contact Center SWAs continue to provide the same benefits. See "SV8300 – SV9300 Migration Overview" for more information on SP Conversion.

SV9300 Premium SWA (PSA) Calculation w/ UM8000:

SV9300 PSA SWA is calculated based on the following:

- 6.6% of Total MSRP\$ of the other SV9300 licenses such as:
 - SV9300 platform and user licenses
 - SV9300 Value Add Option licenses –Telephony/UC Apps (Except CCDesign)
 - UM8000 Licenses

SV9300 Premium SWA (PSA) Calculation w/ UMS:

- PLATFORM LIC.
- USER LIC.
- TELEPHONY
OPTION LIC.
- APPLICATION
OPTION LIC.

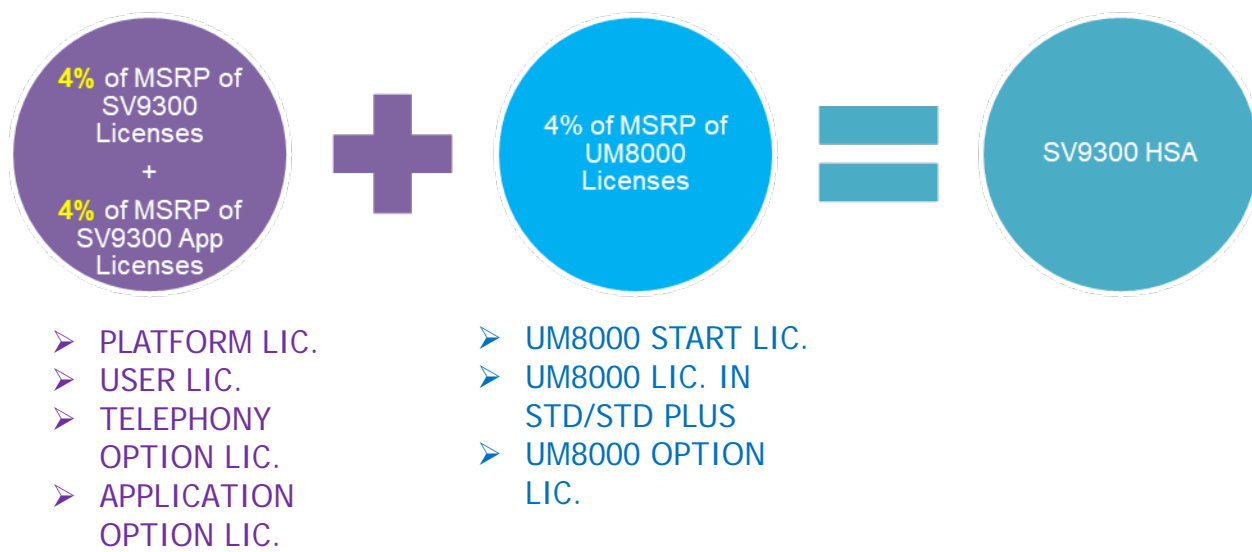
- UMS START LIC.
- UMS LIC. IN
STD/STD PLUS
- UMS OPTION LIC.

SV9300 PSA SWA is calculated based on the following:

- 6.6% of Total MSRP\$ of the other SV9300 licenses such as:
 - ▲ SV9300 platform and user licenses
 - ▲ SV9300 Value Add Option licenses –Telephony/UC Apps(Except CCDesign)

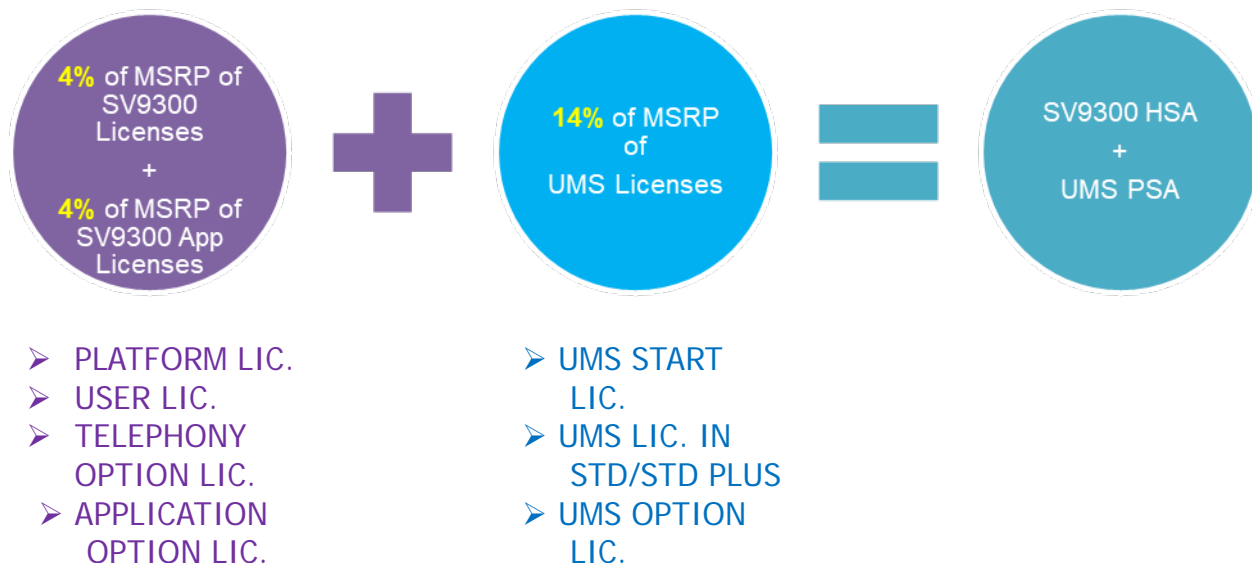
Unified Messaging SWA is calculated based on the following:

- 14% of Total MSRP\$ of following licenses:
 - ▲ UMS 32 ports starter license in SV9300 Platform License
 - ▲ UMS Seat license in Standard/Standard Plus User licenses
 - ▲ UMS Feature Option licenses/Additional voice ports, User seat licenses
- Following UM8700 licenses are calculated with different percentage of total MSRP:
 - ▲ UM8700 Speech License: 12% of total MSRP
 - ▲ UM8700 Neverfail License: 15% of total MSRP

SV9300 Hospitality SWA (HSA) Calculation w/ UM8000:

SV9300 HSA SWA is calculated based on the following:

- 4% of Total MSRP\$ of the other SV9300 licenses such as:
 - ▲ SV9300 platform and user licenses
 - ▲ SV9300 Value Add Option licenses –Telephony/UC Apps(Except CCDesign)
 - ▲ UM8000 Licenses

SV9300 Hospitality (HSA) Calculation w/ UMS (PSA):

SV9300 HSA SWA is calculated based on the following:

- 4% of Total MSRP\$ of the other SV9300 licenses such as:
 - ▲ SV9300 platform and user licenses
 - ▲ SV9300 Value Add Option licenses –Telephony/UC Apps(Except CCDesign)

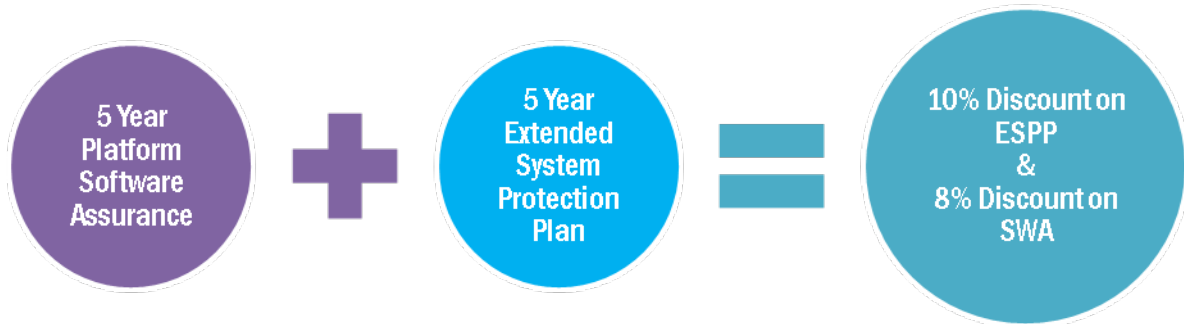
Unified Messaging SWA is calculated based on the following:

- 14% of Total MSRP\$ of following licenses.
 - ▲ UMS 32 ports starter license in SV9300 Platform License
 - ▲ UMS Seat license in Standard/Standard Plus User licenses
 - ▲ UMS Feature Option licenses/Additional voice ports, User seat licenses

2.2 SV9300 5 Year SWA + Extended System Protection Plan Bundled Pricing

With Software Assurance, you receive complete software support coverage for your NEC platform software and applications. NEC recognizes the value of providing the customer with hardware and software coverage and has put together a pricing plan to provide added savings when purchasing an extended Software Assurance coverage plan for 5 years with NEC's 5 year Extended System Protection Plan ("ESPP") which provides NEC products with extended component hardware warranty.

By purchasing 5 years of SWA on the SV9300 along with the 5 Year ESPP, you not only receive your SWA multiyear discount (8%) on the SWA price, but you also receive an additional discount (10%) on the ESPP plan price.



2.3 SV8300 – SV9300 Migration

- Existing Telephony and Application SWAs are converted to SV9500 SWA

When doing a migration to SV9300 the existing SV8300 SWA contract period is retained and the SV9300 SWA period is appended to any remaining SV8300 SWA coverage period. This ensures any original SWA investment that remains will migrate to the new system. In case of a SV8300 migration, the SV8300 SWA, MA4000 SWA, OW5000 SWA will be converted to SV9300 SWA.

SV9300 SWA Cost is calculated based on the converted SV9300 licenses, not by existing licenses. UMS SWA, Contact Center SWA (CC Design) and other standalone applications are processed independently from SV9300 SWA.

The SV8300 will continue to be enhanced until the End of Support/Maintenance date. Therefore, with existing SV8300 SWA coverage, existing SV8300 SWA users continue to have the same benefits including upgrades to future releases. Likewise, UMS (UM4730 & UM8700), UC Manager (MA4000), UC platform/App, UC Contact Center SWAs continue to provide the same benefits.

- SV9300 SWA purchasing rule with SV8300-SV9300 Migration:

- ▲ If the remaining period of SV8300 SWA is less than 1 year:
Users must purchase minimum 1 year of SV9300 SWA with an SV8300-SV9300 Migration.
- ▲ If the remaining period of SV8300 SWA is 1 year or more:
Users are not required to purchase SV9300 SWA but have the option to add additional SWA coverage to append to the remaining coverage period. If the user chooses not to append additional coverage, the user will only retain the remaining coverage period and will be required to renew the SWA coverage in order to receive future SWA coverage and benefits. This option is referred to as "SV9000 SWA Migration Waiver" in MasterQuote.
- ▲ In order to get the correct SWA quote and to ensure any remaining SWA coverage period migrates to the new system, the remaining SV8300 SWA period must be checked. This may be checked by the SWA Helpdesk and/or via MasterQuote when quoting a migration.

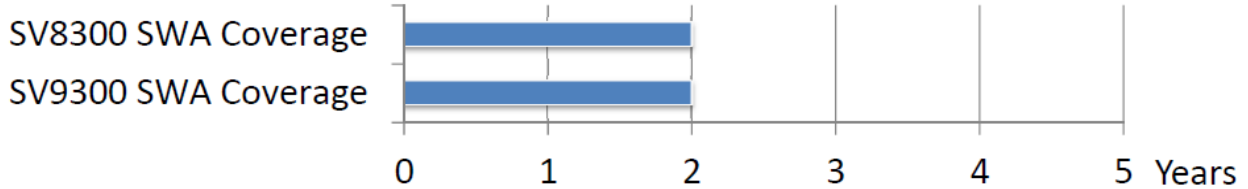
- ▲ SWA order must include existing Location ID# and an official NEC SWA quote in order to receive the existing coverage period benefit.

Note 1: UMS SWA conversion is governed by the UMS SWA migration rules.

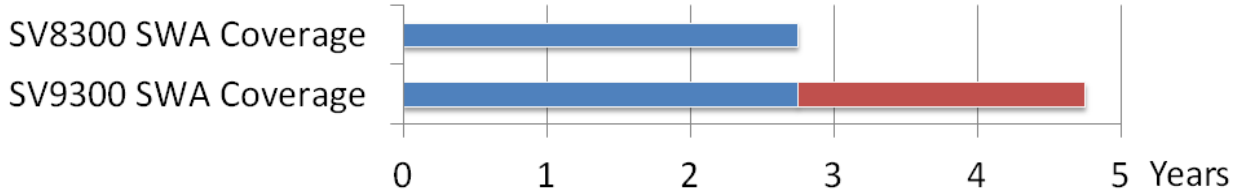
Note 2: UC Contact Center SWA does not change from existing.

Example: SWA Coverage with Migration (SV8300 to SV9300)

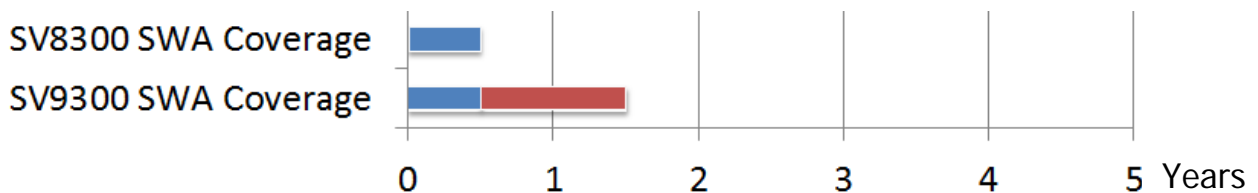
Example A: More than 1 Year remaining & chooses not to extend.



Example B: More than 1 Year remaining & chooses to extend coverage.



Example C: Less than 1 Year remaining & purchases additional coverage for minimum requirements.



Example: SWA Coverage when Migration (SV8300 with Application(s) to SV9300)

Existing customer SWA condition:

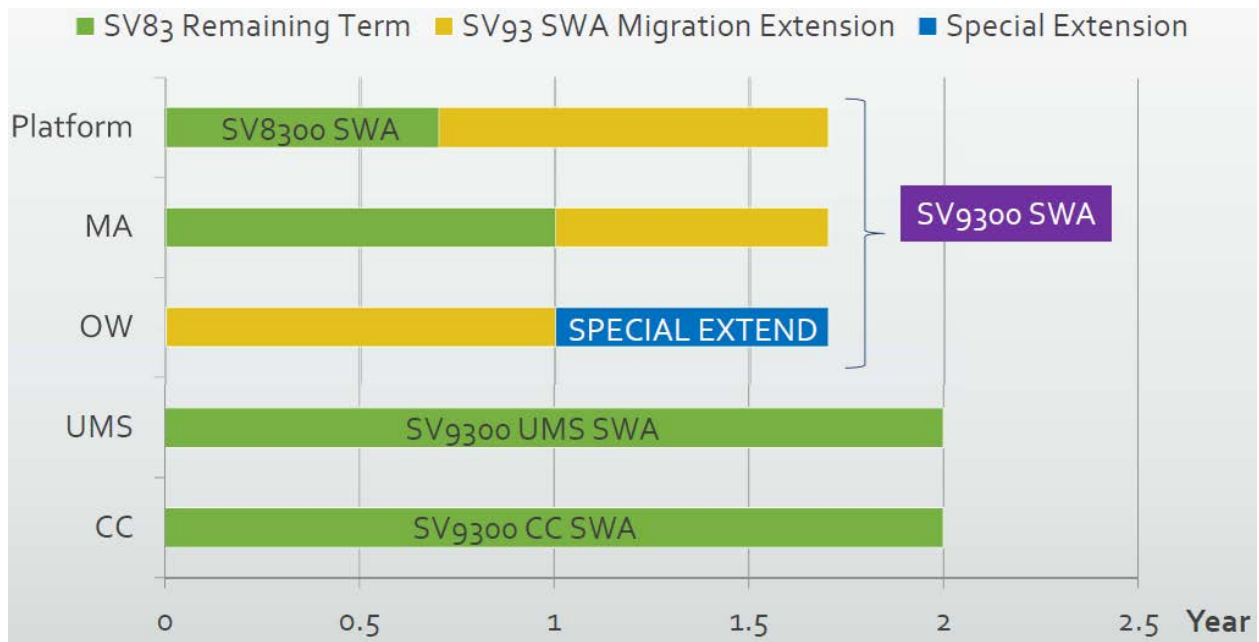
SV8300: 7 months remain

UC Manager (MA4000): 1 year remains

UC Platform/App (OW5000): None

UMS: 2 years remain

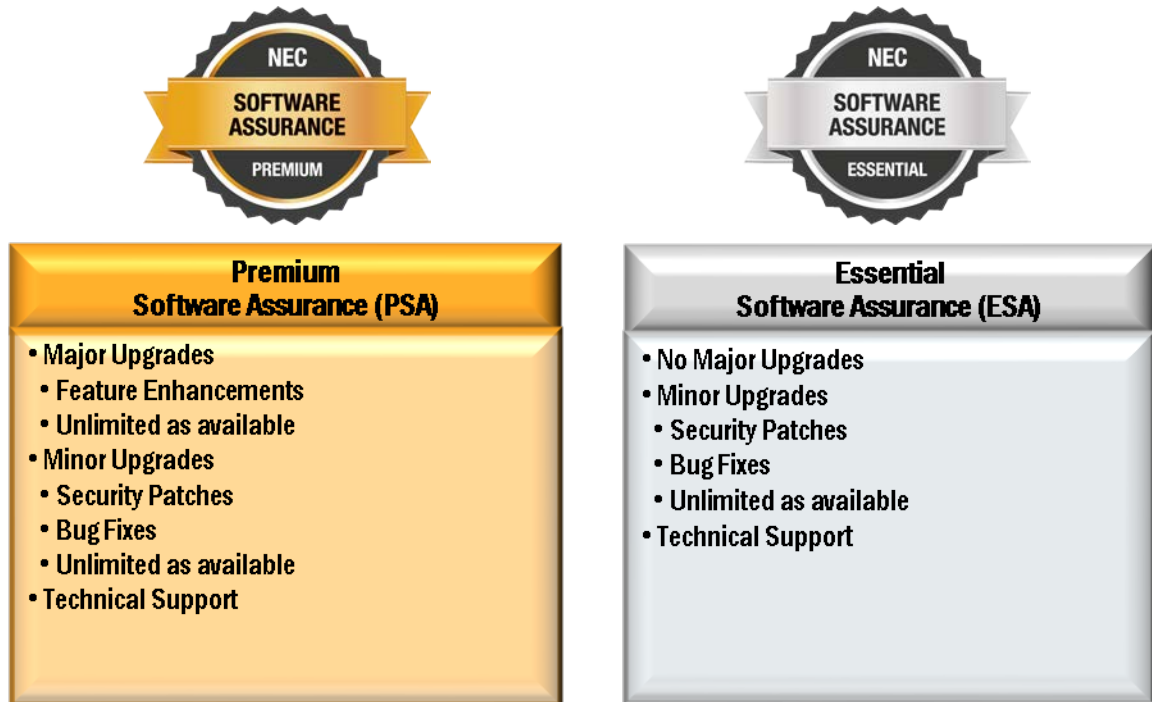
UC Contact Center (CCDesign): 2 years remain



Note: "Special Extend" is provided at no additional cost to the dealer or customer and is applied by NEC to ensure the contract end dates coincide with the platform.

3. SV9100 Software Assurance

With the SV9100, there are two service level types that provide varying degrees of service and pricing:



➤ **Premium Software Assurance (PSA):**

Provides 24x7 remote technical assistance for Priority 1 issues, 8x5 remote technical assistance for Priority 2 or lower issues and both Major (feature enhancement) and Minor (bug fix/security patch) software upgrades.

➤ **Essential Software Assurance (ESA):**

Only available for SV9100 systems. Provides 24x7 remote technical assistance for Priority 1 issues, 8x5 remote technical assistance for Priority 2 or lower issues and Minor (bug fix/security patch) software upgrades. Major (feature enhancement) upgrades are NOT included within this software assurance service level.

Software Assurance is required on the SV9100E upon net new system purchase and must be renewed in order to continue to receive the benefits of SWA. Software Assurance is not required on the SV9100S net new system purchase, but is required in order to receive the benefits of SWA.

For further information on technical support structure, applicable support fees and software upgrade access; please refer to the NECCARE Agreement.

3.1 SV9100 SWA Pricing

SV9100 Software Assurance coverage includes both telephony and UC application feature & functionalities and is calculated based upon the SWA service level, type of SV9100 system and the size of the system. With the SV9100, SWA for Netlink locations are priced based on the number of locations and the SWA service level.

Here is summary of ESA and PSA SV9100 System SWA calculation.

SV9100 SWA System Pricing Model Summary:

SV9100 SWA System Pricing Model (MSRP)			
	Essential (ESA)	Premium (PSA)	PSA + ESPP
SV9100S	\$290 for 3 years	\$650 for 3 years \$290 for 1 year	\$1,070 for 5 years
SV9100E 1-64 Resource Licenses	\$440 for 3 years	\$750 for 3 years \$310 for 1 year	\$1,320 for 5 years
SV9100E 65-256 Resource Licenses	\$640 for 3 years	\$1,250 for 3 years \$540 for 1 year	\$2,070 for 5 years
SV9100E 257+ Resources Licenses	\$1,250 for 3 years	\$2,050 for 3 years \$900 for 1 year	\$3,320 for 5 years

SV9100 SWA Netlink Pricing Model Summary:

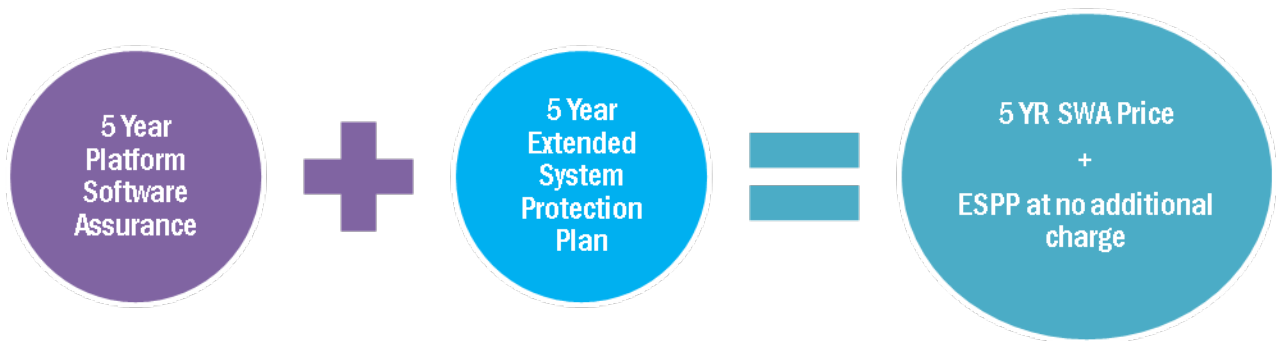
SV9100 SWA System Pricing Model (MSRP)			
	Essential (ESA)	Premium (PSA)	PSA + ESPP
SV9100S	Netlink Not Available	Netlink Not Available	Netlink Not Available
SV9100E 1-64 Resource Licenses	\$90 for 3 years	\$170 for 3 years \$90 for 1 year	\$300 for 5 years
SV9100E 65-256 Resource Licenses	\$90 for 3 years	\$170 for 3 years \$90 for 1 year	\$300 for 5 years
SV9100E 257+ Resources Licenses	\$90 for 3 years	\$170 for 3 years \$90 for 1 year	\$300 for 5 years

*All pricing is Manufacturer Suggested Retail Pricing ("MSRP") and may be subject to change.

3.2 SV9100 5 Year SWA + Extended System Protection Plan Bundle

With Software Assurance, you receive complete software support coverage for your NEC platform software and applications. NEC recognizes the value of providing the customer with hardware and software coverage and has put together a pricing plan to provide added value when purchasing an extended Software Assurance coverage plan for 5 years with NEC's 5 year Extended System Protection Plan ("ESPP") which provides NEC products with extended component hardware warranty.

By purchasing 5 years of SWA on the SV9100, you also receive the benefits of the 5 Year ESPP without any additional charge. This coverage is provided at the price point outlined in the pricing section as PSA + ESPP.



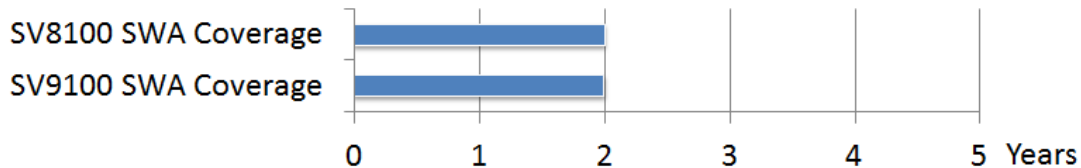
3.3 SV9100 Software Assurance Migration

While SV8100 will no longer continue to be enhanced through major upgrades, any existing SWA from your previous SV8100 platform will migrate to the new SV9100 platform.

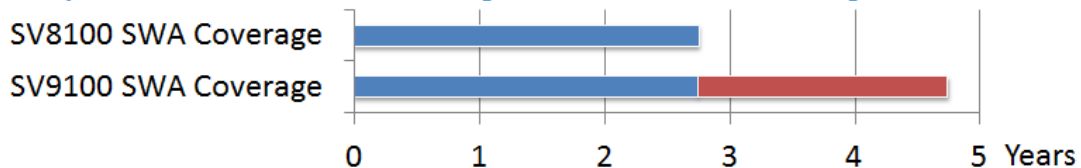
- **SV9100 SWA purchasing rule with migration:**
 - ▲ If remaining period of SV8100 SWA is less than 1 year:
User must purchase minimum 1 year of SV9100 SWA.
 - ▲ If remaining period of SV8100 SWA is 1 year or more:
User is not required to purchase SV9100 SWA but has the option to add additional SWA coverage to append to the remaining coverage period. If the user chooses not to append additional coverage, the user will only enjoy the benefits of SWA for the remaining coverage period and will be required to renew the SWA coverage in order to receive future SWA coverage and benefits. This option is referred to as "SV9000 SWA Migration Waiver" in MasterQuote.
 - ▲ SWA order must include existing Location ID# and an official NEC SWA quote in order to receive the existing coverage period benefit.

Example: SWA Coverage with Migration(SV8100 to SV9100)

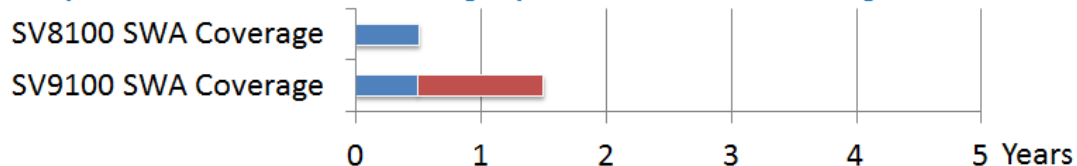
- **Example A: More than 1 Year remaining & chooses not to extend.**



- **Example B: More than 1 Year remaining & chooses to extend coverage.**



- **Example C: Less than 1 Year remaining & purchases additional coverage for minimum requirements.**



4. How does LMS work for Migration?

SV8100 to SV9100:

In the case of a Migration, the License Management Server (“LMS”) has customer location ID/Name with SV8100 Hardware Key Code and SV8100 licenses under the same location ID/Name if any.

When the SV8100 to SV9100 migration is processed, as part of the process, ALL new licenses will be added to the existing location and then attaches the new SV9300 license under the same location ID.

LMS administrator can view the previous SV8300 and UC application license information in the history page of Location.



SV8300 to SV9300:

In the case of an SV8300 to SV9300 Migration, the License Management Server (“LMS”) has customer location ID/Name with the SV8300 Hardware Key Code and SV8300 licenses, and UC Platform/App/Manager and Contact Center app under same location ID/Name if they exist.

When the LMS converts the SV8300 to SV9300, as part of the process, LMS will clear ALL licenses under the current location (Ex. existing SV8300 and UC app under the location) and then attach the new SV9300 license under same location ID.

LMS administrator can view the previous SV8300 and UC application license information in the history page of Location.



SV8500 to SV9500:

In the case of an SP Conversion, the License Management Server (“LMS”) has customer location ID/Name with the SV8500 Hardware Key Code and SV8500 licenses, and UC Platform/App/Manager and Contact Center app under same location ID/Name if they exist.

When the LMS converts the SV8500 to SV9500, as part of the process, LMS will clear ALL licenses under the current location (Ex. existing SV8500 and UC app under the location) and then attach the new SV9500 license under the same location ID.

LMS administrator can view the previous SV8500 and UC application license information in the history page of Location.



5. SWA Quoting & Contact Info

Once an SWA opportunity has been identified, a SWA quote will need to be obtained. There are multiple sources to receive SWA quotations and it is largely dependent upon the type of quote required to determine the appropriate place to obtain that quote.

SWA Status Portlet

- ✓ SWA Status portlet is available to NEC Anytime users with the SWA Administrator role and accessible by logging into www.necanytime.com and navigating to My Company > My Contracts > SWA Status.
- ✓ This tool provides the ability to manage your SWA opportunities by viewing, sorting and/or downloading your customer's SWA contract information.
- ✓ The SWA Status portlet allows the SI to leverage several sets of data to locate a customer's existing SWA coverage and contract. This data can then be utilized to generate an automated quote and order the renewal in NEC Studio or to submit a manual quote request to the SWA Helpdesk.

NEC Studio

- ✓ NEC Studio allows an SI to configure a quote and submit an order to Customer Service with an electronic Purchase Order number for a Net New SWA quote or SWA Renewal quote. The tool provides renewal quotes for contracts that are current but set to expire within a 5 year maximum term, expired and may require Reinstatement Fees, or where a prorated date is required.

Software Assurance Quotes for New Net Systems

- ✓ Software assurance quotes for net new systems with SWA included may be obtained through the NEC Studio quoting program or a manual quote may be requested by sending an email to the SWA Helpdesk. Please include the site name and system parts configuration as obtained from a valid NEC Studio quote.

Software Assurance Quotes for Renewals

- ✓ SWA renewal quotes for customers who are current but set to expire within a 5 year maximum term, expired, or where a prorated date is required, may be obtained via the NEC Studio quoting program on released products. You may also request a manual quote by sending an email to the SWA Helpdesk. Please include the site name, Location ID or Hardware Key Code of the site you wish to renew and specify the term (in years) or a specific SWA end date you need. SWA renewal orders will not be accepted without a valid renewal quote from NEC.

Software Assurance Quotes for Expired SWA Contracts

- ✓ SWA agreements that have lapsed and are expired may be subject to re-instatement fees. These fees will be assessed on the SWA renewal quotes obtained from NEC Studio and manual quotes from the SWA Helpdesk. Expired contracts must be purchased for a minimum of 1 year.

Software Assurance Quotes for Add-ons

- ✓ Software add-on orders (adding licenses or parts to an existing system/SWA contract) for sites with existing SWA agreements must also contain the correct SWA parts. An add-on quote can be obtained from the SWA Helpdesk. Please include the site name, Location ID or Hardware Key Code of the site you wish to add additional software licensing to as well as a valid Studio quote number.

Software Assurance Quotes for Migration

- ✓ SWA quotes for SV8000 to SV9000 migrations may be obtained via an email to the SWA Helpdesk. Information that will be required to quote will be the site name, Location ID or Hardware Key Code of the site you wish to migrate from.
- ✓ If you are not the dealer of record for a customer, you will need to provide NEC with permission from the customer to be able to quote SWA for that customer and to be able to apply any migration benefits to the quote.

SWA Helpdesk

There is a SWA team to answer any inquiries, support an issue, or provide SWA quotes. To contact please email swa@necam.com.

