

Whether it is due to market trends or demand, new innovation, or due to the fact that the products life is dated and is being replaced with new technology allowing for more advanced feature sets, End-of-Life of a product is a reality in today's technology based economy. TelcoBridges would like to reassure you and help guide you in the transition from legacy equipment to new products through the process laid out in this Product End-of-Life Policy. This policy applies to all End-of-Sale announcements from September 1<sup>st</sup>, 2011 onward.

## General guidelines

When TelcoBridges takes the decision to retire a product, the following End-of-Life Policy Procedure will put into effect.

1. TelcoBridges will send an End-of-Sale Notice to its partners & clients.  
End-of-Sale Notices can be found online at: [www.telcobridges.com/en/EOL.aspx](http://www.telcobridges.com/en/EOL.aspx).  
To ensure that you receive these types of notices, please visit our web site through the link above and register.
2. Following the End-of-Sale Notice, there will be a two (2) year period (Migration Period) whereby both the legacy product and its new replacement product will be sold consecutively.
3. The official End-of-Sale Date will come into action, whereby partners and clients can no longer purchase the legacy product.

As of the official End-of-Sale Date, all partners and clients will have access to:  
TB Support Team, 9 to 5 or 24/7 based on the purchase of specific Technical Support Time banks, and all other elements of TelcoBridges official TB Support Program, valid for a maximum period of three (3) years for all hardware purchases and one (1) year for all software.

To ensure access to technical support you must have an active and up-to-date TB Support Technical Support Time Bank (available in either 9 to 5 or 24/7 support).

4. One (1) year after the End-of-Sales Date:  
  
Will mark the end of software version support, which includes bug fixes, maintenance releases, workarounds, or patches for critical bugs reported to TB Support. Costs for technical support fall under the TB Support Program. It may be necessary to use software upgrades to correct required problems.  
  
Extended warranties that have not been renewed twelve (12) months from the End-of Sale Date cannot be renewed.
5. Three years after the End-of-Sale Date will mark the end of hardware support.

Prior to the end of hardware support, replacement parts will be available (for a maximum period of three (3) years from the End-of-Sale Date) for products covered under warranty and/or extended warranty.

Out of warranty repair is available (for a maximum period of three (3) years from the official End-of-Sales Date) at the cost stipulated in the TB Support Program.

## Important definitions

**End-of-Sale Notice:** The email communication sent out to inform clients and partners of the end-of-sale of a given product.

**Migration Period:** The two (2) year period whereby both the legacy product and new replacement product are sold simultaneously allowing for partners & clients to migrate from the legacy product to the new replacement product. During this period, the legacy product is slowly removed from the market, web site, promotions, communications, etc.

**End-of-Sale Date:** The official date whereby sale of the legacy product ends.

**Product Support Period:** TelcoBridges will continue product support for a maximum period of three (3) years after the End-of-Sale Date. Charges will apply as stipulated in the TB Support Program document.

**TB Support Program:** TelcoBridges official customer and technical support program. For details of this program, please visit: [www.telcobridges.com/en/tbsupport.aspx](http://www.telcobridges.com/en/tbsupport.aspx).

## Product End-Of-Life Policy, Diagram

