MIMOMAX PRODUCT LIFE CYCLE POLICY

Version 1-8

Contents

1. Introduction

1.1. Overview

MiMOMax designs and manufactures high performance mission critical communications product. Products from time to time reach the end of their Product Life Cycle for a number of reasons. These reasons may be due to market demands, technology innovation and development driving changes in the product, component obsolescence or the products simply mature over time and are replaced by functionally richer technology.

While this is an established part of the overall product life cycle, MiMOMax Wireless recognizes that end-of-life milestones often prompt companies to review the way in which such end-of-sale and end-of-life milestones impact the MiMOMax products in their networks. With that in mind, we have set out below MiMOMax's end-of-life policy to help customers better manage their end-of-life transition and to understand the role that MiMOMax can play in helping to migrate to alternative MiMOMax platforms and technology. The End of Life Policy only applies to End of Life and End of Sale announcements made for all MiMOMax product lines.

1.2. Definitions

'We' or **'Our'** or **'MiMOMax'**	MiMOMax Wireless Ltd.
'You' or **'Customer'** or **'Client'**	Who MiMOMax are providing the Product to.
'Production'	Product classification indicating the product is a currently manufactured item and is subject to the support levels and availability as defined.
'End of Sale'	Product classification indicating MiMOMax no longer manufacturers the specific item. Items will continue to be supported while under this classification (refer to MiMOMax End of Life Policy). Any variations to the standard support levels will be identified.
'End of Life'	Product classification indicating MiMOMax no longer provides guaranteed support. Items are typically designated end of life at a period of greater than 3 years after end of sale announcement. All support and repair capability will in the first instance be as per individual customer support agreements or in event no agreement exists on best endeavours basis.
'NFF'	No Fault Found
'RMA'	Return Material Authorisation
'Hardware'	The physical product and its physical components.
'Firmware / Software'	MiMOMax operating system software that runs on MiMOMax hardware
'Software Maintenance Support'	The time period that MiMOMax may release any software maintenance releases or bug fixes to the software product. After this date, MiMOMax Engineering will no longer develop, repair, maintain, or test the product software.

2. Policy Guidelines

2.1. End of Sale Date

MiMOMax will endeavour to provide 6 months' notice of the affected product's end-of-sale date and/or the last day when the affected product can be ordered. This notice will appear on the MiMOMax.com site at www.mimomax.com\support and we encourage you to visit this site regularly as it contains useful information regarding MiMOMax's end-of-life program. Sign up for MiMOMax email notifications to stay up to date on all product news and developments.

2.2. End of Life Date

MiMOMax will endeavour to provide 12 months' notice of the affected product's end-of-life date. This notice will appear on the MiMOMax.com site at www.mimomax.com\support and we encourage you to visit this site regularly as it contains useful information regarding MiMOMax's end-of-life program. Sign up for MiMOMax email notifications to stay up to date on all product news and developments.

2.3. Hardware Support

In most cases spares or replacement parts for hardware will be available for a period of 5 years from the end-of-sale date. MiMOMax will endeavour to support customers with spares and replacement for this 5-year period. We will provide spares and replacement parts in accordance with our Return Materials Authorization (RMA) process and Return for Repair Terms and Conditions.

2.4. Software Support

2.4.1. For the 12 months following the end-of-sale date, MiMOMax will provide bug fixes, maintenance releases, work arounds, or patches <u>for critical bugs</u> reported via MiMOMax support department in accordance with customer support agreements. No Enhancements will be made to the product after the End of Sale date. Bear in mind that it may be necessary to use software upgrade releases to correct a reported problem.

2.4.2. After the product end-of-life announcement all non-critical software (development impacting) support will shift to a best endeavours approach on a case by case basis.

2.4.3. Software features on new product lines will not typically be ported onto end-of-sale or end-of-life products or necessarily be backwards compatible.

2.5. Support Agreements

Customers will need to ensure that they have a current and fully paid support agreement with MiMOMax. Please contact your Account Manager regarding fees payable during the end-of-sale and end-of-life periods so that we can support you right through the end-of-life transition period. After the End of Sale announcement, the maximum purchased support period is limited to 12 months from the End of Sale date.

Once a product has reached End of Life, software support will no longer be available for this product line past the purchased support period (which at most is 6 months after End of Life). Customers who continue with a legacy network will be subject to a hourly/daily rate of support

if MiMOMax assistance is requested. Timing and availability of this support is at MiMOMax's discretion.

2.6. Extended Warranty

Extended Warranty is not available for purchase on End of Sale products, the standard 12 months applies.

3. End of Sale/Life Timeline

Start (X)	• End of Sale Announcement • End of Life Announcement
X + 6 Months	• End of Sale
X + 12 Months	• End of Life
X + 18 Months	• End of Software Support
X + 66 Months	• End of Hardware Support