

## End of Life Policy

For various reasons, products will eventually reach their natural End-of-Life – including new and better technologies being made available, marketplace changes, or source parts and technologies being no longer available. This is part of any technology product’s lifecycle and Aegex Technologies tries to make this process as seamless as possible for our customers and partners while supplying visibility into what can be expected during this process.

### Hardware Products

For hardware products, the following End-of-Life policy applies:

- Aegex Technologies will use commercially reasonable efforts to provide as much notice as possible prior to a product's End of Sale, at which time the product will no longer be available for order.
- Aegex Technologies will supply technical help for all currently warrantied products, up to a period of 3 years following the End-of-Sale date, provided a valid support contract is maintained continuously on the product.
- Software embedded inside hardware products will continue to be supported according to the Software Version Support Policy. In addition, the last Major and Minor feature release available for the hardware product will continue to be supported for the duration of the End-of-Life cycle. Software support may include technical support, bug fixes, Maintenance releases, workarounds, and patches for critical bugs.
- Hardware replacement or replacement parts will be available for 3 years following the End-of-Sale date, provided a valid support contract is maintained continuously on the product. At Aegex Technologies’ discretion, hardware may be replaced with a similar or equivalent product.
- A product must be covered by a support contract as of the End-of-Sale date to be eligible for support renewal. Support contracts may be renewed for the duration of the End-of-Life cycle and cannot be allowed to lapse during this time and be reinstated later.

### Key Terms:

- End-of-Life Policy: The policy covering End-of-Sale announcement through End-of-Life for a product.
- End-of-Life: The last day that a product will be supported by Aegex Technologies. For SaaS products, the last day the cloud service would be shutdown.
- End-of-Sale: The last day that a product will be available for order from Aegex Technologies