



# End of Sale Notice

**Notification Date:** 31-Mar-2024

**Revision Date:** 21-Feb-2024

**Effective Date:** 01-Jul-2024

**Subject:** End of Sale – Nuance Speech Suite 3 year  
Subscription Licenses, all versions

**Theatre/Region:** Global

## Revision History

| Revision Date | Reason for change                                                                           |
|---------------|---------------------------------------------------------------------------------------------|
| 11-Jul-2023   | Initial release of end of sale announcement                                                 |
| 21-Feb-2024   | Updated based on Nuance extending EOSS until 30-Jun-2027 for 3-year subscription customers. |

## Summary

Effective 31-Jun-2024 Avaya will no longer sell (make commercially available) 3 year subscription licenses of Nuance SpeechSuite products (Nuance Vocalizer, Nuance Recognizer and associated Dialog Modules). The entire suite is targeted to go end of services support in June 2027 and we cannot sell subscriptions that go past that date.

While a replacement cloud offering is not yet available, a transition from on premise Nuance software to cloud based “SaaS” solutions are coming in the future to replace this on premise offering.



## Discontinued Order Codes and Migration Strategy

Discontinued Codes – All 3 year subscription codes for Nuance Speech suite are end of sale

| Material Code | Description                                |  |
|---------------|--------------------------------------------|--|
| 412197        | CC NU T3 1LANG PROD LIC FIX<br>SUBS 3YRMO  |  |
| 412198        | CC NU T3 1LANG PROD LIC FIX<br>SUBS 3YRAN  |  |
| 412203        | CC NU T3 1LANG DR LIC FIX<br>SUBS 3YRMO    |  |
| 412204        | CC NU T3 1LANG DR LIC FIX<br>SUBS 3YRAN    |  |
| 412209        | CC NU T3 2PLUSLAN PR LIC FIX<br>SUBS 3YRMO |  |
| 412210        | CC NU T3 2PLUSLAN PR LIC FIX<br>SUBS 3YRAN |  |
| 412215        | CC NU T3 2PLUSLAN DR LIC FIX<br>SUBS 3YRMO |  |
| 412216        | CC NU T3 2PLUSLAN DR LIC FIX<br>SUBS 3YRAN |  |
| 412221        | CC NU T3UPG 1TO2LAN PR<br>LICFIXSUBS 3YRMO |  |
| 412222        | CC NU T3UPG 1TO2LAN PR<br>LICFIXSUBS 3YRAN |  |
| 412227        | CC NU T3UPG 1TO2LAN DR<br>LICFIXSUBS 3YRMO |  |
| 412228        | CC NU T3UPG 1TO2LAN DR<br>LICFIXSUBS 3YRAN |  |
| 412233        | CC NU T4 DV 1LAN PR<br>LICFIXSUBS 3YRMO    |  |
| 412234        | CC NU T4 DV 1LAN PR<br>LICFIXSUBS 3YRAN    |  |
| 412239        | CC NU T4 DV 1LAN DR<br>LICFIXSUBS 3YRMO    |  |
| 412240        | CC NU T4 DV 1LAN DR<br>LICFIXSUBS 3YRAN    |  |
| 412245        | CC NU T4 DV2PLUSLAN PR<br>LICFIXSUBS 3YRMO |  |
| 412246        | CC NU T4 DV2PLUSLAN PR<br>LICFIXSUBS 3YRAN |  |



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|--------|---------------------------------------------|--|
| 412251 | CC NU T4 DV2PLUSLAN DR<br>LICFIXSUBS 3YRMO  |  |
| 412252 | CC NU T4 DV2PLUSLAN DR<br>LICFIXSUBS 3YRAN  |  |
| 412257 | CC NU T4DVUPG1TO2LAN PR<br>LICFIXSUBS3YRMO  |  |
| 412258 | CC NU T4DVUPG1TO2LAN PR<br>LICFIXSUBS3YRAN  |  |
| 412263 | CC NU T4DVUPG1TO2LAN DR<br>LICFIXSUBS3YRMO  |  |
| 412264 | CC NU T4DVUPG1TO2LAN DR<br>LICFIXSUBS3YRAN  |  |
| 412269 | CC NU T3 T4DVUP1LAN PR<br>LICFIXSUBS 3YRMO  |  |
| 412270 | CC NU T3 T4DVUP1LAN PR<br>LICFIXSUBS 3YRAN  |  |
| 412275 | CC NU T3 T4DVUP1LAN DR<br>LICFIXSUBS 3YRMO  |  |
| 412276 | CC NU T3 T4DVUP1LAN DR<br>LICFIXSUBS 3YRAN  |  |
| 412281 | CC NU T3 T4DVUPG2LAN PR<br>LICFIXSUBS 3YRMO |  |
| 412282 | CC NU T3 T4DVUPG2LAN PR<br>LICFIXSUBS 3YRAN |  |
| 412287 | CC NU T3 T4DVUPG2LAN DR<br>LICFIXSUBS 3YRMO |  |
| 412288 | CC NU T3 T4DVUPG2LAN DR<br>LICFIXSUBS 3YRAN |  |
| 412293 | CC NU VOC 1LANG PROD LIC FIX<br>SUBS 3YRMO  |  |
| 412294 | CC NU VOC 1LANG PROD LIC FIX<br>SUBS 3YRAN  |  |
| 412299 | CC NU VOC 1LANG DR LIC FIX<br>SUBS 3YRMO    |  |
| 412300 | CC NU VOC 1LANG DR LIC FIX<br>SUBS 3YRAN    |  |
| 412305 | CC NU VOC 2PLUS LAN PR<br>LICFIXSUBS 3YRMO  |  |
| 412306 | CC NU VOC 2PLUS LAN PR<br>LICFIXSUBS 3YRAN  |  |
| 412311 | CC NU VOC 2PLUS LAN DR<br>LICFIXSUBS 3YRMO  |  |
| 412312 | CC NU VOC 2PLUS LAN DR<br>LICFIXSUBS 3YRAN  |  |



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|--------|---------------------------------------------|--|
| 412317 | CC NUVOC UP1TO2 LAN PR<br>LICFIXSUBS 3YRMO  |  |
| 412318 | CC NUVOC UP1TO2 LAN PR<br>LICFIXSUBS 3YRAN  |  |
| 412323 | CC NUVOC UP1TO2 LAN DR<br>LICFIXSUBS 3YRMO  |  |
| 412324 | CC NUVOC UP1TO2 LAN DR<br>LICFIXSUBS 3YRAN  |  |
| 412329 | CC NU DIALOG ENGINE PR<br>LICFIXSUBS 3YRMO  |  |
| 412330 | CC NU DIALOG ENGINE PR<br>LICFIXSUBS 3YRAN  |  |
| 412335 | CC NUVOC OFFL 1SEAT PR<br>LICFIXSUBS 3YRMO  |  |
| 412336 | CC NUVOC OFFL 1SEAT PR<br>LICFIXSUBS 3YRAN  |  |
| 412341 | CC NU DM EM SP ADM PR LIC<br>FIX SUBS 3YRMO |  |
| 412342 | CC NU DM EM SP ADM PR LIC<br>FIX SUBS 3YRAN |  |
| 412347 | CC NU DM EM SP ADM DR LIC<br>FIX SUBS 3YRMO |  |
| 412348 | CC NU DM EM SP ADM DR LIC<br>FIX SUBS 3YRAN |  |
| 412353 | CC NU DM ADDR NAME PR LIC<br>FIX SUBS 3YRMO |  |
| 412354 | CC NU DM ADDR NAME PR LIC<br>FIX SUBS 3YRAN |  |
| 412359 | CC NU DM ADDR NAME DR LIC<br>FIX SUBS 3YRMO |  |
| 412360 | CC NU DM ADDR NAME DR LIC<br>FIX SUBS 3YRAN |  |
| 412365 | CC NU ADRDM UPDSV CUST<br>LICFIXSUBS 3YRMO  |  |
| 412366 | CC NU ADRDM UPDSV CUST<br>LICFIXSUBS 3YRAN  |  |
| 413839 | CC NU DM US STK UPDSVC LIC<br>FIXSUBS 3YRAN |  |
| 414382 | CC NU DM US STK UPDSVC LIC<br>FIXSUBS 3YRMO |  |
| 414385 | CC NU DM US MUTL UPDSVC<br>LICFIXSUBS 3YRAN |  |
| 414388 | CC NU DM US MUTL UPDSVC<br>LICFIXSUBS 3YRMO |  |



|        |                                             |  |
|--------|---------------------------------------------|--|
| 414391 | CC NU DM US OPTN UPDSVC<br>LICFIXSUBS 3YRAN |  |
| 414394 | CC NU DM US OPTN UPDSVC<br>LICFIXSUBS 3YRMO |  |
| 414397 | CC NU DM STK MUTLOPT PR<br>LICFIXSUBS 3YRAN |  |
| 414400 | CC NU DM STK MUTLOPT PR<br>LICFIXSUBS 3YRMO |  |
| 414403 | CC NU DM STK MUTLOPT DR<br>LICFIXSUBS 3YRAN |  |
| 414406 | CC NU DM STK MUTLOPT DR<br>LICFIXSUBS 3YRMO |  |

#### System Expansion post-End of Sale

For Current GA Nuance SpeechSuite Products (R11 / R7), customers who desire to expand their existing 3-year subscription term after 31-Jun-2024 (end of sale date) will need to add the new seats as **1 year term subscription seats**.

For customers running older products (R10/R6), those customers must upgrade to R11/R7 before any renewals or system expansions are allowed.

#### Migration Strategy

Avaya will offer the following alternative solution(s):

Availability of Nuance “Voice Bot” (aka Dialog as a Service) is available for Experience Portal. Customers may choose to migrate to this cloud-based service to replace existing on-premises software. In addition, Nuance will soon be offering additional cloud-based solutions that replace this existing on-premises functionality.

As always, customers should consult the Nuance support matrix for current support intervals for all Nuance software.

#### Schedule

|                                                                                                  |             |
|--------------------------------------------------------------------------------------------------|-------------|
| R11 Recognizer/R7 Vocalizer 3 Year Subscription End of Sale Date (last day to order new systems) | 30-Jun-2024 |
| R11 Recognizer/R7 Vocalizer End of Manufacturer Support for SOFTWARE *                           | 30-Jun-2027 |
| R11 Recognizer/R7 Vocalizer End of Manufacturer Support for HARDWARE *                           | N/A         |
| R11 Recognizer/R7 Vocalizer Last day to purchase system expansions                               | 30-Jun-2025 |
| R11 Recognizer/R7 Vocalizer Targeted End of Services Support**                                   | 30-Jun-2027 |

\* Per Avaya Product Lifecycle Policy



*\*\*Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.*



## Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Renewals of existing Avaya service contracts covering this product will only be allowed for 1 year terms going forward.

## Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> Policies and Legal >> Warranty & Product Lifecycle >> Avaya Product Lifecycle Policy