



Yeastar End-of-Sale and End-of-Life Policy

Effective January 2019

Yeastar is dedicated to the development of high-quality VoIP products. As technology and business needs evolve, Yeastar may elect to discontinue specific products. The decision to discontinue a product is based on a number of factors:

- Technical advancement that made certain products or components obsolete
- A third-party manufacturer's product discontinuation
- The introduction of a newer product with more advanced features and functionality
- The product has simply reached the end of its natural lifecycle

In order to assist customers and partners manage any End-of-Life transition process, we are providing this End-of-Sale and End-of-Life policy to explain the standard guidelines for products reaching the End-of-Life phase of the lifecycle.

The Policy only applies to End-of-Sale and End-of-Life announcements made on or after January 1, 2019 for all Yeastar product lines. The Policy does not apply to a product that is already subject to an End-of-Sale and/or End-of-Life announcement. Yeastar may revise these guidelines from time to time at Yeastar sole discretion.

1. As a general rule, Yeastar will provide at least 30 day's notice of the affected product's End-of-Sale date. This notice will appear on the Yeastar website at <https://www.yeastar.com/eol-policy/>
2. As long as the product is under warranty, Yeastar will use commercially reasonable efforts, and at its discretion, to provide software and hardware support until the End-of-Life date.
3. Yeastar will provide spares and replacement parts in accordance with our Return Materials Authorization (RMA) process. Please contact your local Yeastar distributors for Hardware Technical Support and Hardware Repair and Return (subject to inventory availability).
4. Software support will be as follows:
 - a) For the first year following the End-of-Sale date, Yeastar will provide bug fixes, maintenance releases, workarounds, or patches for critical bugs reported via the Yeastar Support Portal.
 - b) After the first year, Yeastar will attempt to provide bug fixes, maintenance releases, workarounds or patches for a period of 4 years. Bear in mind that providing a fix may not be possible in some cases due to the limitation of hardware or software architecture, and Yeastar in its sole discretion will determine what fixes, if any, will be provided.



MILESTONES	DEFINITION AND ACTION
End-of-Sale	<p>This is the date after which a product is either no longer available for purchase from Yeastar or is marketed as being End-of-Sale on the Yeastar website.</p> <p>Yeastar will generally announce the End-of-Sale date for a product at least 1 month prior to the EOS effective date.</p>
End-of-Support	<p>This is the date that the product will no longer be supported by Yeastar due to expiration of an applicable product warranty.</p> <p>Yeastar will continue to provide support for an in-warranty product after the EOS date subject to the terms and conditions contained in the applicable product Warranty.</p>
End-of-Life	<p>This is the date after which Yeastar will not provide technical support services, including but not limited to configuration assistance, software upgrade/downgrade assistance, software bug fixes or hardware repair services on the EOL product. This date generally will be 5 years after the EOS date.</p>

For a full list of EOL products and migration recommendations please visit our website:

<https://www.yeastar.com/eol-policy/>