

# Horizon Collaborate (and Horizon Softphones) - end of sale & end of life FAQs

## Horizon with Webex Upgrade: Withdrawing Horizon Collaborate

### Why is Collaborate being withdrawn?

Collaborate is being withdrawn to make way for a solution with advanced collaboration features, scalability, and integration options, making it easier for you to meet your clients' evolving needs. By focussing resources on Horizon with Webex, we can deliver an improved experience, provide enhanced functionality, and ensure long-term support and innovation.

### What withdrawal dates do I need to know about?

#### Old Collaborate (UC One/Phase One)

- **End of Sale:** 31<sup>st</sup> March 2023
- **End of Vendor Support:** 30th June 2022
- **End of Life:** 15th September 2025

#### New Collaborate (Collab Evo/Phase Two)

- **End of Sale:** 31<sup>st</sup> March 2025
- **End of Support:** End of December 2025.
- **End of Life:** 31<sup>st</sup> December 2025

### What do 'Phase One' and 'Phase Two' mean?

We've introduced this terminology to help categorise customers that are still to be switched off from Collaborate services.

- **Phase One (End of Life - 15th September 2025)**

- This includes:
  - Customers still using **UC One** (legacy Collaborate platform)
  - Customers with a **mixed estate** of UC One and and Evo

- **Phase Two (End of Life - 31st December 2025)**

- This includes:
  - Customers using **only Collaborate Evo**, fully on the Evo backend

If you are unsure which phase your customer falls into, please contact your **BDM**.

## End of Sale

# Does end of sale at the end of Q1 2025 mean 31<sup>st</sup> March 2025 is last day we can open a deal or last day we can close a deal?

31<sup>st</sup> March 2025 is the last day you can order any additional Collaborate or Softphone Bolt-ons.

# How do I know what version of Collaborate my customers are on?

If you are unsure what version of Horizon Collaborate (UC One or Collab Evo) your clients are on, please contact your BDM.

# Will current Collaborate integrations with other tools carry over to Horizon with

## Webex?

Microsoft Outlook integration available in Collaborate is also available in Horizon with Webex. Horizon directory integration into Collaborate is also available in Horizon with Webex.

For Horizon CRM integrations, these continue to use the Horizon Integrator bolt-on and work independently of Collaborate or Horizon with Webex.

## Can I use existing stock of Collaborate Bolt-ons for new after the end of sale date?

You can, but only within the same company that those available Collaborate/Softphone Bolt-ons are already assigned to. However, we strongly recommend these are replaced entirely with the Horizon with Webex solution instead.

## How should I prepare for the end of sale to ensure a smooth transition?

To ensure you have uninterrupted service and can access the many benefits of Horizon with Webex, we encourage you to upgrade sooner rather than later, so you are fully prepared ahead of these dates.

Access to all information on how to upgrade can be found here: [Horizon with Webex upgrade resource page](#).

## End of Life

## When is the official end-of-life date?

- Old Collaborate (UC One/Phase One) end of life: **15th September 2025**
- New Collaborate (Collab Evo/Phase Two) end of life: **31<sup>st</sup> December 2025**

## What happens after the end-of-life date? Can I still access Collaborate after this date?

No. After **31st December 2025**, Collaborate will be permanently shut down.

- The platform will no longer be available

- Licences will be considered expired
- Users will lose access to the service in full
- No support or fault resolution will be provided

To avoid disruption to your customers, please ensure all users are fully upgraded to Horizon with Webex before the deadline.

## **Are there any penalties for not transitioning by the end-of-life date?**

There are no formal penalties — but there will be commercial and operational impacts.

If a customer hasn't upgraded by the end-of-life date, their legacy Softphone and Collaborate bolt-ons will be automatically converted to Horizon with Webex licences, which will be billable. These licences will appear in your available pot, and it will be your responsibility to assign them to users.

To avoid unexpected charges and service disruption, we strongly recommend completing all upgrades in advance of the deadline.

## **What will happen if I haven't migrated by the end-of-life date?**

- Your Softphone/Collab bolt-ons will be removed from your users and added to your available pot
- We will then convert your available pot of Softphone/Collab bolt-ons into HwW licences to match your totals
- You will then need to assign these available HWW bolt-ons to your users

## **If an upgrade can take up to 5 working days, what will happen to orders submitted before the EoL deadline that have not completed by that date?**

Any upgrade requests submitted by close of business on the EoL deadline will still be processed by the tool, even if completion occurs after that date. The standard SLA of up to 5 working days will apply.

## **Will my pricing change if I move to the new product?**

No - your pricing will remain the same when you upgrade to Horizon with Webex. You'll continue to benefit from the features you're familiar with, along with enhanced functionality, at no additional cost.

## **What's the process for removing legacy softphone or Collaborate licences once a customer moves to Horizon with Webex?**

There's nothing you need to do. Once a customer has fully upgraded to Horizon with Webex, we'll take care of cleaning up any remaining Softphone or Collaborate licences on your behalf. The process is designed to be as smooth and low-effort as possible for you.

However, if you do wish to remove the bolt-ons after you are happy with the Upgrade process, you can do that.

## **Will I still have access to documentation or training materials?**

Documentation, including the Service Description, will be removed from the Gamma Academy at the end of January 2026 as part of the product's retirement.

However, all current support materials - including updated service descriptions, provisioning guides, and training resources for Horizon with Webex - will remain available in the Gamma Academy Knowledge Base to support your teams during and after the upgrade.

## **Who can I speak to if I need help with a customer's EoL, upgrade, or licensing setup?**

For any questions related to a customer's EoL status, upgrade progress, Bolt-on alignment, or licensing clean-up, please contact your BDM. They're your main point of contact and can help guide you through next steps.