# End of **Life Policy**

## **General**

Every product have lifecycle and PPC may find it necessary to discontinue products and services for reasons including decreased market demand, technology innovations leading to enhanced products with increased functionality and discontinuation of manufacturing of components used to build the product.

PPC understand that the End-of-Life milestones can possibly have an impact on customer networks and the objective of this policy is to help customer review and plan for such impacts and manage the product transition with no uncertainty. We have laid out the EOL policy with milestones to ease the migration process and help the customers with greater visibility.

This policy is applicable only for PPC’s actives range of products, parts and software release. This is not applicable for products whose lifecycle are already come to an end.

PPC shall issue product End-of-life notification via email or publish in our website on a product-to-product basis.

PPC shall publish the critical milestone dates or months in the End-of-life notification document. The document shall include the information on the suited alternative or upgrades for the product. Guidelines and policy may vary for each product from the general guidelines provided below.

A customer’s right to support is dependent upon the customer having a valid service or maintenance contract with PPC or any of its affiliates authorized by PPC.

## **Policy guidelines**

1. End-of-life notification is generally released six months (6 months) before End-of-Sale date. The product shall not be sold beyond the End-of-sale date. The information shall be published in PPC website.
2. No Maintenance contract or Support services shall include any dates beyond the Final day of support.
3. PPC shall, for 1 year, continue to support the product with bug fixes, maintenance release and any other critical reasons. After first year, PPC shall continue to support with bug fixes, maintenance release or any other critical reasons for 2 (two) more years for all firmware.
4. PPC shall provide support for 5 (five) more years for hardware from End-of-Sale date. Hardware repair and replacement services in place shall be subject to partial phase out in accordance with the End-of-Life notification document for each product.
5. PPC shall provide support for 3 (three) more years for firmware engineering level support from End-of-life date and shall continue to provide limited support for 2(two) more years with troubleshooting, workarounds and configuration guidelines.
6. After Final day of support, PPC shall not be under any obligation to perform support services of any kind for hardware or firmware failure on such products.

