

SOFTWARE ASSURANCE

FREQUENTLY ASKED QUESTIONS



Question: What does NEC Software Assurance include?

Answer:

NEC's Software Assurance (SWA) coverage entitles the subscribing end customer to:

- > make use of all known repair releases and security fixes released by NEC
- > make use of all major and minor new software versions released by NEC

SWA also gives the end customer the right to have suspected software faults investigated and where appropriate fixed by NEC after troubleshooting by the service providing business partner. Please note that in case an upgrade requires new hardware this is not covered by the Software Assurance. NEC is not liable for any labour charges related to upgrading systems and handling technical support.

Question: What is the difference between major and minor releases?

Answer:

Both major and minor releases include repairs, bug-fixes and maintenance items. A major release also contains new features. In some cases special new features are protected by functional licences. In that case, these licences need to be purchased separately in order to gain access to those specific features. Functional licences are not included in the SWA agreement.

Question: What is the frequency of releases?

Answer:

The frequency varies per product and can change over the

product's lifetime. NEC will typically release one major and one minor release per year.

Question: What are the possible contract agreement periods?

Answer:

You can sign up for a 1, 2, 3, 4 or 5 year SWA contract. The contract duration differs per product; for most products up to 5 years. Please check with your NEC representative.

Question: When are the payments due?

Answer:

Payment of the full contract period is due up front when the contract period commences.

Question: How is the coverage of SWA organized - by (part of) solution?

Answer:

You can choose per solution to take SWA or not. We however strongly advise to take SWA for the complete installation in order not to run into problems when upgrading non-SWA products. You cannot cover only part of an application, e.g. only Business ConneCT Operator and not BCT Employee. The SWA coverage will be for the full Business ConneCT server.

Question: How are expansions handled?

Answer:

When expanding a system, additional SWA subscription and coverage is required for the added parts. SWA fees will be calculated from the moment of expansion till the end of the contract period valid for the overall system.

Question: What happens if I add a new product to an existing system?**Answer:**

If you add e.g. a Business ConneCT server to your installation you can choose to purchase SWA for this solution. We do recommend that you have SWA for all products that form the total installed solution. For the new solution a new SWA agreement will be made. For UNIVERGE 3C and SV9100 platforms, adding Business ConneCT is seen as an expansion. This means that if the platforms had SWA, SWA coverage for the additional Business ConneCT is mandatory. If the 3C and SV9100 platforms are not covered by SWA, then SWA can not be activated for Business ConneCT.

Question: What does mandatory SWA mean?**Answer:**

On some products SWA is mandatory. This means SWA must be purchased for a minimum of 1 year. These are:

- > UNIVERGE 3C, uMobility, MobiBox, UM4730, BX-series.
- > UNIVERGE SV9300, SV9500, Business ConneCT, MA4000, IP DECT and MobiCall supplied as from January 1, 2019.

If after the initial year, you choose not to prolong SWA on one or more of those products, you will be able to continue to use the system as is, but without any support from NEC, nor the right to software bug fixes or other SWA benefits. In order to expand or upgrade, SWA will have to be purchased again. In that case a reinstatement fee is applicable.

Question: What about SWA and Software Warranty?**Answer:**

NEC offers a 3-month Software warranty*. This means that when subscribing to SWA for newly installed software/licences, the first year of SWA is actually 15 months starting from the moment the licences on the system are activated.

Question: What if I decide to purchase SWA at a later date?**Answer:**

New customers who do not choose to subscribe to SWA at initial purchase of their system (assuming it does not include

mandatory SWA products), will be able to purchase SWA at a later date. However in this case the SWA fee is required for the entire period - also the period that the systems were not in the programme (minus the warranty period). We therefore strongly recommend to join SWA from the start.

Question: What if I do not renew my SWA agreement but decide to step back in later?**Answer:**

If you choose not to renew an SWA agreement you can later step back in. Be aware that you will also have to pay for the period you were not participating in the programme. So if you after 6 months decide to step back into the SWA programme you will be charged for 6 months SWA + the contracted period of your renewed agreement.

Question: What are the start and end dates of SWA?**Answer:**

A regular NEC 3-month warranty period* starts when your system is activated. The SWA agreement will start on the first of the month following this 3-month period, and will run for 12, 24 or 36 months (depending on the contract period chosen) and expire at the end of the month.

So for a system activated e.g. on March 14 and for which SWA coverage is taken, the regular warranty will run from March 14 to June 30. As from July 1, the SWA agreement takes effect and runs till July 1 of the following year (in the case a 1-year SWA agreement has been chosen).

Question: What kind of proof is provided showing the agreement I have taken?**Answer:**

A special SWA certificate is issued to the end customer describing the scope and the agreed period.

* For UNIVERGE SV9100 the Software warranty period is 12 months.

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