# cPacket End-of-Life Policy

## Overview

cPacket Networks is committed to deliver the highest quality products to our customers. Every product has a limited lifetime though as industry makes progress in technology and components reaching the new levels of efficiencies. To ensure ongoing innovation, cPacket may need to periodically discontinue specific products or parts of it.

There are many reasons for making decisions around when to discontinue a product, such as:

- Technology leapfrogs make products or components used in them obsolete, with better technology availability
- Broader customer install-base favors certain performance and configuration tiers more and it is not possible to sustain the product due to reduced or shifted demand
- The product has reached it's expected lifecycle and is too high-maintenance R&D wise

It is cPacket's priority to help our customers guide through the transition and providing equal or better alternatives for their uninterrupted operations. Below is cPacket End-of-Life (EoL) policy and process explained.

## End-of-Life Process

The EoL process consists of a series of stages and milestones to help customers transition in a graceful way. Those stages are explained below.

EoL Timeline

| < 30 days > < | 6 months | > < | 3 years |
|---|---|---|---|

EoS Announce     EoS     LPS     EoSP
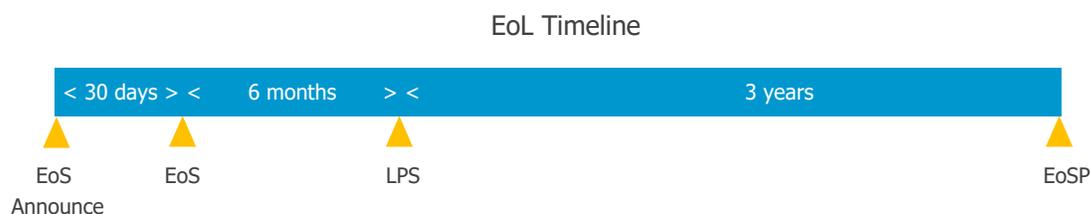
- When a product is reaching its lifecycle, a decision to discontinue the product sales is communicated via an End-of-Sale (EoS) announcement. cPacket customers are notified of the EoS date on cPacket support portal and through additional means as necessary. A courtesy notification announcing the EoL would normally be issued 30 days prior to the EoS date, giving normally 6 months to Last Product Shipment (LPS).
The product or it's accessories cannot be ordered anymore after the EoS date is reached, and the support policy for the product shifts.

- A designated grace period of 3 years is given during which the product is still supported per the existing support contract until an End-of-Support (EoSP) date or the end of the support contract, whichever occurs first. Once the EoSP date is reached, another announcement is made and the End-of-Life (EoL) has completed. For more details on software support policy during this time please refer below.

- cPacket determines the support renewal restrictions on the EoS product during the transition period. cPacket will offer extended warranty and provide hardware and software support until the EoL. Additional software support policy details are mentioned below. In the case of hardware where warranty repair or replacement is not possible, cPacket would replace any defective products with fit, form and function compatible product for the duration of any remaining hardware warranty period.

- Under the EoL policy, cPacket customers will continue to have access to software releases per the limited software warranty. All hardware and software support terminates at the EoL date.

## Additional Software Support Policy Details

cPacket provides software support in the form of patches and upgrade procedures on a continuous basis and during the 3-year EoL period after End-of-Sale has been announced. These patches sometimes also include fixes for known security vulnerabilities to strengthen our overall software security posture. These releases are delivered as hot fixes and sometimes are made available as part of minor/major release bundles besides additional new feature enhancements.

cPacket provides major platform level upgrade release every **3 years**. These releases provide critical improvements to Operating System and Run-time environments to be able to keep up with the evolving technological advancements as well as security vulnerabilities. Every such platform level major release comes with a well-defined migration path to address customer migration concerns.

Customers are expected to run Software aligned with the current standing major platform release to be able to continuously avail the patches. Once the next major platform release is available, previous major platform release is supported for **one** year only, to provide a reasonable time window to upgrade to the new standing major platform release. All software support terminates at the EoL date.

The policy above is the overall policy under normal circumstances. Individual products may have varying EoL policy or process that may vary from the above.

**About cPacket Networks**