



End-of-Life Policy

End of Product Life Cycle: Overview

Products reach the end of their life for a number of reasons. These reasons may be due to market demands, technology innovation and development driving changes in the product or the products simply mature over time and are replaced by functionally richer technology. While this is an established part of the overall product life cycle, BLADE recognizes that end-of-life milestones often prompt companies to review the way in which such end-of-sale and end-of-life milestones impact the BLADE products in their networks. With that in mind, we have set out below BLADE's end-of-life policy to help customers better manage their end-of-life transition and to understand the role that BLADE can play in helping to migrate to alternative BLADE platforms and technology.

The Policy does not apply to product that is already subject to an End of Life and/or End of Sale announcement.

General policy guidelines:

As a general rule, BLADE will provide 6 months notice of the affected product's end-of-sale date and/or the last day when the affected product can be ordered. This notice will appear on BLADE web site (http://www.bladenetwork.net/product_policies) and we encourage regular visit to this site as it contains useful information regarding BLADE's end-of-life program.

Access to BLADE's Support Center will be available 24 hours a day, seven days a week for a period of up to 5 years from the end-of-sale date for hardware and operating system software issues, depending on the contract entered into between BLADE and the customer.

Spares or replacement parts for hardware will be available for a period of 5 years from the end-of-sale date. BLADE will provide spares and replacement parts in accordance with our Return Materials Authorization (RMA) process.

Operating system software support will be as follows:

BLADE shall use reasonable efforts to provide bug fix, workarounds, or patches, where available, for agreed Critical/Priority 1 problems that are reported via BLADE Support for a period of up to 5 years from the End of Sale date for BLADE Software. Customer agrees to use the latest release of software, if required to correct a reported software problem.

For the first year following the end-of-sale date, we will provide bug fixes, maintenance releases, work around, or patches for critical bugs reported via BLADE Support Center or BLADE Web site.

After the first year we will provide on a best effort basis bug fixes, maintenance releases, workarounds or patches for a period of 4 years. Bear in mind that it may be necessary to use major software upgrade release to correct a reported problem.

You will need to ensure that you have a current and fully paid support contract with BLADE. Please contact your Services@bladenetwork.net regarding fees payable during the end-of-life period so that we can support you right through the end-of-life transition period.

Below are guidelines that should be followed to ensure that you receive effective support for the affected products:

- For hardware or software that is not covered under a service contract, customers may add the product(s) to a current contract or purchase a new contract until 12 months after the end-of-sale date.
- Service contracts that have not been renewed or have lapsed after 12 months of end-of-sale date are not renewable.

- Renewal of your service contract will generally be available until the last year of support, but will not extend beyond the last date of support.

Terms and Definitions:

End of Product Life Cycle: A process that guides the final business operations associated with the product life cycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

Hardware: The physical product and its physical components.

Software: BLADE operating system software that runs on BLADE hardware.

First Commercial Shipment (FCS) date:

Date when first Product is available to customers.

Date when Major Release is available to customers.

End-of-life announcement date: Defines both End of Sale and End of life.

Six months prior to End-of-Sale date.

End-of-Sale date (Last Date of Sale): The last date to order the product. The product is no longer for sale.

End-of-software maintenance release date: Last date BLADE engineering may release any final software maintenance releases. BLADE engineering will no longer develop, repair, maintain, or test the software.

End-of-software maintenance release date is one year from End-of-Sale date.

End-of-Support date: After this date all support services for the Product and Software are unavailable and the Product and Software become obsolete. Customers are suggested to migrate to newer hardware and software platforms or are proposed custom support contracts.

End-of-Support date is five years from End-of-Sale date.