



End of Sale Announcement

UCx Juniper Series Managed Switches

Key dates

- End of Sale: August 30, 2021
- End of MACD: September 30, 2021 (exception for known projects)
- End of Support: October 1, 2024

UCx Managed Switch Retirement

As of **August 30, 2021**, TPx will no longer accept new sales of the UCx (Juniper series) Managed switches. All new customers may purchase managed switches via the MSx Networks product or bring their own managed switches to use with UCx.

Why we are making this change

At TPx we're always looking for better ways to serve our customers. By moving new customers to our Cisco Meraki series of managed switches, backed by the MSx Networks product, we can provide our customers with a better overall experience, both throughout their install and with ongoing management and support. The MSx Networks team specializes in helping customers with all their network configuration and troubleshooting, from basic to advanced routing, with extra care for preserving voice quality along the way.

Existing Customers requesting MACs for new UCx switches

Customers with Existing UCx switches may add new UCx (Juniper) switches through the **end of September 2021**. After that time, they may purchase MSx Networks services or bring their own. The only exception will be for customers with pre-existing projects, where we will work to purchase the additional switches required to complete those projects upfront.

Existing Customers with legacy switches

Existing customers with legacy UCx managed switches may continue to use their switches as they do today. TPx will support and troubleshoot all currently supported UCx switches, under the Guaranteed Replacement Warranty for the next 3 years, until October 2024 (or the customer turns down their UCx service, whichever comes first). On **October 1, 2024**, the Guaranteed Replacement Warranty will end for UCx switches, though customers may continue to use their existing switch, bring their own, or convert to MSx Networks.