

Life Cycle Policy

As reality in today's marketplace, Nomadix products follow a defined life cycle. Factors such as market demand, technology advancements, component availability and system aging determine when legacy products are discontinued and replaced. Because these transitions affect our customers, we have established this End of Sale (EOS) and End of Life (EOL) Policy to set clear expectations.

1. We will provide support for Nomadix Gateway products for three (3) years after publishing an End of Sale (EOS) notice. After those three (3) years, the gateway products are considered End of Life (EOL). The EOS notice will outline an upgrade path if available. If no upgrade path exists, we will provide an additional year of support (total of four (4) years) for that specific gateway.
For other products, support duration will vary by product. Refer the EOS notice for the specific product for more information.
2. To qualify for support under this policy, license and support fees for an EOS product must remain current without lapse.
3. Upon publishing an EOS notice, Nomadix will provide three (3) years of software updates with an available upgrade path for gateways. Gateway updates will include security and bug fixes for standard core NSE features only. If a gateway upgrade path is not available, Nomadix will only provide bug fixes for a period of four (4) years after EOS publication.
Note that the upgrade path, if applicable, will vary by the product and may not be available for all products.
4. Following an EOS notice, customers may continue to purchase and license optional upgrades and modules for gateway product has been designated determined as EOS, customers may continue to extend their gateway license (which includes hardware support, repair, and replacement options) until the product's EOL date. products.
5. On or prior to the EOL date, we encourage customers to upgrade (where applicable) to our next-generation platform models.

Nomadix reserves the right to modify this policy from time to time. Any revisions will be posted on our website. This policy is intended for informational purposes only and does not bind or alter any contract.

Please direct questions to the Nomadix sales or support team.