

Support & License Upgrades

Ruckus Support and AP license upgrades are available for discontinued products for up to **5 years** after the EOS date. End-of-sale dates for 1-year, 3-year, and 5-year Support packages are timed such that Support shall not extend beyond 5 years after the EOS date of the discontinued product. The end-of-sale date for AP license upgrades for a discontinued controller is 5 years after the EOS date of the controller. Support package and license upgrade EOS dates are clearly defined in the discontinued product's EOL notification.

Support extending beyond the discontinued product's EOM date is limited in nature. Ruckus Support is unable to provide software fixes or upgrades which may be required to resolve support cases after the EOM date. Ruckus will continue to provide all other aspects of support. The customer accepts that a Support Contract for product is limited in terms of software maintenance beyond that product's EOM date. Note that the window of limited support for a discontinued product may be 4 years in duration, starting 1 year after the product's EOS date and ending 5 years after the EOS date.

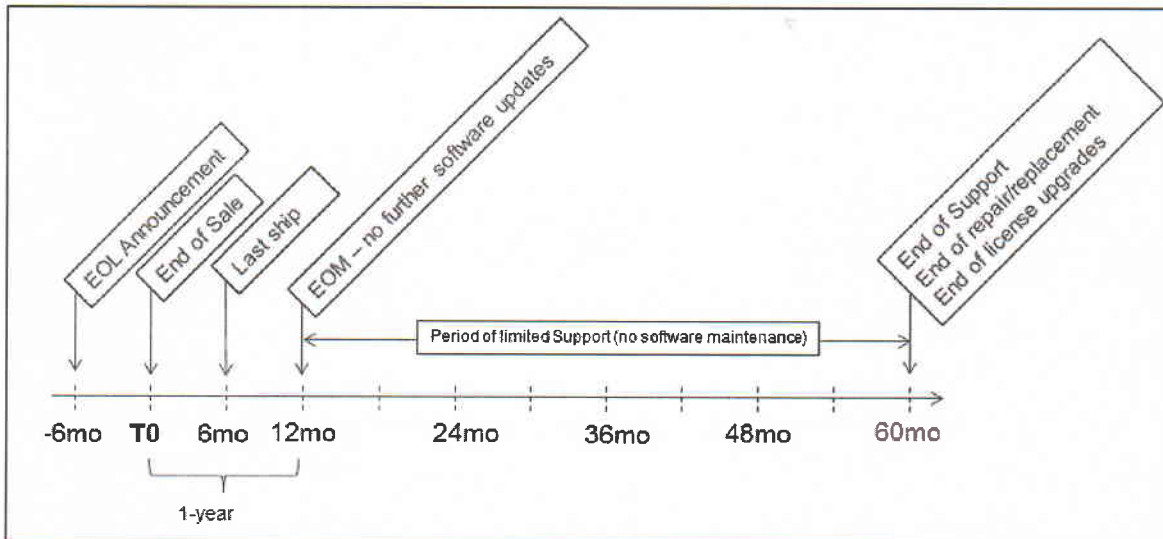


Figure 1. Ruckus Standard End of Life Policy Timeline

THE END