

# **ANTlabs Generic Product EOL Policy**

Revision: 1.03

Issued on:

13 August 2013

## 1 Revision History

Date	Revision	Author	Remarks
7 Feb 2006	1.00	Teck-Kang, Toh	Initial Release
18 Sep 2006	1.01	Teck Kang, Toh	Updated EOL policies
22 Jul 2013	1.02	Grace Gabriel	Updated EOL schedule dates
13 Aug 2013	1.03	Teck-Kang, Toh	Added new definitions for EOL milestones

<b>ANTlabs</b>	File: EOL_Policy_v1.03.docx	Date Issued: 13 Aug 2013
	Revision: 1.03	
	Title: ANTLabs Generic Product EOL Policy	

## 2 Product End-of-Life (EOL) Policy

### 2.1 General

ANTlabs Product End-of-Life (EOL) Policy provides customers with a clear timeline of events when a product approaches its end-of-life and how it will be phased out. It provides certainty on how much longer a product will be support after the initial EOL announcements are made.

ANTlabs EOL Timeline is made up of 4 distinct stages, namely:

- EOL Advance Notice
- EOL Announcement
- End of Software Support (EOSS) Date
- End of Technical Support (EOTS) Date

Each Category of Product will have a default minimum period for each of the above stages and other optional dates. The customer is directed to the specific EOL announcements for all the necessary details.

### 2.2 EOL Advance Notice

The EOL Advanced Notice is only given to Distributors and Resellers (“Partners”) and it serves to help the Partners to better manage their existing and new quotations to customers. An alternative replacement product will also be included in this notice. This advanced notice will typically be given at least one (1) month before the actual EOL Announcement.

### 2.3 EOL Announcement

The EOL Announcement is given (on ANTLabs’ website) when a Product is about to enter its end-of-life phase. The announcement will give the actual EOSS, EOTS and other relevant dates that apply to the specific Product. A recommended alternative Product will also be provided to help the customer migrate from the EOL-ed Product to ensure minimal disruption to existing operations. This alternative Product would have already been launched and is generally available.

After the EOL Announcement, customers are still able to purchase new or to renew their existing Support packages for the Product, but planning should be initiated on putting in replacement plan based on the recommended Alternative Product.

Refer to section 2.6 Typical EOL Schedule for typical durations from EOL Announcement to EOS and other important dates.

## 2.4 End of Software Support (EOSS) Date

The next major milestone after EOS is the End of Software Support Date. This is the date from which no further patches (both feature enhancements and bug fixes) will be released.

Purchase or renewals of Support packages are allowed for the Product. However, the ability of the technical support team to resolve issues will be on a best effort basis. In addition, purchase of Software Modules is not permitted but upgrades of Software Licenses are still permitted.

Action	Allowable?
Purchase new Product	No
Purchase new Support package	Yes, up to EOTS Date, based on best effort basis.
Renew Support package	Yes, up to EOTS Date, based on best effort basis.
Purchase Software Module	No
Upgrade Software License	Yes

Refer to section 2.6 Typical EOL Schedule for typical durations of EOSS for various categories of Products.

## 2.5 End of Technical Support (EOTS) Date

The final major milestone in the Product EOL Policy is the End of Technical Support Date. After this date, purchase or renewals of Support packages are not permitted. This is the end of the Product's lifecycle.

Action	Allowable?
Purchase new Product	No
Purchase new Support package	No
Renew Support package	No
Purchase Software Module	No
Upgrade Software License	No

## 2.6 Typical EOL Schedule

Below is a diagram illustrating the key EOL milestones:



Figure 1 Product EOL Milestones

Refer to specific Product EOL Announcements for actual dates.

## 2.7 Warranty & Support

After the EOL Announcement, customers may continue to purchase new or to renew their existing warranty and support packages with ANTLabs up till the EOTS date.

During the EOSS and EOTS periods, ANTLabs will continue to meet existing warranty and support obligations.

As for RMAs, if a chassis or a particular Field Replacement Units (FRU), (e.g. Physical Interface Card (PIC), Flexible PIC Concentrator (FPC), line cards, power supplies and fan trays) are no longer available, ANTLabs will replace the chassis or FRU with a unit of similar or enhanced capability. The replaced chassis and FRU (similar or enhanced version) will be covered by the existing support services contract.

ANTlabs reserves the right to charge for continued support services of any discontinued products. In addition, ANTLabs reserves the right to reduce or amend support services offerings available for renewal under this policy at any time in its sole discretion, with or without notice.