

## POLICY

### Life Cycle Policy

As an established reality in today's marketplace, Nomadix products have a specific life cycle. Factors such as market demand, technology advancements, component availability and general aging of systems dictate when legacy products are discontinued and replaced with more current solutions. We acknowledge that the product life cycle process has an impact on our customers, so we have developed an EOS and EOL policy to address their expectations.

1. We will provide premium support for our Nomadix products for a period of three years after publishing an End of Sale (EOS) notice. After this three year period, the products are deemed End Of Life (EOL). The notice will outline an upgrade path if applicable. If there is not an available upgrade path, we will provide an additional year of support (four years total) for that specific product.
2. License and support fees for an EOS product must remain current with uninterrupted coverage in order for this policy to remain in effect.
3. We will provide three years of software updates with an available upgrade path upon publishing an EOS notice. Updates will include bug fixes and standard core NSE features only. If an upgrade path is not available, Nomadix will only provide bug fixes for a period of four (4) years after EOS publication.
4. After publishing an EOS notice of the base Nomadix product, customers may license optional keyed features for three years regardless of upgrade path availability.
5. After publishing an EOS notice of the base Nomadix product, customers will receive hardware support, repair and replacement options for three years regardless of upgrade path availability.
6. Upon or prior to the premium support EOL date, we encourage all customers to upgrade to the next-generation platform model with improved performance.

Nomadix reserves the right to periodically alter this policy statement. Any changes made will be posted on our website. This policy statement is intended for informational purposes only and may not be incorporated into any contract.

Please direct any questions to the Nomadix sales channel.