

End of Life Policy – PPM Manufactured Products

Purpose

The purpose of this document is to describe the end of life (EOL) process for Pulse Power and Measurement Ltd (PPM) manufactured products.

Our commitment to customers

Pulse Power and Measurement Ltd, of which **ViaLite Communications**, PPM Test and PPM Systems are business divisions, is committed to providing high quality, technically advanced and cost effective solutions to its customers. PPM endeavors to manufacture products which can be supported for their full lifespan. This policy is designed to communicate the lifecycle process to customers through to the end of life phase.

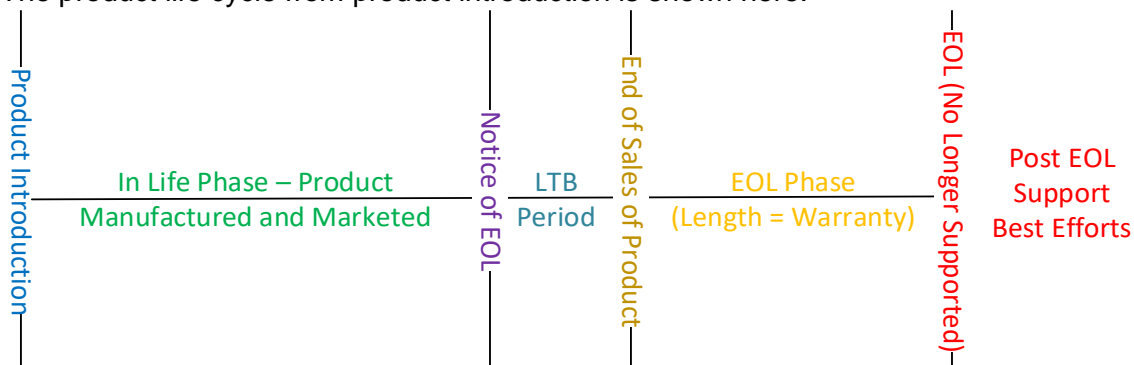
For customers who need additional support or maintenance services beyond the scope of the standard warranty or for products which may be discontinued, PPM can offer competitive product support options. Please discuss these options with your account manager.

Why is an EOL policy required?

PPM regularly reviews the markets that we offer products into. We monitor trends in technologies and changes due to new technologies, customer needs within the markets, as well as hardware component obsolescence and software compatibility and availability. All of these factors are considered continuously to allow end of life decisions on all PPM products.

Product life cycle

The product life cycle from product introduction is shown here:



In Life Phase - PPM aims to manufacture hardware and associated embedded software that has an "In Life Phase" for a period of at least 10 years.

Notice of EOL - At the end of the In Life Phase, PPM will, where possible, issue an official EOL statement to inform customers that specific products will be discontinued at a time

specified. The notice period allows customers to prepare for the discontinuation of products where possible.

This notice will be communicated to customers directly and/or through a statement on the relevant website (www.vialite.com, www.ppmtest.com or www.ppmsystems.com).

Last Time Buy Period (LTB) – After the Notice of EOL has been issued, there may be an opportunity for customers to buy further products as a “last time buy”. Customers may wish to take this opportunity to purchase spares for future expansion or to cover future unit failures. The LTB period will last for the duration stated in the Notice of EOL. At the end of the LTB period, products will be discontinued from sale.

Products in LTB period will not be offered to new customers.

Note that it is not always possible for PPM to offer LTB on EOL products.

EOL Phase – During this period, PPM will continue to honour and support all customers with any warranty support issues, where possible.

Post EOL – For customers who are requiring support for discontinued products which are out of warranty, PPM will use a ‘best efforts’ basis to replace, repair on a time and materials basis, or provide upgrade options for new and current products.

Software End of Life¹⁾

PPM is committed to support software products for the life of the hardware (as detailed above). During the In Life Phase, PPM will provide updated releases of software in order to add functionality or solve a reported issue.

When a hardware product that contains embedded software enters the EOL Phase a final software release (normally associated with the EOL hardware date) will be released and made available to customers on the relevant website (www.vialite.com, www.ppmtest.com, or www.ppmsystems.com). After this point the software will no longer be updated.

PPM will continue to make available final software releases for a minimum of 12 months from release date, where possible.

¹⁾ *Standalone software (that operates outside of a PPM developed hardware host) is not detailed in this policy.*

This End of Life policy serves as an informative guide and does not affect or amend the Pulse Power and Measurement Ltd standard terms and conditions of sale. Furthermore, PPM reserves the right to update this policy from time to time as required.