1. Introduction

This document is the framework for Tetherfi's Product Lifecycle Policy (TPLP). Tetherfi Products covered by this TPLP include Software licensed by Tetherfi or Tetherfi Authorized Partners. All software move through the Product life cycle in phases, based on the speed of innovation, market demand, component availability and customer requirements. The TPLP is intended to set expectations for Product serviceability and support.

2. Scope

TPLP focuses on the latter stages of Tetherfi's Product Lifecycle Management beginning with the End-of-Sale and concludes with Indefinite Support. Tetherfi reserves the right to amend or change this TPLP, at its sole discretion, at any time. This TPLP shall not be interpreted to create any contractual obligation by Tetherfi or to provide support for any specific customer or Channel Partner. This TPLP combines and supersedes all earlier versions.

3. Definitions:

The following definitions will apply to TPLP.

TERM	DEFINITION
Tetherfi Product Life Cycle Policy	Tetherfi Product Lifecycle Policy defines Tetherfi's Product Lifecycle Management policy regarding all product offerings. Abbreviated (TPLP)
Bug Fix	**Bug Fix (New)** – New corrections to Software defects delivered via Patch, Service Pack or Feature Pack and corrections to Hardware defects as needed, according to the provisions stated above. Customers may be requested to upgrade to the latest available software Patch, Service Pack or Feature Pack for the product as part of troubleshooting efforts. **Bug Fix (Existing)** – Application of already available bug fixes (Patches, Service Packs or Feature Packs) at the End of Manufacturer Support Date. **Eligibility for new support contract sale** – available only at the discretion of Tetherfi Services
Channel Partner	An individual or business that sells products or services on behalf of primary computer hardware or software producers. Examples of channel partner types might include: consultants, value added resellers, system integrators, managed service providers and distributors
Defect	Any material non-compliance to the product specification as documented at the time of publication and determined by Tetherfi. Failure to comply with new operating or security regulations / requirements that were not yet in effect at the time of the product's initial availability does not constitute a defect.
General Availability or Generally Available.	Product commercially available. Normal business processes apply. Full Product sales & support offered. Abbreviated "GA".
Software	The software programs in object code form, including downloadable firmware that Tetherfi delivers under its commercial sales agreements, whether as stand-alone products or preinstalled on Hardware. Software does not include any customized deliverables that Tetherfi creates specifically for the customer.
Manufacturer	A person or company that makes goods for sale
Manufacturer Support	The support provided to customers with Tetherfi support services for the affected Product between the End of Sale Date and the End of Manufacturer Support Date
Extended Manufacturer Software Support	An additional category of support for certain releases of Products designed to minimize the level of change within a Product's release. Abbreviated "EMSS".

4. Exceptions:

TPLP provides a set of standard lifecycle practices and timelines so that customers can proactively plan for Product Lifecycle Management changes. Some circumstances may create an inability for Tetherfi to adhere to the outlined practices and timelines.

- As part of Manufacturer Support, Tetherfi reserves the right to choose which Product Defects will be remedied.
- Tetherfi's Product Lifecycle Policy does not apply to Third Party Products. Original manufacturer's policies will apply to Third Party Products when resold by Tetherfi.
- Associated product security vulnerability fixes may be dependent on the availability of associated security alerts and patches from our suppliers.

5. End-of-Sale Notification:

Tetherfi will communicate End-of-Sale notification at least 60 days prior to the End-of-Sale-Date. Tetherfi may provide up to 1 year End-of-Sale notification for more complex product transitions. The following guidelines are used for End-of-Sale notification announcements, but the actual timing is at Tetherfi's discretion. Tetherfi reserves the right to make actual notifications shorter or longer than prescribed guidelines.

6. Manufacturer support period:

Manufacturer Support will be available either directly from Tetherfi or through an authorized Tetherfi Channel Partner at current prices and under then-current terms and conditions. Tetherfi Manufacturer Support coverage typically will be available until two (2) years after the Product's End of Sale Date, although Tetherfi may choose to extend the availability of certain support offers beyond prescribed guidelines. Manufacturer Support is only provided to Tetherfi customers purchasing support coverage for the affected Product. Coverage is defined as Products that have Full Coverage, Remote Plus Parts, and Remote Only for the affected Product. Customers who have not purchased Tetherfi support coverage for the affected Product are not eligible for Per Incident services during the Manufacturer Support period. Per incident is defined as Time and Materials (T&M). Extended Manufacturer Software Support beyond one (2) year is at Tetherfi's discretion.

6.1. Software support:

Manufacturer Support for the most current release, within a Major Release, shall continue for at least two (2) years following the End-of-Sale-Date of the Major Release. Tetherfi reserves the right to terminate Manufacturer Support after the above minimum period of Manufacturer Support has been provided. Tetherfi may extend Manufacturer Support for longer than 2 years to allow customers to stabilize on a release.

6.2. Manufacturer support provided:

Manufacturer Support includes the following (subject to contract terms and conditions):
- **Technical Support** – Includes Tiers I – IV
- **Bug Fix (New)** – New corrections to Software Defects delivered via Patch, Service Pack or Feature Pack and corrections to Hardware Defects as needed, according to the provisions stated above. Customers may require the latest available Software Patch, Service Pack or Feature Pack for the Product as part of troubleshooting efforts.
- **Bug Fix (Existing)** – Application of already available Bug Fixes.
- **Eligibility for support coverage** – Continues per normal business practices for two (2) year post End of Sale.

7. Extended Services Support Period:

When a Product reaches its End of Manufacturer Support Date, Tetherfi may provide Extended Services Support. The Extended Services Support period may vary based on Product availability,

demand and other business factors, at Tetherfi's discretion. Extended Services Support is only provided to Tetherfi customers purchasing Tetherfi support services for the affected Product. Customers who have not purchased Tetherfi support services for the affected Product are not eligible for Per Incident (aka T&M) services during the Extended Services Support period.

7.1. Software:
The standard Extended Services Support period for Software is five (5) years after the Product's End of Manufacturer Support Date. However, this period may vary based on product availability, demand, and other business factors, at Tetherfi's discretion.

7.2. Extended Services Support:
Extended Services Support includes commercially reasonable efforts to provide the following (subject to contract terms and conditions):

- **Technical Support** - Tier I through Tier III Backbone. Tier IV support and Vulnerability Threat Management (VTM) coverage is no longer provided.
    - Tier III support includes the following:
        - Access to Tier III support tool set.
        - Access to known issues and existing workarounds that may be available.
        - Access to available/existing corrective content.
        - Standard configuration consultation/guidance.
        - Root Cause Analysis within the capability of Tier III support.
    - Tier III support does not include the following:
        - Tier IV support or access to Tier IV tools.
        - Code level de-bugging.
        - New corrective content
        - Extensive troubleshooting on releases that are no longer under Manufacturer Support. An upgrade to the most current version within a release stream may be required if faults in the installed version prove difficult to resolve or reproduce.
        - Costs associated with release upgrades and not covered by any existing in-force service agreement.
        - Expanded Root Cause Analysis beyond Tier III capability.