

# Standard End of Life (EoL) Policy

The following EoL policy applies to all Ruckus Wireless ZoneFlex products (ZoneDirectors, ZoneFlex Access Points and Bridges, and FlexMaster Management System).

## Hardware

Ruckus will send an EOL notification to customers to give them an opportunity for last-time buys.

End of sale (EOS) date will be 6 months after EOL notification. At EOS date, discontinued products are removed from the price list and are no longer available for purchase.

Last ship date will be 6 months after EOS date. Customers purchasing products on EOS date must take Ruckus internal shipping processing time into consideration for final ship date.

Last advance replacement for discontinued products will be 24 months after EOL notification. The replacement units after EOS will be products of a like-kind.

Last repair/replace date for discontinued products will be 60 months after EOL notification. The replacement units after EOS will be products of a like-kind.

## Software

ZoneFlex Product software releases are supported for up to twelve (12) months following their initial release or two (2) subsequent releases of such software, whichever occurs first. At this point, the software reaches its end of development (EOD) date and is no longer actively supported by Engineering. Update releases (e.g. service, maintenance, patch) will no longer be created for major software releases that have reached the EOD milestone.

All software releases are supported by Ruckus support on a limited basis for up to an additional six (6) months or two (2) subsequent releases, whichever occurs first, after EOD. At this point, the software reaches its end of life/support (EOL/EOS) date. During the period of time between EOD and EOS, Ruckus support will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds. If a solution cannot be found using software that has reached EOD date, Ruckus will require that the system be updated with a more recent software release. After a software release reaches EOL/EOS date, Ruckus will provide support only on a commercially reasonable effort.

Software Support Date and Milestone<sup>1</sup>

	Components	IRD	EOD	EOL/EOS
ZoneFlex 2.0	ZoneDirector 2.0 ZoneFlex AP 4.2	Aug. 2007	June 2008	Dec. 2008
ZoneFlex 3.0	ZoneDirector 3.0 ZoneFlex AP 5.0 FlexMaster 2.0	Jan. 2008	Sep. 2008	Mar. 2009
ZoneFlex 6.0	ZoneDirector 6.0 ZoneFlex AP 6.0 FlexMaster 6.0	Jun. 2008	Mar. 2009	Sep. 2009
ZoneFlex 7.0	ZoneDirector 7.0 ZoneFlex AP 7.0 FlexMaster 7.0	Sep. 2008	Aug 2009	Feb 2010
ZoneFlex 8.0	ZoneDirector 8.0 ZoneFlex AP 8.0 FlexMaster 8.0	Mar. 2009	Nov 2009	May 2010
ZoneFlex 8.1	ZoneDirector 8.1 ZoneFlex AP 8.1 FlexMaster 8.1	Aug. 2009	Sep. 2010	Mar. 2011
ZoneFlex 8.2	ZoneDirector 8.2 ZoneFlex AP 8.2 ZoneFlex Br 8.2 FlexMaster 8.2	Dec. 2009	Dec. 2010	Jun. 2011
ZoneFlex 9.0	ZoneDirector 9.0 ZoneFlex AP 9.0 ZoneFlex Br 9.0 FlexMaster 9.0	Sep. 2010	Sep. 2011	Feb. 2012
ZoneFlex 9.1	ZoneDirector 9.1 ZoneFlex AP 9.1 FlexMaster 9.1	Dec. 2010	TBD	TBD
ZoneFlex 9.2	ZoneDirector 9.2 ZoneFlex AP 9.2 ZoneFlex Br 9.2 FlexMaster 9.2	Oct. 2011	TBD	TBD

IRD = Initial Release Date

EOD = End of Development Date

EOL/EOS = End of Life Date/End of Sales

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<sup>1</sup> Support of 12 months and 2 subsequent releases, whichever occurs first