Product Support Lifecycle Policy

Proprietary Notice

ST Engineering

Product Support Life Cycle Policy

Products reach the end of their useful life for a variety of reasons including parts obsolescence, market evolution and technology innovation. Our goal is to make this transition as seamless as possible for customers and partners and to provide as much visibility as possible into what can be expected.

This policy describes the ST Engineering iDirect process for product life cycle and related support. This process consists of a series of technical and business milestones and activities that, once completed, make a product End of Support.

Support Policy

ST Engineering iDirect is committed to provide maintenance and support services during the lifecycle of its products under the following conditions:
- A Product must be covered by a support agreement before the End of Sale or End of Support date to be eligible for renewal.
- After End of Sale date, maintenance and support services are only available subject to a valid support agreement in relation to such Product or platform release.

STE iDirect Manufactured Hardware Lifecycle

- **General Availability (GA):** the product/solution is now generally available to customers and can be ordered/downloaded and deployed/upgraded.

- **End of Sale notification (EOSn):** Once ST Engineering iDirect has decided to initiate the End of Sale process for a certain product, ST Engineering iDirect shall publish an End of Sale notification. Such End of Sale notification shall include proposed replacement solutions for the product (if applicable) and the associated timelines. As from the date of the End of Sale notification up until the End of Sale, customers have the right to order the Product concerned and the services associated with such Product, which orders become binding for the Customer once accepted by ST Engineering iDirect. ST Engineering iDirect however reserves the right to limit and allocate quantities included in such order in case of supply issues.

- **End of Sale**: is the last date to order the Product for which an End of Sale notification has been made through the ST Engineering iDirect sales channels. After the End of Sale date, the Product is no longer available for purchase/sale and no new improvements or features are provided in the form of software releases.

- **End of Support**: after the End of Support, ST Engineering iDirect will no longer repair, maintain or support the Product. At an End of Support event, the Product software will no longer be regression tested to ensure compatibility with new platform releases and therefore may not work in those releases. If a customer does not upgrade or replace it with a supported product and/or version, they are operating the solution at their risk. **Note:** Once the End of Support date has been reached, ST Engineering iDirect may remove the product entirely from the platform software after 2 years (e.g., 24 months).

STE iDirect Software Lifecycle

- **General Availability (GA)** - the software release is now generally available and can be ordered/downloaded and deployed/upgraded for customers with active support agreements.'

- **End of Support notification (EoSn) -** Once End of Support is approved for the platform software release, ST Engineering iDirect shall publish an End of Support notification.

- **End of Support -** End of Support is the date after which ST Engineering iDirect will no longer provide bug fixes, maintain, support, or perform regression testing on the Product. After End of Support, there is no guarantee that the Product will interoperate with future platform releases. For software or platform releases that are End of Support, customers who fail to upgrade to a Generally Available release do so at their risk. Targeted Product Lifecycle milestones are summarized in Table 1 below.

Table 1 – Targeted Product Lifecycle Policy & Milestones

Hardware Product General Availability	Sales Lifetime	End Of Sale Notice	End of Sale	Hardware Maintenance Support
General Availability	5 years or more	Day 0	Day 0 +12 mths	Day 0 +36 mths

Platform Software Release General Availability	Release Support Lifetime	Software Maintenance Support	End of Support Notice	End of Support
General Availability	2 years or more	Year 1-2	Day 0	Day 0 +12 mths

ST Engineering

Terms:

- **Platform software release** is a software release, providing new end to end features and/or bug fixes that may include NMS, hub and/or modem, and is compatible with a set of Products (modulator, demodulator, hub, modem and/or server equipment). For example, a new hub/pp release will support modems with software releases no more than 2 years old.

- **Product** is the collective name to refer to the itemized sellable components of the overall platform. Such items can take up multiple forms like Hardware Products and Software Products.

- **Sales Lifetime:** during this lifetime the Products are available for ordering.

- **Hardware Maintenance Support:** after the End of Sale of a certain Product, ST Engineering iDirect shall provide hardware repair or replacement for the duration noted in the EOSn. At ST Engineering iDirect's discretion, this period may be extended, and Hardware Maintenance may be accomplished by providing a compatible replacement product. If a Hardware Product is End of Support, ST Engineering iDirect will no longer provide maintenance support on the related Software Product.

- **Software Maintenance Support:** after General Availability, STE iDirect shall provide Platform software maintenance releases (bug fixes and patches for critical bugs) for customers with active support contracts. Software Maintenance Support can be extended via a mutual agreement between ST Engineering iDirect and the Customer under the condition that the Customer accepts major Platform Releases (software upgrade). Such Platform Releases may contain additional features with Hardware Product dependencies. If these Hardware Product dependencies are fundamental to the operation of the Platform, those Hardware Products must be purchased and deployed by the Customer and may require integration by ST Engineering iDirect.

Third-Party Equipment (whether hardware, software or services sold through ST Engineering iDirect) Lifecycle

ST Engineering iDirect resells a variety of third-party equipment, including hardware, software and services ("**Third-Party Equipment**"). Some of this equipment is sold as a stand-alone product and other equipment, such as switch and server hardware, is more tightly integrated with deployed solutions. While ST Engineering iDirect endeavors to plan for and accommodate the End of Support of Third-Party Equipment and to provide a smooth transition as these vendors address lifecycle concerns, we often have limited control over vendor lifecycle planning.

As a result, the End of Support schedule for Third Party Equipment resold through ST Engineering iDirect will match the End of Support and support schedules published by third-party vendors. ST Engineering iDirect will strive to identify replacement products and integrate them into our solutions with enough advance notice to allow our customers to validate and migrate to those products. This migration may necessitate an upgrade to the latest ST Engineering iDirect product or platform software release and may require modifications to power connections and cabling for management and data connectivity. For customers under support contracts which include hardware maintenance, ST Engineering iDirect will support a failure of covered third-party products using one of the following methods: 1) by providing a replacement from our repair inventory, 2) by supplying refurbished equipment from the vendor, or 3) by supplying the identified replacement product.