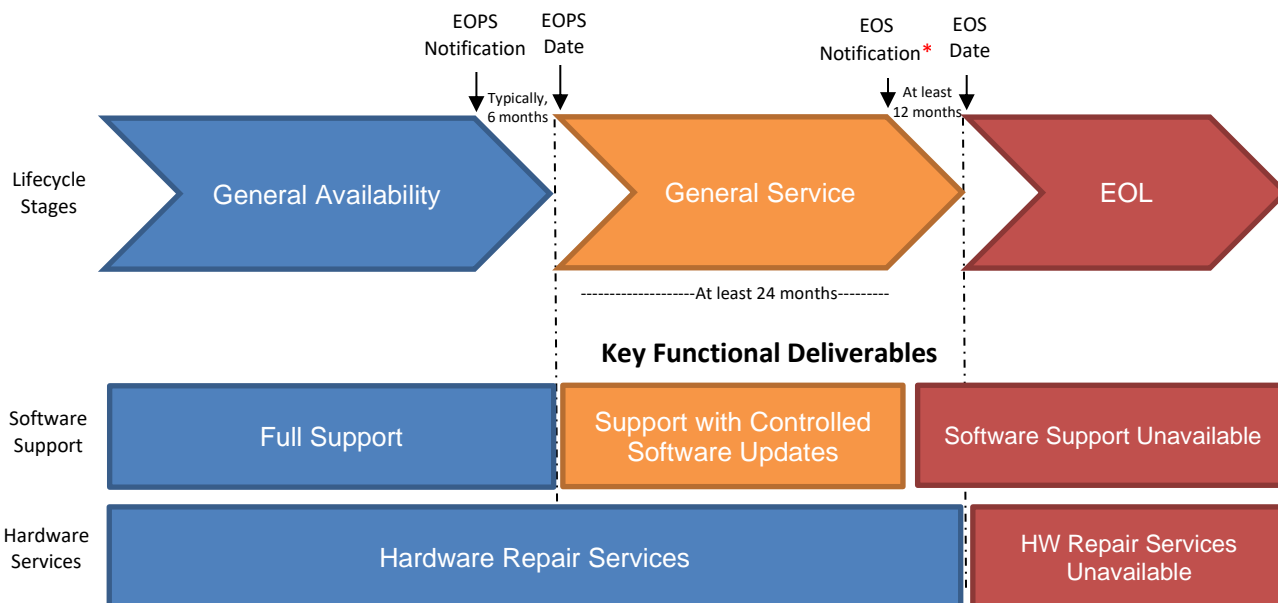


# AudioCodes End-of-Life (EOL) Policy for SBCs, Media Gateways and MSBRs

AudioCodes recognizes that an orderly EOL process, with clear milestones is necessary for Customers so that they can review the impact on their AudioCodes products and services in their networks. Therefore, to help manage EOL transitions, AudioCodes has defined EOL milestones.

## Definitions:

- Product lifecycle stages:
  - General Availability (GA)
  - General Service (GS)
  - End-of-Life (EOL)
- Product announcements:
  - End of Product Sale (EOPS)
  - End of Service (EOS)



\* AudioCodes may either decide to end Hardware Repair Services or Software Support for a product simultaneously, or at different times.

## General Availability (GA) Stage

General Availability refers to the state where AudioCodes' products (hardware and software), services, and maintenance are available for purchase by Customers.

The GA stage concludes on the End of Product Sale (EOPS) date, at which point, the product transitions to the GS stage.

## End of Product Sale (EOPS) Announcement

The EOPS announces the date when a product will become GS. The EOPS is typically announced 6 months before the EOPS date. Last-time product buy orders may be received until the EOPS date. This is the last date that a product can be ordered.

The EOPS typically includes the following information:

- Affected product(s)
- EOPS date
- (Optional) Last Supported Software Version (LSSV)
- (Optional) End of Hardware Repair Services Date
- (Optional) End of Software Support Date
- Substitute product(s) (if available)

## General Service (GS) Stage

General Service refers to the state where AudioCodes' products (hardware and software) are no longer offered for sale. Products in this stage are still eligible for hardware repair and software support services.

However, the level of software services and maintenance may differ from those offered during GA. AudioCodes may decide to no longer qualify new software releases for the product. In this case, AudioCodes will announce (in the product's Release Notes) that a specific software release is the Last Supported Software Version (LSSV) for the product. Service for this software release is limited to material bug fixes and security-related updates.

During GS, AudioCodes is committed to providing Software Support and Hardware Repair Services for at least 24 months.

The GS stage ends on the End of Service (EOS) date, signifying that the product is now considered EOL, which means that **both** software support and hardware repair services are no longer available.

## End of Service (EOS) Announcement

The EOS announces the End of Software Support date and/or the End of Hardware Repair Services date. The product becomes EOL when both End of Software Support date and End of Hardware Repair Services date have been reached.

The EOS announcement is made at least 12 months before the EOS date. After the EOS announcement of both End of Software Support and End of Hardware Repair Services, AudioCodes will no longer renew service contracts for the applicable product.

The EOS typically includes the following information:

- Affected product(s)
- One or both of the following:
  - End of Software Support Date
  - End of Hardware Repair Services Date

If Hardware and Software services for a product end at different times, AudioCodes will issue separate EOS announcements for each one. It's important to note that only the second EOS announcement indicates the date that the product will be considered EOL.

## End-of-Life (EOL) Stage

EOL refers to the state where AudioCodes' products are no longer sold, improved, maintained, supported or given any other service by AudioCodes. In this stage, products aren't eligible for hardware or software maintenance services.

The following table summarizes the different milestones in the product's lifecycle:

	General Availability	General Service
Available for Purchase	Yes	No
Customer Support	Yes	Yes
Service Renewal	Yes	Available until EOS announcement
Supported Software Release(s)	Versions N / N-1	Last Supported Software Version (LSSV) (Available until End of Software Support)
Minor Bug Fixes	Yes	Best Effort
Material Bug Fixes and Security Updates	Yes	Yes
New Features	Yes	Best Effort
RMA / AHR / Managed Spares	Yes	Yes (Available until End of HW Repair Date)

## Procurement and Distribution

- AudioCodes reserves the right to limit the quantity of last-time product buy orders (last time buy).
- AudioCodes' delivery of last-time buy orders is not subject to a set delivery date, but will be delivered according to availability.
- Orders for products received as of the EOS announcement date and before EOS date may not be rescheduled or terminated.
- Except for restocking rights granted under valid distribution sales contracts, AudioCodes offers Customers no restocking rights for discontinued products once the discontinued products have been delivered.
- Distributer orders of AudioCodes' discontinued products: AudioCodes distributor sales agreements, special distributor asset management, and discontinued product availability conditions will apply to distributor orders for AudioCodes' discontinued products. Distributors are to give notice to, or make information available for, their end-customers concerning AudioCodes product EOS notices and conditions.

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