

# Software Assurance FAQ



## Empowering the Smart Enterprise

### Q: What value will I, as a customer, realize when I subscribe to NEC's Software Assurance (SWA)?

**A:** NEC's Software Assurance provides significant value to you beyond the standard software warranty. The software warranty provides basic support entitlement and minor software updates pertaining only to bug fixes. The warranty agreement does not entitle you to a major version software upgrade. NEC's Software Assurance program offers various service levels, contingent upon your communication product, in which major and minor version upgrades may be provided at no additional cost. All service levels of Software Assurance will allow your Solutions Integrator to receive NEC technical support.

### Q: How will Software Assurance benefit my business?

**A: Helps you to stay current** – New feature enhancements are constantly being developed to address the ever-changing demands of the marketplace. Software Assurance can be utilized to help your business by ensuring you are up-to-date with the latest software releases and enhancements.

**Allows you to budget more efficiently** – Software Assurance's fixed annual contract or a multi-year contract will allow you to plan your software expenditures in advance - alleviating the concern of unexpected maintenance or upgrade costs.

**Helps you increase productivity** – With NEC technical support

professionals assisting your NEC authorized representative, you receive fast, responsive access to support services and resources to quickly address your system issues and maintain business efficiencies – maximizing uptime.

**Protects your investment** – NEC understands that your investments in technology are important. They bring added value to your business and can often help increase your bottom line. By keeping your systems and applications current, you protect your investment while providing your business with the latest communications tools to stay competitive in today's marketplace.

### Q: Are there different service level types for Software Assurance?

**A:** Depending on the communications product, there may be multiple Software Assurance coverage options. Such options may include a limit to the number of software upgrades available. For more information contact your NEC authorized representative for the options available to you or visit [www.necam.com/swa](http://www.necam.com/swa) for a service level outline.

### Q: What if I decide NOT to subscribe now?

**A:** Software Assurance coverage is required with the initial sale of most NEC products. If you decide not to enroll in the Software Assurance program initially, you may still have the option to purchase Software Assurance at a later date, but it is much more economical and beneficial to subscribe now. Reinstatement fees may apply if you delay or if there is a lapse in your coverage.

For NEC to provide you with the highest level of support, we encourage you to keep your NEC platforms and applications operating at the most current levels and maintain a current Software Assurance agreement.

### Q: When does the Software Assurance agreement begin?

**A:** The new NEC Software Assurance agreement begins 90 days after initial software activation. NEC realizes that the installation does not always begin immediately after purchase, therefore a 90 day buffer is provided following the initial software activation.

Migrated systems are not subject to the 90 day grace period and the contract will begin once the migrated system software is activated.

On-time renewal contracts will start at the conclusion of the previous Software Assurance contract expiration. If the renewal is purchased after the expiration of the previous contract, the renewal contract start date will be the date of contract purchase and may be subject to reinstatement fees.

Note: This applies to NEC products only and third party products may have varying start dates.

### Q: If I need to add some additional software licensing and I already have a Software Assurance agreement, how will that work?

**A:** NEC will pro-rate the cost of the Software Assurance coverage for any additional licensing to the same term date as your existing agreement.

### Q: If I have multiple NEC products, can I cover some of them and not others?

**A:** For current NEC products on which Software Assurance is offered, NEC requires Software Assurance to be applied to all eligible products. For ease of management, NEC can co-terminate all of the contracts to end on the same date as long as at least one year is purchased. Co-termination will also provide you the opportunity of renewing all products at one time. NEC products are so closely integrated; it is necessary to ensure that everything is at the latest software version.

### Q: What if I have multiple NEC Authorized Representatives servicing my site?

**A:** NEC will require that a single representative company supports a single site when a Software Assurance agreement is involved. However, if you would like to switch your representative company, your new representative can initiate the change request through NEC with your approval.

### Q: How will I obtain my free software upgrades?

**A:** Your NEC Authorized Representative will be responsible for obtaining this for your site when the new software becomes available.

### Q: When it is time for me to renew my agreement, how will I get notified?

**A:** The NEC Software Assurance system will automatically notify your NEC Authorized Representative when it is time to renew your Software Assurance contract. In addition to your NEC Authorized Representative notification, you will receive a letter of expiration via email. The email address NEC uses to send the notification is provided by your Representative upon execution of the End User License Agreement.

### Q: I have an SV8000 series product, can I continue to buy Software Assurance?

**A:** The SV8000 series products are end of support on December 31, 2018. Software Assurance contracts can be prorated to the end of support date. Furthermore, if you have existing coverage on your SV8000 and migrate to an SV9000 product, your existing coverage will be applied to the new platform thus ensuring you continue to receive value out of your existing investment.

### Q: I have an SV8000 series product but I plan to migrate to an SV9000 series product, what will happen to my Software Assurance Coverage?

**A:** If you have more than one year of Software Assurance coverage remaining on your SV8000 series product, when you migrate the remaining coverage will be applied to the new SV9000 series product. If you have less than one year of Software Assurance coverage remaining on your SV8000 series product, you will need to purchase additional coverage for the SV9000, but the remaining time will also be applied in addition to the newly purchased coverage.

### Q: How do I subscribe to Software Assurance?

**A:** Contact your NEC authorized representative to subscribe today and take full advantage of all that Software Assurance has to offer. For more information, please visit [www.necam.com/SWA](http://www.necam.com/SWA).

For questions regarding Software Assurance, please contact your local NEC authorized representative or send an email to – [SWA@necam.com](mailto:SWA@necam.com).



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