



End of Product Life Cycle Overview

Over time, certain Bountiful® Wi-Fi products will reach the “end of their product life cycle” for various reasons, including technology advancement or product demands. Bountiful® Wi-Fi provides this end-of-life (EOL) policy overview in order for customers to more effectively manage product end-of-life transitions. This overview applies to products that have end of-life announcements on or after January 1, 2009 and may vary based on product type.

Overview of End-of-Life Policy and Guidelines:

- As a general rule, Bountiful® Wi-Fi will provide 60 days advance notice of the affected products end-of-sale date. After the end-of sale date, discontinued products are removed from the price list and are no longer available for purchase. The EOL notice will appear on the Bountiful® Wi-Fi Web site.
- Support services for discontinued products are provided only to customers with registered products and/or lifetime warranty purchases.

Spares or replacement parts:

- Bountiful® Wi-Fi will provide spares or replacement parts for hardware for a period of 3 years from the end-of sale date for the hardware.
- Years 1-3: Hardware available for purchase.
- Years 4-5: Hardware available for purchase based on availability.
- Hardware can be replaced with similar products with equal or greater functionality.

Software major releases:

- 1 year minimum from the end-of-sale date
- Not all features may be supported on EOL product due to replacement hardware changes and/or performance capabilities.

Software maintenance releases or bug fix support:

- 2 years minimum from the end-of-sale date, or the duration of the support contract in place prior to the EOL notification date, whichever is longest.

Technical Support:

- Technical Support shall be provided for the duration of the support contract.

Bountiful® Wi-Fi also reserves the right to reduce or amend support offerings available for renewal under this policy at any time.