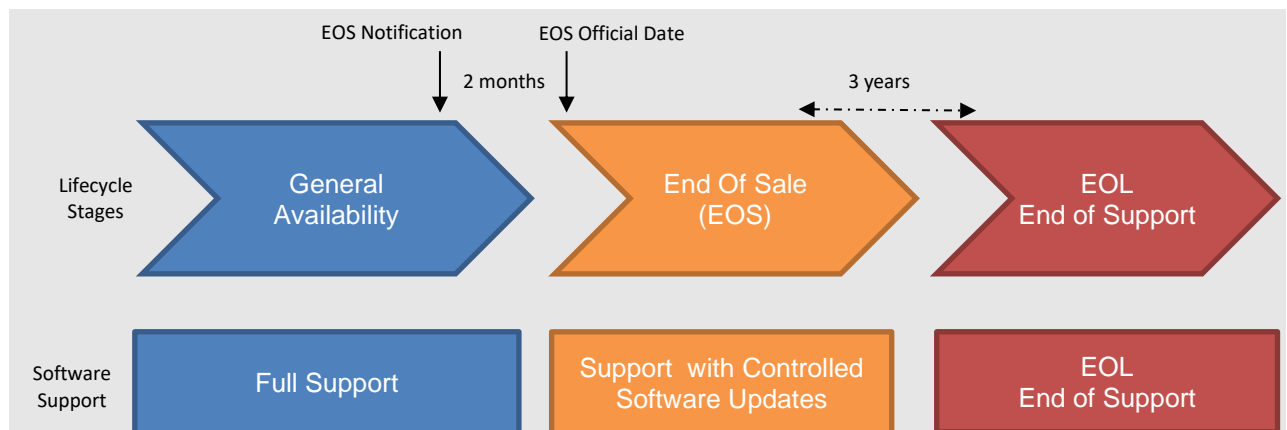# AudioCodes End-of-Sale (EOS) Policy for Meeting Space devices and IP Phones

AudioCodes recognizes the importance of an orderly end-of-sale (EOS) process to assist customers with clear milestones, so that they can review the impact on their AudioCodes products and services in their networks. Therefore, AudioCodes has defined milestones to help manage EOS transitions:

Definitions:

■ Product lifecycle stages:

- General Availability (GA)
- End-of-Sale (EOS)
- End-of-Support (EOL)

■ Product announcements (public notice):

- End of Sale (EOS)

General Availability (GA) Stage

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

End of Product Sale (EOS) Announcement

The EOS is a public notice which is announced 2 months prior to the EOS date. The EOS notice lists the applicable part numbers, and usually announces alternate part numbers and last time buy date. During the 3-year EOS stage, software support will be given to our customers, however AudioCodes is not committed to release new Software versions for the EOS part numbers.

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.

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

	General Availability	EOS	EOL
Available for Purchase	Yes	No	No
Customer Support	Yes	Yes	No
Service Renewal	Yes	Available until EOS announcement	No
Supported Software Release(s)	Versions N / N-1	Last Supported Software Version (LSSV) (Available until End of Software Support)	No
Minor Bug Fixes	Yes	Best Effort – case by case	No
Material Bug Fixes	Yes	Yes	No
New Features	Yes	Best Effort – case by case	No
RMA / AHR / Managed Spares	Per Contract	Per Contract	No

Procurement and Distribution

- AudioCodes reserves the right to limit the quantity of products at last time buy date.

- 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.

- Distributors can place orders for AudioCodes' discontinued products, but certain conditions apply. These conditions include the Distributor having a sales agreement with AudioCodes and special asset management for the distribution of these discontinued products. The availability of the discontinued products will also be subject to specific conditions set by AudioCodes. In addition, it is expected that Distributors will inform their end-customers about AudioCodes' EOS notices and conditions. This means that Distributors should either provide a notice or make relevant information about the discontinued AudioCodes products available to their end-customers.

AudioCodes Inc.
80 Kingsbridge Rd
Piscataway, NJ 08854, USA
Tel: +1-732-469-0880 Fax: +1-732-469-2298

International Headquarters
1 Hayarden Street, Airport City, Lod 7019900
P.O.Box 255, Ben Gurion Airport, Israel 7019900
Tel: +972-3-976-4000 Fax: +972-3-976-4040

Contact
www.audiocodes.com/contact
Website
www.audiocodes.com