

# Product End of Life Policy

## Overview

Products have lifecycles and would eventually exit the market due to various factors such as market demand, technological innovation and development, the launch of more competitive products, etc. Considering the possible impact of product lifecycle termination on customer networks, BTI Wireless (Wireless Network) has developed a unified end of life policy to help customers better manage the transition due to product end-of-life and understand the role BTI Wireless can play in assisting with migration to alternative platforms and technologies, and other high-quality products and services that BTI Wireless can continue to provide to customers.

The End of Life Policy applies to BTI Wireless's hardware, software, combinations of software and hardware which can be collectively referred to as products. The End of Life Policy does not apply to products whose lifecycle has already come to an end.

## Life Cycle Milestones

Milestones	Description
<b>End of Marketing (EOM)</b>	means the date from which BTI will no longer accept the purchase order of the products. BTI will generally announce the EOM date for a product 3 to 6 months prior to the effective date.
<b>End of Full Service and Support (EOFS)</b>	means the last date when BTI fixes new defects in software release and provides patches. The software release reaches the date of EOFS in one year after its EOM.
<b>End of Service and Support (EOS)</b>	means the date from which BTI will no longer provide service and support for the relevant products. This date is generally 5 years from the EOM date.

## Policy details

1. Normally BTI Wireless will notify the End of Marketing (EOM) date for products 3 to 6 months in advance. This notification will be announced on the BTI Wireless website <https://btiwireless.zendesk.com/hc/en-us>, where customers can access information about EOM products and their successor products.
2. From the product's End of Marketing (EOM) date onwards, BTI Wireless will no longer accept new orders for this product.
3. Generally, within 1 year after the EOM of the product, customer can sign a new service contract with BTI and add the contents not included in the original service contract to the new service contract. After 1 year from the EOM date, will only accept the renewal of the original service contract. In principle, BTI will not accept the signing of new service contracts. For service details, please refer to the BTI Wireless Service Level Agreement.
4. If the customer have signed a service contract before the EOM date, customer can renew it up to 5 years after the EOM date to extend the service life of the product. The service life of the product shall not exceed the End of Service and Support (EOS) date specified in the announcement.
5. After the EOM date of products for five years in accordance with signed service contract, BTI will provide hardware repair services according to the service contract. If the product cannot be repaired and BTI Wireless is unable to provide same-model spare parts, BTI will provide customers with equivalent equipment or spare parts of other models whose performance is not lower than the original ones. For details about software-related support services, please see Article 8.
6. In principle, BTI will no longer provide maintenance and support services for products that have been EOM for five years. However, to better protect customers' interests, BTI might continue to provide paid services to some customers as required on the condition that BTI's own service capabilities can be maintained, however, specific maintenance contracts need to be signed after negotiation. At the same time, BTI respects all service contracts that have been signed with customers, and if the content conflicts with the above principles, BTI will prevail in the contract and provide customers with corresponding high-quality services. If a fault or problem occurs after the end of service (EOS) date or the agreed maintenance service expiration date, BTI will provide support within the scope of its capabilities, but will not be liable for any legal and/or indemnification liability.
7. BTI Wireless (Wireless Network) software release support services are as follows:



- 1) Generally, BTI releases an official wireless network software version every six months. These releases are characterized by: (i) Inclusion of fixes for defects and/or performance-impacting issues; (ii) Major modifications to core software functionalities; (iii) Introduction of new features that substantially enhance software capabilities or provide new functionalities. New features are limited to core functionalities of the 3GPP release. Enhanced or customized functionalities require additional charges. The list of core functionalities included in software upgrades is subject to the feature list published by BTI Wireless.
  - 2) BTI will urgently release patch versions to address critical defects and/or severe performance-impacting issues, with the release cycle determined as needed.
  - 3) In the first year after the EOM of a software release, BTI will provide trouble-shooting, fix, maintenance release, or patches for software defects and security vulnerabilities reported through the Support website.
  - 4) The software release reaches the date of EOFS in one year after its EOM, BTI will continue to provide trouble-shooting service for six months. If conditions permit, BTI will fix some serious defects and security vulnerabilities.
  - 5) Before the EOS of the software release, customers are advised to upgrade the software to the latest release.
  - 6) After the EOS of the software release, BTI will no longer provide any service including Patch of software bugs and fixing security vulnerabilities. Customers may need to upgrade to a new software release to obtain the maintenance and support services described above.
8. To the partners who resell BTI products (if involved): please be noted that partners shall truthfully and completely inform lower-level distributors or end users of the lifecycle information of BTI products. If lower-level distributors or end users suffer losses due to the failure to fulfill the obligation of this notification, partners shall be liable for such losses.