

AudioCodes EOL and EOS Policy for SBC and Media Gateways

1 General

In keeping with accepted industry practices, AudioCodes may periodically elect to discontinue product manufacturing. Discontinuing product manufacturing varies for reasons such as technology innovation and development driving changes, discontinued component availability, changing marketing demands, and new feature development. AudioCodes recognizes that an orderly process via routine EOL Product Notices is necessary to update our customers and distributors and allow them a last time opportunity to purchase their final product quantities.

2 Definitions

- **End-of-Life (EOL):** The permanent manufacture discontinuance of an AudioCodes product.
- **End-of-Support (EOS):** The permanent discontinuance of support services for the EOL product.
- **Last Time Buy (LTB):** The final date a customer may order after the EOL notification.
- **Last Time Manufacture (LTM):** The final date the EOL product is manufactured for LTB orders

3 Policy Guidelines

- 3.1 AudioCodes will notify its customers 6 months in advance of LTB that a product will be discontinued by issuing an EOL announcement. This notice will appear on AudioCodes website (www.audiocodes.com). The notice will generally include the list of affected products governed by the EOL notice as well as a recommendation for the replacement product(s).
- 3.2 Final EOL product delivery dates are subject to the LTM date and as such, AudioCodes' delivery of an LTB order is not subject to a firm delivery date and will be delivered up to 6 months after the LTB order. Orders for discontinued products received after the EOL notice may not be rescheduled or terminated.
- 3.3 AudioCodes reserves the right to limit quantities for discontinued products.
- 3.4 Except for applicable distribution sales contracts, AudioCodes offers customers no restocking rights for discontinued products once the discontinued products have been delivered.

- 3.5 Distribution sales of discontinued product orders: AudioCodes distributor sales agreements, special distributor asset management, and discontinued product availability conditions will apply to distributor orders for AudioCodes discontinued products. The distributors are to give notice to, or make information available for, their end customers concerning AudioCodes product EOL notices and Last Time to buy conditions.
- 3.6 End of Support (EOS)
- Hardware support for discontinued products will be provided for 3 years minimum from EOL notification, provided that out-of-warranty repair services are purchased by the customer.
 - Software support - In the event that AudioCodes declares that a particular product has reached EOL and is no longer sold by AudioCodes, or that its software is no longer being developed, AudioCodes will support the last applicable Major Version Release for that product for 2 years from the effective date of such announcement. Such software support is limited to material bug fixes and to critical security-related updates only.
 - For EOL products, it may be necessary to upgrade to the latest applicable production software release to correct certain reported problems.