

End-of-Life Policy

Extreme Networks strives to provide best-in-class products and services to meet our customers' needs throughout all stages of the network's lifecycle. As technology and business needs evolve, there will be cases where older products and technologies no longer meet market requirements. At this time, such products will become obsolete. When obsolete products and services reach the end-of-life stage, newer products and technologies may replace them. In order to help our customers manage any end-of-life transitions, including any implications for support and service of these products, we developed the following standard guidelines for products reaching the end-of-life phase of the life cycle. Extreme Networks may revise these guidelines from time to time in Extreme Networks' sole discretion.

Definitions

End-of-Life

The "end-of-life" (EOL) process is a series of technical and business milestones and activities that, once completed, make a product or service obsolete. Once obsolete, the product or service is no longer sold, manufactured, improved, repaired, maintained, or supported. EOL includes both the end-of-sale date and end-of-support date.

End-of-Sale Date

The "end-of-sale" date is the last date a customer may order the EOL product or service through Extreme Networks' point-of-sale mechanisms. The EOL product or service is no longer for sale after that date.

End-of-Support Date

The "End-of-Support" date is the last date an EOL product or service will be supported by Extreme Networks.

EOL Business Summary

EOL encompasses both the end-of-sale date and end-of-support processes and business rules associated with any product or service EOL strategy. At the conclusion of the EOL phase, Extreme Networks will no longer process return material authorizations (RMAs).

Hardware

The end-of-support date is five (5) years after the original end-of-sale date for a hardware product, provided the date of manufacture is on or after January 1, 2003. If the end-of-sale date is extended, the end-of-support date will not be extended; it will remain the same.

Software

Operating system software will typically be supported for three (3) years after the first customer ship ("FCS") date of each major release. Only the active release trunks of ExtremeWare® or ExtremeXOS™ are maintained at any given time to provide scheduled bug fixes and sustaining releases. It may be necessary to update to a newer major release trunk to correct a reported problem. Infrastructure & Services Management (ISM) software will be concurrently supported for the currently shipping release and the previous release. End of engineering occurs with the FCS of the next major release and will mean no new features and no scheduled sustaining releases. Patches will only be issued for critical problems that have no workarounds and no update path.

End-of-Life Milestones

Milestone	< 6 months end-of-sale announce date	Year 1	Year 2	Year 3	Year 4*	Year 5*
External announcement period (Orders accepted)	X					
Customer service and support of hardware and operating system software		X	X	X	X	X
Hardware repair or replacement		X	X	X	X	X
Add or attach new service contracts		X				
Renew service contracts - for hardware and Operating System software		X	X	X	X	

***Provided date of manufacture is on or after 1/1/03**