



End of Sale Notice

Notification Date: 11-Jul-2023

Revision Date: 11-Jul-2023

Effective Date: 11-Jul-2023

Subject: End of Sale – Nuance Speech Suite 5 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

Summary

Effective 11-Jul- 2023 Avaya will no longer sell (make commercially available) 5 year subscription licenses of Nuance Speech Suite products (Nuance Vocalizer, Nuance Recognizer and associated Dialog Modules). The entire suite is targeted to go end of services support in June 2026 and we cannot sell subscriptions that go past that date.

Customers who need new subscriptions or want to renew their existing subscription are able to purchase 1 year subscriptions for their on premise Nuance software. 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 5 year subscription codes for Nuance Speech suite are end of sale

Material Code	Description	
412199	CC NU T3 1LANG PROD LIC FIX SUBS 5YRMO	
412200	CC NU T3 1LANG PROD LIC FIX SUBS 5YRAN	
412205	CC NU T3 1LANG DR LIC FIX SUBS 5YRMO	
412206	CC NU T3 1LANG DR LIC FIX SUBS 5YRAN	
412211	CC NU T3 2PLUSLAN PR LIC FIX SUBS 5YRMO	
412212	CC NU T3 2PLUSLAN PR LIC FIX SUBS 5YRAN	
412217	CC NU T3 2PLUSLAN DR LIC FIX SUBS 5YRMO	
412218	CC NU T3 2PLUSLAN DR LIC FIX SUBS 5YRAN	
412223	CC NU T3UPG 1TO2LAN PR LICFIXSUBS 5YRMO	
412224	CC NU T3UPG 1TO2LAN PR LICFIXSUBS 5YRAN	
412229	CC NU T3UPG 1TO2LAN DR LICFIXSUBS 5YRMO	
412230	CC NU T3UPG 1TO2LAN DR LICFIXSUBS 5YRAN	
412235	CC NU T4 DV 1LAN PR LICFIXSUBS 5YRMO	
412236	CC NU T4 DV 1LAN PR LICFIXSUBS 5YRAN	
412241	CC NU T4 DV 1LAN DR LICFIXSUBS 5YRMO	
412242	CC NU T4 DV 1LAN DR LICFIXSUBS 5YRAN	
412247	CC NU T4 DV2PLUSLAN PR LICFIXSUBS 5YRMO	
412248	CC NU T4 DV2PLUSLAN PR LICFIXSUBS 5YRAN	
412253	CC NU T4 DV2PLUSLAN DR	



	LICFIXSUBS 5YRMO	
412254	CC NU T4 DV2PLUSLAN DR LICFIXSUBS 5YRAN	
412259	CC NU T4DVUPG1TO2LAN PR LICFIXSUBS5YRMO	
412260	CC NU T4DVUPG1TO2LAN PR LICFIXSUBS5YRAN	
412265	CC NU T4DVUPG1TO2LAN DR LICFIXSUBS5YRMO	
412266	CC NU T4DVUPG1TO2LAN DR LICFIXSUBS5YRAN	
412271	CC NU T3 T4DVUP1LAN PR LICFIXSUBS 5YRMO	
412272	CC NU T3 T4DVUP1LAN PR LICFIXSUBS 5YRAN	
412277	CC NU T3 T4DVUP1LAN DR LICFIXSUBS 5YRMO	
412278	CC NU T3 T4DVUP1LAN DR LICFIXSUBS 5YRAN	
412283	CC NU T3 T4DVUPG2LAN PR LICFIXSUBS 5YRMO	
412284	CC NU T3 T4DVUPG2LAN PR LICFIXSUBS 5YRAN	
412289	CC NU T3 T4DVUPG2LAN DR LICFIXSUBS 5YRMO	
412290	CC NU T3 T4DVUPG2LAN DR LICFIXSUBS 5YRAN	
412295	CC NU VOC 1LANG PROD LIC FIX SUBS 5YRMO	
412296	CC NU VOC 1LANG PROD LIC FIX SUBS 5YRAN	
412301	CC NU VOC 1LANG DR LIC FIX SUBS 5YRMO	
412302	CC NU VOC 1LANG DR LIC FIX SUBS 5YRAN	
412307	CC NU VOC 2PLUS LAN PR LICFIXSUBS 5YRMO	
412308	CC NU VOC 2PLUS LAN PR LICFIXSUBS 5YRAN	
412313	CC NU VOC 2PLUS LAN DR LICFIXSUBS 5YRMO	
412314	CC NU VOC 2PLUS LAN DR LICFIXSUBS 5YRAN	
412319	CC NU VOC UP1TO2 LAN PR	



	LICFIXSUBS 5YRMO	
412320	CC NUVOC UP1TO2 LAN PR LICFIXSUBS 5YRAN	
412325	CC NUVOC UP1TO2 LAN DR LICFIXSUBS 5YRMO	
412326	CC NUVOC UP1TO2 LAN DR LICFIXSUBS 5YRAN	
412331	CC NU DIALOG ENGINE PR LICFIXSUBS 5YRMO	
412332	CC NU DIALOG ENGINE PR LICFIXSUBS 5YRAN	
412337	CC NUVOC OFFL 1SEAT PR LICFIXSUBS 5YRMO	
412338	CC NUVOC OFFL 1SEAT PR LICFIXSUBS 5YRAN	
412343	CC NU DM EM SP ADM PR LIC FIX SUBS 5YRMO	
412344	CC NU DM EM SP ADM PR LIC FIX SUBS 5YRAN	
412349	CC NU DM EM SP ADM DR LIC FIX SUBS 5YRMO	
412350	CC NU DM EM SP ADM DR LIC FIX SUBS 5YRAN	
412355	CC NU DM ADDR NAME PR LIC FIX SUBS 5YRMO	
412356	CC NU DM ADDR NAME PR LIC FIX SUBS 5YRAN	
412361	CC NU DM ADDR NAME DR LIC FIX SUBS 5YRMO	
412362	CC NU DM ADDR NAME DR LIC FIX SUBS 5YRAN	
412367	CC NU ADRDM UPDSV CUST LICFIXSUBS 5YRMO	
412368	CC NU ADRDM UPDSV CUST LICFIXSUBS 5YRAN	
414380	CC NU DM US STK UPDSVC LIC FIXSUBS 5YRAN	
414383	CC NU DM US STK UPDSVC LIC FIXSUBS 5YRMO	
414386	CC NU DM US MUTL UPDSVC LICFIXSUBS 5YRAN	
414389	CC NU DM US MUTL UPDSVC LICFIXSUBS 5YRMO	
414392	CC NU DM US OPTN UPDSVC	



	LICFIXSUBS 5YRAN	
414395	CC NU DM US OPTN UPDSVC LICFIXSUBS 5YRMO	
414398	CC NU DM STK MUTLOPT PR LICFIXSUBS 5YRAN	
414401	CC NU DM STK MUTLOPT PR LICFIXSUBS 5YRMO	
414404	CC NU DM STK MUTLOPT DR LICFIXSUBS 5YRAN	
414407	CC NU DM STK MUTLOPT DR LICFIXSUBS 5YRMO	

System Expansion post-End of Sale

For Current GA Nuance SpeechSuite Products (R11 / R7), customers who desire to expand their existing 5 year subscription term after 11-Jul-2023 (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 expected to be available in Fall 2023. Customers may choose to migrate to this cloud-based service to replace existing on-premise software. In addition, Nuance will soon be offering additional cloud-based solutions that replace this existing on-premise functionality.

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

Schedule

R11 Recognizer/R7 Vocalizer 5 Year Subscription End of Sale Date (last day to order new systems)	11-Jul-2023
R11 Recognizer/R7 Vocalizer End of Manufacturer Support for SOFTWARE *	30-Jun-2026
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-2026
R10 Recognizer/R6 Vocalizer End of Manufacturer Support for SOFTWARE	31-Dec-2023
R10 Recognizer/R6 Vocalizer Targeted End of Services Support**	31-Dec-2023



** 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