
OPTUS & FORERUNNER PARTNERSHIP Q & A



DISTRIBUTION AND SUPPORT

Q: Why is Forerunner using Optus to distribute NEC products?

A: Optus has been a trusted NEC distributor for nearly 30+ years, offering comprehensive warehousing and distribution support. Our Channel Support team brings over three decades of expertise to the table. The long-standing partnership between Optus and Forerunner is built on mutual trust and an unwavering commitment to customer satisfaction, ensuring seamless product and service delivery.

Q: Who should US-based partners contact for sales support, quote assistance, order placement, and technical support?

A: For all US-based inquiries regarding sales support, quote assistance, order placement, and technical support, please direct your communications to Optus. Contact: For Optus Channel Sales, please email us at nec@optusinc.com or call 870.974.7711. For NTAC, please call 1.800.852.4632.

Q: Who should Canadian partners contact for sales support, quote assistance, order placement, and technical support?

A: For all inquiries regarding technical support, please direct your communications to Optus at nec@optusinc.com or 870.974.7711. For all sales support, please call 800.661.6632 or email neccare@neccanada.com.

Q: Who should Latin American partners contact for sales support, quote assistance, order placement, and technical support?

A: Partners in Latin America are encouraged to connect with the specialized Forerunner Latin America team for comprehensive support. Contact: Latin America Sales Support at LAS@ftrtinc.com

Q: Where can we see SWA status?

A: SWA status requests must be submitted to Optus.

DISTRIBUTION AND SUPPORT

Q: What email do we send the user information to get access to the LMS?

A: Please send to nec@optusinc.com.

Q: After requesting access to the LMS, how long until we receive confirmation?

A: 3-5 business days.

Q: Why only 2 user licenses for the LMS?

A: NEC is only allowing 2 licenses per partner.

Q: When can we expect SWA quotes for SV & 3C?

A: Please request from Optus. While we work on sorting through the data NEC sent us, please be patient with the timeframe.

Q: How do we request support on UM8700/UM4730 products?

A: Call NTAC.

PRODUCT INFORMATION

Q: Is there a 3% fee on all credit card orders?

A: We strive to provide flexible payment options while managing transaction costs. There is a convenience fee for credit card transactions, with exemptions for businesses in Maine, Massachusetts, Connecticut, and Oklahoma. We offer alternative payment methods, including ACH payments at the time of invoice and credit terms, where applicable, to provide you with cost-effective options.

Q: When can I start ordering new equipment?

A: We're in the process of transferring equipment to the Optus distribution center. We anticipate being able to process new orders starting at the beginning of April. Our team is working diligently to make this happen as quickly as possible while maintaining our high standards for order fulfillment and customer service.

Q: Can I purchase all SV add-on parts, new systems, and SWA?

A: We will strive to make most add-on parts and new systems available for purchase, subject to inventory. Hardware is currently available for purchase through December 31, 2025, and we are working to extend that for one additional year. Software licenses and SWA are available to purchase until 2030. US partners can leverage NEC leasing for annual payments on 5-year plans. Optus is honoring existing SWA quotes and will waive reinstatement fees during this transition period.

Q: When can I expect delivery of the equipment I've already ordered?

A: Optus is prioritizing the shipment of all back-ordered items. We are currently receiving inventory and expect to begin shipping orders in mid-March to early April.

PRODUCT INFORMATION

Q: Is the SL2100 still available for purchase, and will it be supported?

A: Yes, the SL2100 remains an integral part of our product lineup. Optus currently maintains a stock of SL hardware. While no additional hardware will be shipped to the US, we assure you that SL2100 support, including licenses, will continue through 2030. Our team at Optus is ready to assist you with pricing and availability for any needed SL2100 purchases, ensuring you can continue to support your customers effectively.

Q: Will current NEC certifications be honored?

A: Yes, all current NEC certifications will be honored.

Q: Will channel partners need to sign new contracts?

A: Yes. To ensure a smooth transition and maintain uninterrupted service, both existing and new Optus partners will need to establish new accounts

and sign updated contracts prior to February 28th for order fulfillment. We will send an email toward the end of February with a new contract that you can execute electronically.

Q: Why do I have to fill out a new MSA?

A: The new Master Service Agreement (MSA) is a crucial step in our transition process. It ensures that we have the most current and accurate information on your account, allowing us to provide you with seamless service and support. This updated agreement reflects any changes in our partnership structure and services, ensuring that both parties are aligned on expectations and responsibilities moving forward.

Q: Will there be a parts list and pricing?

A: Yes. A parts/price list for hardware only will be available upon request.

PRODUCT INFORMATION

Q: Is pricing changing?

A: Hardware pricing has changed.

Please reach out to Optus for updated pricing. Licenses and SWA pricing will remain the same until 6/30/2025.

**Q: What is the last day to purchase
SV9100 licenses and software
assurance?**

A: 3/31/30.

SYSTEMS & SUPPORT

Q: Are we still using the NEC anytime portal once the transfer happens?

A: We're transitioning away from the NEC anytime portal. Our team is actively developing a new portal solution to enhance your experience.

Q: Will we buy tokens for support, and what will the cost be?

A: We're streamlining our support model. Instead of tokens, support will be billed by the half-hour at a rate of \$175 per hour.

Q: Will Forerunner/Optus provide remote and onsite professional services support?

A: Absolutely. Optus and Forerunner offer a comprehensive suite of technical support services, including both remote and onsite options. For more information about our technical offerings, please reach out to our dedicated Channel Support team at nec@optusinc.com or 870.974.7711.

Q: How do we quote SV9100, SV9500, and 3C?

A: For immediate quoting needs, please contact the Channel Support team at nec@optusinc.com or 870.974.7711. We're also developing a new quoting tool to streamline this process. We'll share more information about this user-friendly tool as it becomes available.

Q: Will Forerunner/Optus continue sales/support for DECT systems?

A: While not initially, we are actively exploring options and partnerships to offer these solutions through Optus.

Q: Will the UM8700 product be supported and licensed?

A: Yes, NTAC will support the UM8700. Additionally, support or licenses can be purchased through Opentxt.

SYSTEMS & SUPPORT

Q: How will the LMS be handled?

A: Optus will manage both the ordering and delivery of licenses, providing a seamless experience for our partners.

Q: When will I have access to the LMS Portal?

A: The NEC Product Activation License Portal (LMS) will be available soon. To set up your account, we need some information from you. Please note that Forerunner currently limits access to two users per company to ensure optimal performance and security. You should have received an email requesting user information; if you did not receive that email, please let us know immediately so we can ensure you have the access you need.

Link: <https://info.optusinc.com/nec-product-activation-license-portal>

Q: Do we need to fill out a new credit application with Optus?

A: Yes, to ensure smooth financial operations, a new credit application with Optus will be required. Optus also accepts all major credit cards.

Q: What is the support plan for the SV9300?

A: Technical support for the SV9300 will continue under the same terms outlined in NEC's End of Life (EOL) announcement, ensuring continuity of service for our partners.

Q: Can we support BRIDGE to Intermedia and continue to sell it?

A: Yes, you can continue to support and sell BRIDGE to Intermedia. Please ensure that SIP trunk licenses are purchased on the SV platform and that your SV is up-to-date with the latest software release and hardware.

SYSTEMS & SUPPORT

Q: Will SWA and licenses be available for the CP10?

A: To access the latest features and support, an upgrade to the CP20 will be required. This upgrade path ensures you have access to the most current technology and support options.

Q: Will there be any firmware updates to SV9100 or SV9500?

A: Yes, we will continue to provide firmware updates for SV9100 and SV9500, following NEC Japan's release schedule to ensure you have access to the latest features and security enhancements.

Q: When will pricing on 3C be available?

A: We're finalizing the pricing details for 3C and expect to have this information available by March 3, 2025. We appreciate your patience as we work to provide you with the most accurate and competitive pricing.

Q: When will customers be able to receive formal announcements regarding 3C status, future support, and parts availability?

A: We're currently preparing a comprehensive announcement addressing the future of 3C, including its support roadmap and parts availability. We're working diligently to release this information as soon as possible to keep our valued customers informed.

Q: What third-party applications and equipment will be available for purchase through Optus (e.g., i766 telephone, DVS Analytics)?

A: For specific inquiries about products like the i766 telephone or DVS Analytics, please contact the Channel Support team at nec@optusinc.com or 870.974.7711. We will be happy to provide you with detailed information on availability and compatibility.

SYSTEMS & SUPPORT

Q: What are the plans for selling and supporting BCT?

A: We understand the importance of BCT to our partners. The Forerunner team is actively engaging with NEC Japan to determine the best path forward for BCT support. We'll communicate our comprehensive plan as soon as it's finalized, ensuring you have the information needed to support your customers effectively.

Q: How do we download the firmware/software that was available in the LMS?

A: Request from NTAC and NTAC will send license file to LMS admin. Software will be downloaded from an FTP server site.

Q: What is needed when signing the Optus reseller agreement?

A: Please contact Optus directly for specific requirements regarding the reseller agreement.

Q: When does support for the SV9300 end?

A: 3/31/2026.

Q: Is there support for the UC Suite blade and licenses?

A: Licenses still available, support is best effort.

Q: How do I get a warranty replacement?

A: Contact NTAC.

Q: Can I pay directly from my bank instead of by credit card?

A: Yes.

Q: What is the legacy maintenance contract you discussed?

A: The ability to support your NEC legacy equipment, best effort. More information to come when available.

Q: What is the support and license for CP10 ending?

A: 12/31/2025.

SYSTEMS & SUPPORT

Q: Are SWA on CP10 can be purchased beyond March 31st, 2025?

A: SWA on CP10 can be purchased up to 12/31/2025. For support beyond that date, a CP20 upgrade is required.

Q: Can migration kits for the SV8100 to CP20 be purchased?

A: TBD.

Q: We have SV8100 customers who are not yet ready to migrate but want to add phones. Can I access these licenses?

A: SV8100 cannot be ordered. Please work with Optus on upgrade options.

Q: When will V12 be available for the SV9500?

A: TBD.

Q: I usually order licenses through a vendor, are you saying I can go online and get them myself now? Beyond the download email I usually get?

A: SL2100 licenses can be purchased from your distributor and the delivery method is the same.

Q: Is there access to see what customer's current licenses and hardware key code is?

A: That information is in the LMS.

Q: Are the MLC-SWA Licenses still going to sync with the new LMS?

A: Yes.

Q: Can SV9500 SWA be purchased annually up to 2030?

A: Yes.

Q: How is the MLC licensing going to be handled?

A: SWA driven MLC licenses will still be active. Please make sure to update SWA.

Q: Since Anytime is down, how do we configure a new SL2100 or upgrade to CP20 on the 9100?

SYSTEMS & SUPPORT

A: Call Optus.

Q: When will training be available on 3C?

A: TBD.

Q: Will UC Client be replaced with either a web app or something else?

A: No further development on SV product line.

Q: With having only two log-ins, will multiple people be able to be logged in at the same time using the same log in?

A: Yes.

Q: So is tech support now a customer support and not a product support?

A: NTAC is the same technical support that it was with NEC.

Q: Will an NEC SV9100 CP20 customer need to have SWA in order to get support? If they do not, what happens if I need support?

A: Yes, if they do not, there is an hourly

rate (no longer tokens).

Q: We previously placed orders with Target Distributing. Do I need to now send all the back-order purchase orders to Optus?

A: If you were charged for the order, that backordered equipment will be shipped from Optus. You can also continue to purchase product directly from Target.

Q: Is there going to be a config tool to create a new system sale?

A: There will not be a partner configuration tool. Please reach out to Optus for all quoting.

Q: Where can we download marketing material and technical documents?

A: Technical documents will be available in the upcoming NTAC website. Sales material will be available on the Optus Channel Customer Onboarding page.

SYSTEMS & SUPPORT

Q: Will we have access to new hardware NEC SV9100 through to 2030?

A: No, SV9100 and SV9500 hardware will be available until 12/31/2025.

Q: I have access to the new LMS, but my recently purchased license is not showing up. When can I expect that?

A: We are working hard on addressing the backorders and current orders.

Q: Will reinstatement fees be waived for SWA?

A: Yes, SWA reinstatement fees for NEC product are currently being waived. We cannot answer for the 3rd party applications.