

Nuance SpeechAttendant and Open SpeechAttendant End of Life

Frequently Asked Questions

- **Which products is this communication about?**
 - End of life (EOL) to both SpeechAttendant (SA) and Open SpeechAttendant (OSA)

- **What are the EOL dates?**
 - As published in the Product Availability Notice, expansions to existing deployments are allowed until March 31, 2020, primary support ends on June 30, 2020, sustaining support is available through December 31, 2020. In addition, extended support will be available through December 31, 2021.
 - Primary Support means M&S Services that include diagnosis and correction of all errors.
 - Sustaining support means diagnosis and correction, by providing patches or workarounds, of critical and high errors only.
 - Extended Support means limited M&S Services that include diagnosis and correction, by providing existing patches or workarounds, of critical and high errors only.

- **Are there any alternative options to migrate to?**
 - Nuance is not planning to provide any solutions in the auto attendant space as there are other solutions in the market with similar functionalities.

- **Can my organisation upgrade to the latest product version?**
 - We encourage upgrades of SA 12.3/OSA 5.3 until the end of sustaining support.

- **Can my organisation continue using the system after EOL?**
 - Yes, SA/OSA can be used even after the end of support period. However, your organisation will not get support after official EOL dates.

- **Can my organisation add entries and/or ports?**
 - Entries and/or ports can be added until the end of expansion availability, i.e. March 31, 2020. If your organisation is anticipating you will need configuration changes you should order expansions to existing deployments during this period.

- **Will there be extra costs for extended support?**
 - Extended support, which means diagnosis and correction only of critical and high errors by providing existing patches or workarounds, will be offered at standard M&S price, without any extra fee.

- **Will my organisation get a refund?**
 - No, organisations will not receive a refund.

- **Who can I contact if I have further questions?**
 - If you have any questions, contact your Nuance account executive who will assist you.