

# RUCKUS End Of Life Policy



March 2024

## OVERVIEW

The following End of Life Policy applies to all Ruckus Networks standard products. The table below illustrates Ruckus Networks' standard End of Life Policy time frame. Detailed dates outlining the time frames outlined in this Policy will be clearly outlined in each product's End of Sale and/or End of Life notification. The following abbreviations are used in this Policy:

Abbreviation	Description
EOL – End of Life	End to end Policy and process of a RUCKUS product becoming discontinued.
EOS – End of Sale	Last date a RUCKUS product may be purchased. Typically announced 6 months ahead of EOS.
EOM – End of Maintenance	Last date a RUCKUS product will receive regular maintenance software updates. Typically, 1 year after EOS.
EOST – End of Support	Last date a RUCKUS product can receive support via an active entitlement. Typically, 5 years after EOS.

## HARDWARE

Products may reach the end of their product life cycle for many reasons. We are providing this EOL Policy for informational purposes to assist customers in the transition process.

Ruckus Networks will publish an EOL notification to customers to give them notice of a planned EOS event on a specific product. Customers will be provided an opportunity for last-time purchases of products prior to EOS.

Standard policy requires the EOL notification to be published on the Ruckus Networks support site (<https://support.ruckuswireless.com>) 6 months prior to the EOS date. Note that the notice period for products such as optics, cables, and other accessories may frequently be less than 6 months prior to EOS. At the EOS date, the discontinued product is removed from the price list and is no longer available for purchase. All accessories, kits, and bundles uniquely applicable to the discontinued product may also be removed from the price list and may no longer be available for purchase. If you purchased a support agreement prior to the EOL notification, you will continue to receive support which will be available through the end of the applicable term of your support agreement or the EOST date, whichever is sooner. Prior to the EOST Date, you may purchase a renewal to your existing support agreement subject to availability. See the applicable EOL bulletin for additional information.

The last ship date for a discontinued product may be extended to **6 months** after the EOS date subject to availability. The last ship date excludes transportation considerations.

The last hardware repair/replacement and support for advanced hardware replacement for discontinued products is **5 years** after the EOS date. Depending on availability, the replacement or advanced hardware replacement of discontinued products after the EOS may be a product of a like kind.

## SOFTWARE

Standard policy requires software maintenance for the discontinued product to continue until the EOM date, which occurs **1 year** after the product's EOS date. RUCKUS may provide software remedies for

security vulnerability issues until the end of the support period.

**This EOL Policy does not ensure that software maintenance for a discontinued product will always follow an EOL notification. Mature products may use software for which no active maintenance has occurred for some time and for which no further active maintenance is planned. While this is the exception, RUCKUS reserves the right to establish an EOM date for products prior to the EOL notification.**

## SUPPORT & LICENSE UPGRADES

RUCKUS support and access point (AP) license capacity upgrades are available for discontinued products for up to 5 years after the EOS date. EOS dates for 1-year, 3-year, and 5-year support packages are timed such that support does not extend beyond 5 years after the EOS date of the discontinued product. The EOS date for AP license device capacity upgrades for a discontinued controller is 5 years after the EOS date of the controller. Support package and license upgrade EOS dates are clearly defined in the discontinued product's EOL notification.

Support extending beyond the discontinued product's EOM date is limited in nature. RUCKUS Support is unable to provide software fixes or upgrades that may be required to resolve support cases after the EOM date. **Once a hardware product enters the EOL phase, RUCKUS will designate a software release (generally the latest supported release for the hardware product) that will be supported until the EOST Date.**

For customers with valid support agreements, RUCKUS will provide support until the end of the applicable term of the support agreement or the EOST Date, whichever is sooner. After the EOM date, if a software issue arises RUCKUS may, at its option, provide a workaround or issue a software patch.

## SUBSCRIPTION SERVICES

RUCKUS Subscription services may be available for discontinued products for up to five (5) years after the EOS date.

Subscription services related solely to a specific series of hardware products shall terminate on the EOST date of such hardware products. Subscription services may be purchased after the EOS date of such hardware products but shall not extend past the EOST date for the products. Subscription services that are not related solely to a specific series of hardware products shall terminate at the end of the subscription service period purchased by customer. If customer's hardware products reach their EOST date before such subscription services have terminated, RUCKUS may, but is not obligated to, provide subscription services to customer for a time period equal in monetary value to the time period remaining on the purchased subscription services, to be used in connection with other RUCKUS hardware in customer's network.

## RUCKUS STANDARD END OF LIFE POLICY TIMELINE

To receive support from RUCKUS after the EOM date, the most recent software release must be installed. RUCKUS may continue to provide all other aspects of support. The customer accepts that a support contract for product is limited in terms of software maintenance beyond that product's EOM date. During the one-year period between the EOS date and the EOM date, RUCKUS will provide software updates. Note that the window of limited support for a discontinued product is 4 years in duration, starting 1 year after the product's EOS date and ending 5 years after the EOS date. During this window of limited support, RUCKUS may, at its sole discretion, continue to provide software updates containing fixes for any critical defects or security vulnerabilities.

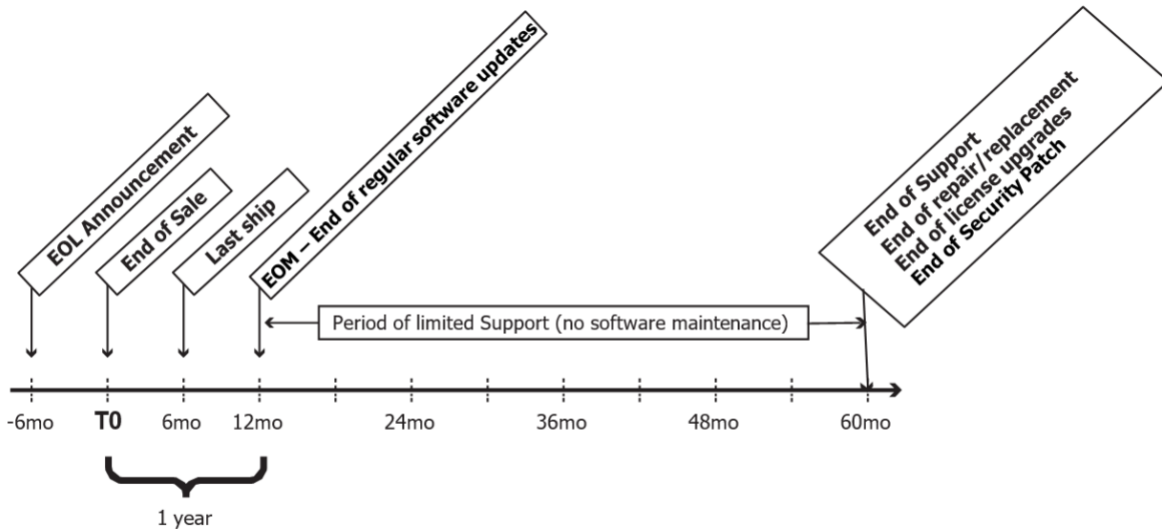


Figure 1. Ruckus Standard End of Life Policy Timeline

*Although every reasonable effort will be made to support EOL products in accordance with this Policy, RUCKUS reserves the right to deviate from this Policy as it deems appropriate. Any such deviations will be set forth in the relevant EOL notification. RUCKUS may update this Policy at any time at its sole discretion. The current version will be posted on the RUCKUS Support Portal at <https://support.ruckuswireless.com>.*