



# Trapeze Networks Product End-of-Life Policy

## End of Product Life Cycle Overview

Over time, certain Trapeze Networks products will reach the end of their product life cycle for various reasons including technology advancement or product demands. Trapeze Networks provides this end-of-life (EOL) policy overview in order for customers to more effectively manage product end-of-life transitions. This overview applies to products that have end-of-life announcements on or after June 1, 2005 and may vary based on product type.

## Overview of End-of-Life Policy and Guidelines:

- As a general rule, Trapeze Networks will provide 60 days advance notice of the affected products end-of-sale date. After the end-of sale date, discontinued products are removed from the price list and are no longer available for purchase. The EOL notice will appear on the Trapeze Networks Web site.
- Support services for discontinued products are provided only to customers who purchased a support contract prior to the removal of the product and services from the Trapeze Network's price list, or who converted their new product warranty coverage to a support contract prior to expiration of the standard warranty.
- Spares or replacement parts:
  - Trapeze will provide spares or replacement parts for hardware\* for a period of 5 years from the end-of-sale date for the hardware.
    - \* Years 1-3, hardware available for purchase; Years 4-5, hardware available for purchase based on availability.
    - \* Hardware can be replaced with similar products with equal or greater functionality.
- Software major releases
  - 1 year minimum from the end-of-sale date \*
    - \* Not all features may be supported on EOL product due to replacement hardware changes and/or performance capabilities.
- Software maintenance releases or bug fix support:
  - 2 years minimum from the end-of-sale date, or the duration of the support contract in place prior to the EOL notification date, whichever is longer.
- Technical Support
  - Technical Support shall be provided for the duration of the support contract.
- Support contracts can be purchased through the fourth (4th) year from the end-of-sale date and can remain in effect up until the end-of-life date of the product.
- Trapeze Networks also reserves the right to reduce or amend support offerings available for renewal under this policy at any time.
- Only 1 year incremental support contracts (not 3 year increments) will be accepted after the EOL notification date.

## Guideline for End-of-Sale/End-of-Life Milestones

Milestone	Day 0 -	Day 0	30 Days	1 Year	2 Years	3 Years	4 Years	5 Years
Public Announcement	60 days	End-of-Sale Date						
Last product ship date			X					
Software major release support				X				
Software maintenance release support				X	X			
Hardware repair or replacement support				X	X	X	X*	X*
Add or renew service contracts				X	X	X	X*	

\* Years 4-5, hardware and associated support contracts available for purchase based on availability.