Ruckus Wireless Standard End of Life (EOL) Policy

Revision date: 20 December 2013

The following EOL policy applies to all Ruckus Wireless standard products. Figure 1 illustrates Ruckus Wireless Standard EOL Policy timeframe. Detailed dates outlining the timeframes set forth in this policy will be clearly outlined in each product's EOL notification.

Hardware

Ruckus Wireless will publish an end-of-life (EOL) notification to customers to give them advanced notice of a planned end-of-sale (EOS) event on a specific product. Customers will be provided an opportunity for last-time purchases of products prior to end-of-sale.

Standard policy requires the end-of-sale (EOS) date to occur **6 months** after the EOL notification is published on the Ruckus Wireless support site (support.ruckuswireless.com). At the EOS date, the discontinued product is removed from the price list and is no longer available for purchase. All accessories, kits and bundles uniquely applicable to the discontinued product may also be removed from the price list and may no longer available for purchase.

The last ship date for a discontinued product may extend to **6 months** after the EOS date. The last ship date excludes transportation considerations.

The last hardware repair/replace and support for advanced hardware replacement date for discontinued products is **5 years** after the EOS date. The replacement or advanced hardware replacement of discontinued product after the EOS may be product of a like-kind.

Software

Standard policy requires software maintenance for the discontinued product to continue until the end-of-maintenance (EOM) date, which occurs **1 year** after the product end-of-sale (EOS) date.

This EOL policy does not ensure that software maintenance for a discontinued product will always follow an EOL announcement. Mature products may use software for which no active maintenance has occurred for some time and for which no further active maintenance is planned. While typically the exception, Ruckus reserves the right to establish an end-of-maintenance date for products prior to the EOL announcement.