

# Quantum Networks

## End-of-Sale and End-of-Service Life Notification

Revision ID: 1.1



Wi-Fi



Switches



Gateways



Q-Services

## Overview

Quantum Networks' End-of-Life (EOL) Policy ensures a structured process for discontinuing products, providing transparency, and assisting customers during the transition. This policy applies to all Quantum Networks standard products, including Wi-Fi Access Points, Switches, Gateways, Qasa Switches, Qasa Access Points, and other networking solutions.

Key definitions:

PARAMETERS	DESCRIPTION
EOL - End of Life	The process of a product becoming discontinued.
EOS - End of Sale	The last date a product may be purchased.
EOM - End of Maintenance	The last date regular maintenance updates are provided.
EOST - End of Support	The last date support is available via an active entitlement.

## Hardware Products

Quantum Networks may discontinue hardware products to introduce advanced solutions or due to market demand. Customers will receive a formal End-of-Life Notification well in advance of key dates.

### Policy Timeline

- o End-of-Life Notification: Announced 6 months before the End-of-Sale (EOS) date.
- o End of Sale (EOS): Products are removed from the price list and are no longer available.
- o End of Maintenance (EOM): Maintenance updates are provided until 2 years after EOS.
- o End of Support (EOST): Support (including hardware repair and replacement) is available until 5 years after EOS.

Replacement or advanced hardware replacement after EOS may be a product of similar specifications, subject to availability.

## Software Products

For discontinued products, Quantum Networks ensures:

- o Software Maintenance: Provided until the EOM date (2 years after EOS).

While every effort is made to support discontinued products, maintenance for mature software may end sooner and exceptions will be outlined in the EOL notification.

## Support and License Upgrades

- o Support packages and license capacity upgrades are available for up to 5 years after EOS.
- o Access Point license upgrades and subscriptions terminate at the product's EOST date.
- o After the EOM date, software issues may be addressed with workarounds or patches at Quantum Networks' discretion.

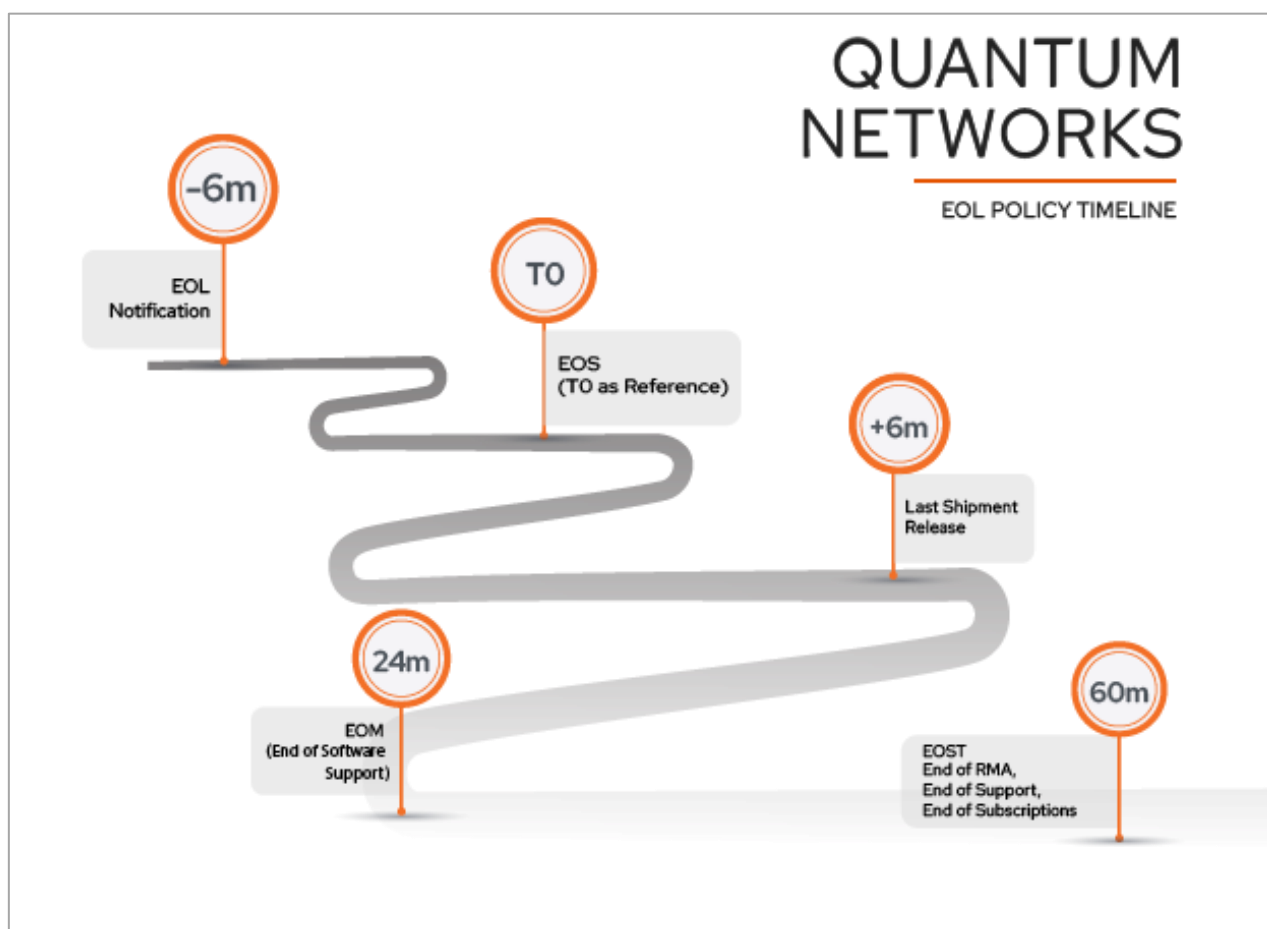
## Subscription Services

Subscription services connected to discontinued products will terminate upon reaching the EOST date of the hardware. Any exceptions or extensions will be outlined in the EOL Notification.

## Replacement Options

Quantum Networks provides updated products as replacements for discontinued models. Contact sales or support for assistance with transition options.

For technical support or transition guidance, email [support@qntmnet.com](mailto:support@qntmnet.com).



## Example Timeline

TARGET DATE	EVENT
01-Apr-2025	EOL Notification / End of Sale Pre-Announcement
30-Sept-2025	End of Sale (EOS)
30-Sept-2027	End of Maintenance & Software Support (EOM)
30-Sep-2030	End of Support (EOST)

Note: Additional details (including replacement products) will be included in specific product EOL.