Product Bulletin

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Date: December 1, 2009

Symposium Express Call Center (SECC) 4.2,

Symposium Web Center Portal (SWCP) 4.0, Communication Control Toolkit (CCT 5.0) and Graphical Real Time Displays (GRTD)

Advance Notice of Lifecycle Dates of End-of-New-Sales, Manufacture Discontinue (MD) and End-of-Life (EOL)

REVISION HISTORY

Date	Revision #	Summary of Changes
December 1, 2009	Original bulletin	This is the original publication

Introduction

This bulletin provides advance notification of the lifecycle change for Symposium Call Center Express (SECC) 4.2.   This bulletin also applies to SECC 4.2 dependent products working with SECC 4.2, including Symposium Web Center Portal (SWCP) 4.0, Communication Control Toolkit (CCT 5.0) and Graphical Real Time Displays (GRTD).

This bulletin also applies to localized versions of these products.

This advance notice is provided for planning purposes. These dates are in line with the currently published Nortel Life-Cycle policy. Product lifecycle dates are planned to ensure support and development resources are focused on current and forthcoming product releases, thus maximizing benefits in terms of features and technology for customers.

These dates were originally communicated in conjunction with Contact Center Express (CCE) 7.1 product announcement (Refer to **Sales and Marketing Bulletin Bulletin Number SM-2009-0164-Global, Dated November 3rd 2009**). But this lifecycle bulletin is also being distributed now to ensure all customers are fully aware of the LCM dates.

This bulletin also provides recommendations to customers currently using SECC 4.2, SWCP 4.0, CCT 5.0 and GRTD. Lifecycle dates also changes levels of support provided for these products. This bulletin provides overview of support levels for each of the lifecycle states.

Symposium Call Center Express (SECC) 4.2 Life Cycle Dates:

Regions Affected	All Regions
Generally Available date	June 2003
Present lifecycle status	Current
Planned End of New Sales date *	March 1, 2010
Planned Date of Manufacture Discontinued *	October 31, 2010
Planned date of End of Life (All languages)	October 31, 2012

* As per Nortel lifecycle policy, Symposium Call Center Manager 4.2 End of new sales milestone is 120 days after the replacement is available; and MD is 1 year after replacement is available.

Symposium Web Center Portal (SWCP) 4.0 Life Cycle Dates:

Regions Affected	All Regions
Generally Available date	December 2003
Present lifecycle status	Current with SECC4.2
Planned End of New Sales date *	March 1, 2010
Planned Date of Manufacture Discontinued *	October 31, 2010
Planned date of End of Life	October 31, 2012

* As per Nortel lifecycle policy, Symposium Web Center Portal 4.0 End of new sales milestone is 120 days after the replacement is available; and MD is 1 year after replacement is available.

Communication Control Toolkit (CCT) 5.0 Life Cycle Dates:

Regions Affected	All Regions
Generally Available date	May 2005
Present lifecycle status	Current with SECC4.2
Planned End of New Sales date *	March 1, 2010
Planned Date of Manufacture Discontinued *	October 31, 2010
Planned date of End of Life	October 31, 2012

* As per Nortel lifecycle policy, Communication Control Toolkit 5.0 End of new sales milestone is 120 days after the replacement is available; and MD is 1 year after replacement is available.

Definitions

End-of-New-Sales Definition – "End of New Sales" lifecycle milestone. This milestone is set after the new release of the product is available, and serves formal communication of Nortel's intent to stop new sales of the product. No further orders will be accepted as of the End of New Sales date. At "End of New Sales" milestone, new sales of the product end. Dual stream ordering window, with ability to place "new" orders for the previous release ceases. Expansions of existing systems, e.g. adding additional agents or new optional features are available till "Manufacture Discontinue" milestone.

Manufacture Discontinue Definition – Manufacture Discontinue milestone serves as formal communication of Nortel's' intent to manufacture discontinue (MD) the product(s) noted. No further orders are accepted as of the MD date. Customers are expected to upgrade. Nortel Support limited to diagnostics. Product repair may be available on a case-by-case basis. In a MD state customers will NOT be able to place new orders, or upgrades to this release. Orders for upgrades and expansions within the Release are no longer available, and there will be no corrective content such as patches, SU's, maintenance releases, etc provided. Documentation, training, and certification exams will also not be updated. The MD of these products should not be interpreted as the discontinuance of any Nortel agreements to support the existing field population. Services to the existing product base will continue to be provided until the End of Life (EOL) date shown above.

End-Of-Life Definition – End-of-Life milestone serves as formal communication of Nortel's intent to end the life of the product(s) noted. No further support will be provided. Emergency recovery and/or upgrades may be performed in accordance with customer specific service plans or upgrade agreements as negotiated prior to EOL. Customers are encouraged to upgrade.

Support Levels During Life-Cycle Phases

Customers are expected to purchase an upgrade to the current release to receive full support coverage from the Nortel Support and Design organizations.

For more information please see related document:
Enterprise Lifecycle Management Practice, Issue 3.4, May 2009.
http://www.nortel.com/support/programs/lifecycle/

Microsoft Service Packs and Security Hotfixes

Please be aware that after Manufacture Discontinue date, Nortel will not monitor and confirm applicability of any future Microsoft Security Hotfixes or Service Packs for CCM6,

Recommendation for customers using SECC 4.2 suite of products

Nortel recommends that customers using SECC4.2 plan to upgrade to the latest release (CCE 7.1) prior to the published SECC 4.2 Manufacture Discontinue date.

Partners holding any existing: SRS Basic (GW5500xxx), or Express Plus (GU6300xxx), or PASS Plus (GU4300) - support service contracts should invoke their pre-paid software upgrade to the current release. Each of these support service levels entitles the partner to receive major and minor software releases and documentation, as they are made Generally Available for release by Nortel for partner and customer use. Further, Nortel highly recommends that this upgrade take place before the MD date in order to ensure that partner can receive continuous and uninterrupted Technical Support, if required.

For further information please contact your Nortel account representative.