

## **Network Equipment Technologies, Inc.**

### **Commercial End of Life Policy**

NET periodically discontinues specific products or product packages when they reach the end of their Product Life Cycle due to factors such as market demands, technology changes, and development innovations. When a product's end of life (EoL) is announced, the product starts an EoL transition period and customers should begin to move to current product versions. This EoL policy is intended to help customers better manage their end-of-life transition.

An EoL notice will generally include a last time buy date and a final EoL date, which is the last date of support for the product. Individual customers who may be affected by EoL actions will be contacted by the sales force or distribution partners.

The policy guidelines are:

- NET will generally provide 12 months notice of the affected product's last-time buy date.
- The last date that NET will provide support for a hardware products is typically twelve (12) months from the last-time buy date. After this final EoL date, NET TAC will only provide support on a commercially reasonable effort basis. This includes EoL components that may be part of a larger system otherwise eligible for support. Up until the last-time buy date, products may be added to a service contract. Regardless of the EoL date, NET will honor the terms of any applicable warranty and/or any previously sold maintenance agreements which were purchased prior to the last-time buy date.
- Following a new major release of software, NET typically provides engineering maintenance for the prior release for the first to occur of (i) eighteen (18) months, or (ii) three (3) update releases. This includes bug fixes, maintenance releases, work-arounds, or patches for critical bugs reported via the NET TAC support system.

You will need to ensure that you have a current and fully paid support contract with NET following termination of the warranty period. Please contact your Sales or Support Account Manager regarding services available and the fees associated with those services.

Please note that NET cannot guarantee availability of specific products, which depends on factors such as third-party component availability.

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