

# Genesys PureEngage™ On-premises & Subscription Nuance (Self Service)

## *End of Life Announcement*

*Last Updated: February 12, 2025*

***\*\*Note: Microsoft has updated the end-of-life dates for all Nuance products. Nuance products are no longer available for new sales.***

## Overview

As of July 30, 2024, Genesys announced the End of Life for the Nuance products (All Services) offered as part of Genesys PureEngage On-premises and Subscription. These dates are based on the end of life of the underlying Nuance products, as announced by Microsoft on August 6, 2024, and updated by Microsoft on October 17, 2024

| Genesys Product  | Platform  | Release      | End of Support |
|--|---|--------------|----------------|
| Nuance Dialog Engine for IVR and Nuance Dragon Voice (MIX Tools) | Genesys PureEngage Subscription                 | All Versions | June 30, 2027  |
| Nuance Recognizer (Speech Recognizer)                            | Genesys PureEngage on-premises and Subscription | All Versions | June 30, 2028  |
| Nuance SecuritySuite (Biometrics)                                | Genesys PureEngage on-premises and Subscription | All Versions | June 30, 2028  |
| Nuance Dialog Modules (Application Components)                   | Genesys PureEngage on-premises and Subscription | All Versions | June 30, 2028  |
| Nuance Vocalizer (Text-to-speech)                                | Genesys PureEngage on-premises and Subscription | All Versions | June 30, 2028  |

This announcement was based on Microsoft's end of license plan for their subscription-based products. Microsoft has since updated the end-of-life plan, and the latest dates are shown below.

## *EOL Life Cycle Dates*

***\*\*These dates apply to Nuance subscription/term products. Nuance perpetual licensed products have already passed their end of sale/expansion sale dates. End of Maintenance and End of Support dates for Nuance perpetual licensed products match the dates shown below.***

| <b><i>EOL Milestone</i></b>                  | <b><i>For Nuance Dialog Engine for IVR and Nuance Dragon Voice</i></b> | <b><i>For Other Nuance products</i></b> |
|--|--|---|
| <b><i>End of Life Announcement Date</i></b>  | <b><i>July 30, 2024</i></b>  | <b><i>July 30, 2024</i></b>             |
| <b><i>End of Sales for New Customers</i></b> | <b><i>August 07, 2024</i></b>  | <b><i>August 07, 2024</i></b>           |
| <b><i>Last Expansion Order Date</i></b>      | <b><i>June 30, 2026</i></b>  | <b><i>June 30, 2027</i></b>             |
| <b><i>End of Maintenance</i></b>             | <b><i>June 30, 2027</i></b>  | <b><i>June 30, 2028</i></b>             |
| <b><i>End of Support</i></b>                 | <b><i>June 30, 2027</i></b>  | <b><i>June 30, 2028</i></b>             |

*Genesys will accept Subscription and maintenance renewals after the Last Order Date provided the term ends at or prior to the End of Support date*

## Details

*Genesys resells Nuance products as part of our self-service offering. Products based on third-party products or platforms are dependent on vendor support and are subject to the vendor's product lifecycle. Nuance has announced the end of life for premises licensing for perpetual and subscription products,*

- 1- Nuance Dialog Engine for IVR and Nuance Dragon Voice on June 30, 2027*
- 2- Other Nuance products (Nuance Recognizer, SecuritySuite, Nuance Dialog Modules, Nuance Vocalizer) on June 30, 2028*

*Because of this end-of-life announcement, Genesys will no longer offer these products to Genesys Customers.*

*Customers with perpetual licenses and with active maintenance contracts will be fully supported by Genesys and Nuance until the End-of-Support date as mentioned above. Customers may continue to use their perpetual licenses after the End-of-Support date but will be unable to receive support from Genesys or Nuance.*

*Customers with subscription licenses will be fully supported by Genesys and Nuance until the earliest of the End-of-Support date or the end of their subscription term. Genesys does not intend to extend Nuance subscription terms beyond the Nuance End-of-Support date.*

***Note:** Nuance speech recognition and text-to-speech products are branded and sold by Nuance as "Nuance SpeechSuite". This announcement refers to the Genesys speech recognition and text-to-speech sellable items, which are based on Nuance SpeechSuite. Nuance SpeechSuite is included in the end-of-life announcement from Nuance and Genesys.*

## Major Versions

*The versions are affected by this EOL Announcement*

- *All Versions*

## Migration & Entitlement

No entitlement is offered by Genesys or Nuance due to product retirement.

Microsoft has also announced the end-of-life dates for Nuance hosted products such as Recognizer as a Service. Customers must migrate their speech applications to newer bot technologies such as those supported by Genesys Cloud.

While this presents some challenges for Nuance customers, this is an opportunity for affected customers *to upgrade and access AI-powered self- and assisted-service with Genesys Cloud CX™*.

*AI-powered virtual assistants converse with your customers using natural language and voice recognition. Genesys Dialog Engine Bot Flows allow you to build virtual agents within Genesys Architect, unifying the bot and flow authoring experience for administrators, flow authors, and contact center managers.*

*You can create personalized, voice assistant-driven interactions that easily access and leverage customer and interaction data, and artificial intelligence across every conversation. Voicebots can escalate or transition calls — and relevant information — to agents, when needed, for seamless experiences.*

Genesys Cloud Appfoundry also includes additional technologies offering alternative bot platforms, speech options and biometrics options.

The Genesys services organization has significant expertise with Genesys native and third-party speech Technologies, as well as migrations from traditional Nuance applications to bot-based applications. Genesys can help you with your replacement of your Nuance-based applications.

*It's time to evolve and build a future-proof foundation for your CX success. Get started transforming your contact center today with the Genesys Cloud Advantage Plan – a seamless migration program tailored to your business needs.*

Please contact your Account Manager or Genesys Product Support team for more details or assistance.

## Related Documents

Click the following links for these documents:

- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.
- [EOL Life Cycle Table](#): Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

**Note:** products based partly or entirely on third-party products or platforms may be subject to accelerated end of life schedules due to the vendor's product lifecycle.

## Frequently Asked Questions

**Q: Why is Genesys retiring Nuance applications?**

A: Nuance is a third-party product that is resold by Genesys. Products based on third-party products or platforms are dependent on that vendor's support and are subject to the vendor's product lifecycle.

**Q: Will Genesys continue to sell Nuance applications post End of Life announcement?**

A: Nuance products are no longer available for new sales. Genesys will accept expansions of the existing subscription products up to the Last Order Date. Genesys will not accept expansions after the Last Order Date.

- Existing perpetual maintenance contracts can be renewed after the Last Order Date, with maintenance term end dates up to the End-of-Life date.
- Existing subscription licenses can be renewed after the Last Order Date, with term end dates up to the End-of-Life date.

**Q: What are the options for customers who want to purchase add-on licenses?**

A: Add-on/expansion licenses will no longer be available after June 30, 2027. Please contact your account managers for expansion or migration options prior to June 30, 2027.

**Q – Can I get extended support for Nuance products through Genesys or Nuance?**

**A – No.** Extended support is not available through Genesys or directly from Nuance.

**Q: What are customers' options?**

**A:** Customers must migrate their application to a platform supporting bot technologies.

Genesys Cloud has support for Genesys Cloud CX Bot Flows and a range of speech technologies supported natively and in the Genesys Cloud AppFoundry.

Please contact your Account Manager or Genesys Product Support team for more details or assistance.

## Affected Products

Products affected by this EOL announcement:

| APN Number         | Product Name  |
|--------------------|---|
| 3GP115061ACAA-SUB  | HA - Nuance Dialog Engine for Speech Suite - Lab - SUB      |
| 3GP115059ACAA-SUB  | HA - Nuance Dialog Engine for Speech Suite - SUB            |
| 3GP111072ACAA      | HA - Nuance Dragon Voice for Speech Suite 11                |
| 3GP111074ACAA      | HA - Nuance Dragon Voice for Speech Suite 11 - Lab          |
| 3GP111074ACAA-SUB  | HA - Nuance Dragon Voice for Speech Suite 11 - Lab - SUB    |
| 3GP111072ACAA-SUB  | HA - Nuance Dragon Voice for Speech Suite 11 - SUB          |
| 3GP115532ACAA      | HA - Nuance Insights for IVR - Tableau Cluster              |
| 3GP112936ACAA      | HA - Nuance Insights for IVR v3.1 - Standard                |
| 3GP20288ACAA       | HA - Nuance NDM 6.1 Address                                 |
| 3GP107725ACAA      | HA - Nuance NDM 6.1 Address - Lab                           |
| 3GP20288ACAA-SUB   | HA - Nuance NDM 6.1 Address - SUB                           |
| 3GP107726ACAA      | HA - Nuance NDM 6.1 City State Address Extension            |
| 3GP107734ACAA      | HA - Nuance NDM 6.1 City State Address Extension - Lab      |
| 3GP107727ACAA      | HA - Nuance NDM 6.1 City State Address Extension Bundle     |
| 3GP107736ACAA      | HA - Nuance NDM 6.1 City State Address Extension Bundle-Lab |
| 3GP107722ACAA      | HA - Nuance NDM 6.1 Core 2nd Lang - T2-T4 - Lab             |
| 3GP107724ACAA      | HA - Nuance NDM 6.1 Core 3+ Langs - T2-T4 - Lab             |
| 3GP107720ACAA      | HA - Nuance NDM 6.1 Core US_EN - T2-T4 - Lab                |
| 3GP21957ACAA       | HA - Nuance NDM 6.1 E-mail                                  |
| 3GP107730ACAA      | HA - Nuance NDM 6.1 E-mail - Lab                            |
| 3GP20290ACAA       | HA - Nuance NDM 6.1 Name                                    |
| 3GP107728ACAA      | HA - Nuance NDM 6.1 Name - Lab                              |
| 3GP20290ACAA - SUB | HA - Nuance NDM 6.1 Name - SUB                              |
| 3GP21958ACAA       | HA - Nuance NDM 6.1 Spelling                                |

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|                    |  |
|--------------------|--|
| 3GP107732ACAA      | HA - Nuance NDM 6.1 Spelling - Lab                       |
| 3GP109733ACAA      | HA - Nuance Recognizer 11 - DTMF only                    |
| 3GP109734ACAA      | HA - Nuance Recognizer 11 - Tier 2                       |
| 3GP111258ACAA      | HA - Nuance Recognizer 11 - Tier 2 - 2nd Lng - Lab       |
| 3GP111258ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 2 - 2nd Lng - Lab - SUB |
| 3GP109766ACAA      | HA - Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab        |
| 3GP109766ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab - SUB  |
| 3GP109763ACAA      | HA - Nuance Recognizer 11 - Tier 2 - Lab                 |
| 3GP109763ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 2 - Lab - SUB           |
| 3GP109734ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 2 - SUB                 |
| 3GP109769ACAA      | HA - Nuance Recognizer 11 - Tier 2-Tier 3 Lab Upg        |
| 3GP109767ACAA      | HA - Nuance Recognizer 11 - Tier 2-Tier 3 Upg            |
| 3GP109777ACAA      | HA - Nuance Recognizer 11 - Tier 2-Tier 4 Lab Upg        |
| 3GP109774ACAA      | HA - Nuance Recognizer 11 - Tier 2-Tier 4 Upg            |
| 3GP109735ACAA      | HA - Nuance Recognizer 11 - Tier 3                       |
| 3GP111259ACAA      | HA - Nuance Recognizer 11 - Tier 3 - 2nd Lng Lab         |
| 3GP111259ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 3 - 2nd Lng Lab - SUB   |
| 3GP109783ACAA      | HA - Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab          |
| 3GP109783ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab - SUB    |
| 3GP109780ACAA      | HA - Nuance Recognizer 11 - Tier 3 - Lab                 |
| 3GP109780ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 3 - Lab - SUB           |
| 3GP109735ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 3 - SUB                 |
| 3GP109786ACAA      | HA - Nuance Recognizer 11 - Tier 3 - Tier 4 Lab Upg      |
| 3GP109784ACAA      | HA - Nuance Recognizer 11 - Tier 3 - Tier 4 Upg          |
| 3GP109736ACAA      | HA - Nuance Recognizer 11 - Tier 4                       |
| 3GP111260ACAA      | HA - Nuance Recognizer 11 - Tier 4 - 2nd Lng Lab         |
| 3GP111260ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 4 - 2nd Lng Lab - SUB   |
| 3GP109792ACAA      | HA - Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab          |
| 3GP109792ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab - SUB    |
| 3GP109789ACAA      | HA - Nuance Recognizer 11 - Tier 4 - Lab                 |
| 3GP109789ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 4 - Lab - SUB           |
| 3GP109736ACAA-SUB  | HA - Nuance Recognizer 11 - Tier 4 - SUB                 |
| 3GP109737ACAA      | HA - Nuance Recognizer 11 -Tier 2-3+ Lng                 |
| 3GP109737ACAA-SUB  | HA - Nuance Recognizer 11 -Tier 2-3+ Lng - SUB           |
| 3GP109738ACAA      | HA - Nuance Recognizer 11 -Tier 3-3+ Lng                 |
| 3GP109738ACAA-SUB  | HA - Nuance Recognizer 11 -Tier 3-3+ Lng - SUB           |
| 3GP109739ACAA      | HA - Nuance Recognizer 11 -Tier 4-3+ Lng                 |
| 3GP109739ACAA-SUB  | HA - Nuance Recognizer 11 -Tier 4-3+ Lng - SUB           |
| 3GP109740ACAA      | HA - Nuance Recognizer 11 -Tier2-2nd Lng                 |
| 3GP109740ACAA-SUB  | HA - Nuance Recognizer 11 -Tier2-2nd Lng - SUB           |
| 3GP109741ACAA      | HA - Nuance Recognizer 11 -Tier3-2nd Lng                 |
| 3GP109741ACAA-SUB  | HA - Nuance Recognizer 11 -Tier3-2nd Lng - SUB           |
| 3GP109742ACAA      | HA - Nuance Recognizer 11 -Tier4-2nd Lng                 |
| 3GP109742ACAA-SUB  | HA - Nuance Recognizer 11 -Tier4-2nd Lng - SUB           |
| 3GP109794ACAA      | HA - Nuance Vocalizer TTS v7.0 - Lab                     |
| 3GP109794ACAA-SUB  | HA - Nuance Vocalizer TTS v7.0 - Lab - SUB               |
| 3GP109795ACAA      | HA - Nuance Vocalizer TTS v7.0 Addl Voice - Lab          |
| 3GP109795ACAA-SUB  | HA - Nuance Vocalizer TTS v7.0 Addl Voice - Lab - SUB    |
| 3GP20291ACAA       | HA Nuance NDM 6.1 Core 2nd Lang - T2-T4                  |
| 3GP20291ACAA - SUB | HA Nuance NDM 6.1 Core 2nd Lang - T2-T4 - SUB            |
| 3GP20292ACAA       | HA Nuance NDM 6.1 Core 3+ Langs - T2-T4                  |
| 3GP20292ACAA - SUB | HA Nuance NDM 6.1 Core 3+ Langs - T2-T4 - SUB            |
| 3GP20293ACAA       | HA Nuance NDM 6.1 Core US_EN - T2-T4                     |
| 3GP20293ACAA - SUB | HA Nuance NDM 6.1 Core US_EN - T2-T4 - SUB               |

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|                    |  |
|--------------------|--|
| 3GP109796ACAA      | HA Nuance Vocalizer TTS v7.0                         |
| 3GP109796ACAA-SUB  | HA Nuance Vocalizer TTS v7.0 - SUB                   |
| 3GP109773ACAA      | HA Nuance Vocalizer TTS v7.0 Addl Voice              |
| 3GP109773ACAA-SUB  | HA Nuance Vocalizer TTS v7.0 Addl Voice - SUB        |
| 3GP115060ACAA-SUB  | Nuance Dialog Engine for Speech Suite - Lab - SUB    |
| 3GP115057ACAA-SUB  | Nuance Dialog Engine for Speech Suite - SUB          |
| 3GP111071ACAA      | Nuance Dragon Voice for Speech Suite 11              |
| 3GP111073ACAA      | Nuance Dragon Voice for Speech Suite 11 - Lab        |
| 3GP111073ACAA-SUB  | Nuance Dragon Voice for Speech Suite 11 - Lab - SUB  |
| 3GP111071ACAA-SUB  | Nuance Dragon Voice for Speech Suite 11 - SUB        |
| 3GP115514ACAA      | Nuance Insights for IVR - Tableau Cluster            |
| 3GP112926ACAA      | Nuance Insights for IVR v3.1 - Additional 5 users    |
| 3GP112925ACAA      | Nuance Insights for IVR v3.1 - Ad-hoc reports add-on |
| 3GP112924ACAA      | Nuance Insights for IVR v3.1 - Standard              |
| 3GP20289ACAA       | Nuance NDM 6.1 Address                               |
| 3GP20287ACAA       | Nuance NDM 6.1 Address - Lab                         |
| 3GP20287ACAA - SUB | Nuance NDM 6.1 Address - Lab - SUB                   |
| 3GP20289ACAA - SUB | Nuance NDM 6.1 Address - SUB                         |
| 3GP84254ACAA       | Nuance NDM 6.1 City State Address Extension          |
| 3GP84256ACAA       | Nuance NDM 6.1 City State Address Extension Bundle   |
| 3GP20286ACAA       | Nuance NDM 6.1 Core 2nd Lang - T2-T4                 |
| 3GP107721ACAA      | Nuance NDM 6.1 Core 2nd Lang - T2-T4 - Lab           |
| 3GP20286ACAA - SUB | Nuance NDM 6.1 Core 2nd Lang - T2-T4 - SUB           |
| 3GP20285ACAA       | Nuance NDM 6.1 Core 3+ Langs - T2-T4                 |
| 3GP107723ACAA      | Nuance NDM 6.1 Core 3+ Langs - T2-T4 - Lab           |
| 3GP20285ACAA - SUB | Nuance NDM 6.1 Core 3+ Langs - T2-T4 - SUB           |
| 3GP20284ACAA       | Nuance NDM 6.1 Core US_EN - T2-T4                    |
| 3GP20283ACAA       | Nuance NDM 6.1 Core US_EN - T2-T4 - Lab              |
| 3GP20283ACAA - SUB | Nuance NDM 6.1 Core US_EN - T2-T4 - Lab - SUB        |
| 3GP20284ACAA - SUB | Nuance NDM 6.1 Core US_EN - T2-T4 - SUB              |
| 3GP21959ACAA       | Nuance NDM 6.1 E-mail                                |
| 3GP20282ACAA       | Nuance NDM 6.1 Name                                  |
| 3GP20281ACAA       | Nuance NDM 6.1 Name - Lab                            |
| 3GP20282ACAA - SUB | Nuance NDM 6.1 Name - SUB                            |
| 3GP21960ACAA       | Nuance NDM 6.1 Spelling                              |
| 3GP109744ACAA      | Nuance Recognizer 11 - DTMF                          |
| 3GP109745ACAA      | Nuance Recognizer 11 - DTMF - Lab                    |
| 3GP109743ACAA      | Nuance Recognizer 11 DTMF - Tier 2 Upg               |
| 3GP109746ACAA      | Nuance Recognizer 11 - Tier 2                        |
| 3GP109764ACAA      | Nuance Recognizer 11 - Tier 2 - 2nd Lang - Lab       |
| 3GP109764ACAA-SUB  | Nuance Recognizer 11 - Tier 2 - 2nd Lang - Lab - SUB |
| 3GP109747ACAA      | Nuance Recognizer 11 - Tier 2 - 3+ Lng               |
| 3GP109765ACAA      | Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab         |
| 3GP109765ACAA-SUB  | Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab - SUB   |
| 3GP109747ACAA-SUB  | Nuance Recognizer 11 - Tier 2 - 3+ Lng - SUB         |
| 3GP109748ACAA      | Nuance Recognizer 11 - Tier 2 - Lab                  |
| 3GP109748ACAA-SUB  | Nuance Recognizer 11 - Tier 2 - Lab - SUB            |
| 3GP109746ACAA-SUB  | Nuance Recognizer 11 - Tier 2 - SUB                  |
| 3GP109770ACAA      | Nuance Recognizer 11 - Tier 2-Tier 3 - 2nd Lang Upg  |
| 3GP109768ACAA      | Nuance Recognizer 11 - Tier 2-Tier 3 Lab Upg         |
| 3GP109749ACAA      | Nuance Recognizer 11 - Tier 2-Tier 3 Upg             |
| 3GP109778ACAA      | Nuance Recognizer 11 - Tier 2-Tier 4 - 2nd Lang Upg  |
| 3GP109779ACAA      | Nuance Recognizer 11 - Tier 2-Tier 4 - 3+ Lng - Upg  |
| 3GP109775ACAA      | Nuance Recognizer 11 - Tier 2-Tier 4 Lab Upg         |

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|-------------------|---|
| 3GP109750ACAA     | Nuance Recognizer 11 - Tier 2toTier4Upg                     |
| 3GP109751ACAA     | Nuance Recognizer 11 - Tier 3                               |
| 3GP109781ACAA     | Nuance Recognizer 11 - Tier 3 - 2nd Lang - Lab              |
| 3GP109781ACAA-SUB | Nuance Recognizer 11 - Tier 3 - 2nd Lang - Lab - SUB        |
| 3GP109782ACAA     | Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab                  |
| 3GP109782ACAA-SUB | Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab - SUB            |
| 3GP109752ACAA     | Nuance Recognizer 11 - Tier 3 - Lab                         |
| 3GP109752ACAA-SUB | Nuance Recognizer 11 - Tier 3 - Lab - SUB                   |
| 3GP109751ACAA-SUB | Nuance Recognizer 11 - Tier 3 - SUB                         |
| 3GP109787ACAA     | Nuance Recognizer 11 - Tier 3 - Tier 4 - 2nd Lang Upg       |
| 3GP109788ACAA     | Nuance Recognizer 11 - Tier 3 - Tier 4 - 3+Lng Upg          |
| 3GP109785ACAA     | Nuance Recognizer 11 - Tier 3 - Tier 4 Lab Upg              |
| 3GP109753ACAA     | Nuance Recognizer 11 - Tier 3-Tier 4 Upg                    |
| 3GP109754ACAA     | Nuance Recognizer 11 - Tier 4                               |
| 3GP109755ACAA     | Nuance Recognizer 11 - Tier 4 - 2nd Lng                     |
| 3GP109755ACAA-SUB | Nuance Recognizer 11 - Tier 4 - 2nd Lng - SUB               |
| 3GP109756ACAA     | Nuance Recognizer 11 - Tier 4 - 3+ Lng                      |
| 3GP115091ACAA-SUB | Nuance Recognizer 11 - Tier 4 - 3+ Lng - SUB                |
| 3GP109791ACAA     | Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab                  |
| 3GP109791ACAA-SUB | Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab - SUB            |
| 3GP109757ACAA     | Nuance Recognizer 11 - Tier 4 - Lab                         |
| 3GP109757ACAA-SUB | Nuance Recognizer 11 - Tier 4 - Lab - SUB                   |
| 3GP109754ACAA-SUB | Nuance Recognizer 11 - Tier 4 - SUB                         |
| 3GP109760ACAA     | Nuance Recognizer 11 -Tier 2 - 2nd Lng                      |
| 3GP109760ACAA-SUB | Nuance Recognizer 11 -Tier 2 - 2nd Lng - SUB                |
| 3GP109761ACAA     | Nuance Recognizer 11 -Tier 3 - 2nd Lng                      |
| 3GP109761ACAA-SUB | Nuance Recognizer 11 -Tier 3 - 2nd Lng - SUB                |
| 3GP109762ACAA     | Nuance Recognizer 11 -Tier 3 - 3+ Lng                       |
| 3GP109762ACAA-SUB | Nuance Recognizer 11 -Tier 3 - 3+ Lng - SUB                 |
| 3GP109790ACAA     | Nuance Recognizer 11- Tier 4 - 2nd Lang - Lab               |
| 3GP109790ACAA-SUB | Nuance Recognizer 11- Tier 4 - 2nd Lang - Lab - SUB         |
| 3GP111263ACAA     | Nuance SecuritySuite 12 - System - PEP                      |
| 3GP111264ACAA     | Nuance SecuritySuite 12 - Test/Dev Lab System - PEP         |
| 3GP111266ACAA     | Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 1 - PEP |
| 3GP111267ACAA     | Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 2 - PEP |
| 3GP111268ACAA     | Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 3 - PEP |
| 3GP111269ACAA     | Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 4 - PEP |
| 3GP112271ACAA     | Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 5 - PEP |
| 3GP112274ACAA     | Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 6 - PEP |
| 3GP112284ACAA     | Nuance Vocalizer Offline v7.0                               |
| 3GP112284ACAA-SUB | Nuance Vocalizer Offline v7.0 - SUB                         |
| 3GP109798ACAA     | Nuance Vocalizer TTS v7.0                                   |
| 3GP109800ACAA     | Nuance Vocalizer TTS v7.0 - Lab                             |
| 3GP109800ACAA-SUB | Nuance Vocalizer TTS v7.0 - Lab - SUB                       |
| 3GP109798ACAA-SUB | Nuance Vocalizer TTS v7.0 - SUB                             |
| 3GP109776ACAA     | Nuance Vocalizer TTS v7.0 Addl Voice                        |
| 3GP109793ACAA     | Nuance Vocalizer TTS v7.0 Addl Voice - Lab                  |
| 3GP109793ACAA-SUB | Nuance Vocalizer TTS v7.0 Addl Voice - Lab - SUB            |
| 3GP109776ACAA-SUB | Nuance Vocalizer TTS v7.0 Addl Voice - SUB                  |

## Definitions

### *End of Life Announcement Date*

*This is a general announcement, announcing the Last Order Date ("LOD") of commercially available Genesys products, and the corresponding EOM and EOS dates.*

*From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.*

*Up until LOD it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed.*

*Notwithstanding the foregoing, outstanding quotes issued prior to the EOL Announcement date will be honored until expiration of their validity date*

### *Last Order Date*

*The ultimate date on which any additional Units of an EOL product can be ordered. From and after the LOD, no new quotes for such Units will be issued or accepted.*

### *End of Maintenance Date*

*From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.*

### *End of Support Date*

*From this date, all Genesys Maintenance and Support obligations will be ceased.*