

# NETGEAR

## End of Service Policy (“EOS Policy”)

NETGEAR stands behind its products with a robust combination of warranties, technical support, and firmware/software updates to keep your NETGEAR equipment performing optimally. This EOS Policy sets forth our commitment to customers to support NETGEAR equipment with software updates.

NETGEAR Products may receive firmware updates over the course of their lifecycle. These updates may contain bug fixes, security fixes, and new features. Eventually, however, all NETGEAR products reach the end of their lifecycle for a variety of reasons including technological advancements, product maturity, and market demands. The end of NETGEAR's product lifecycle is called **End of Service** or **EOS**. Products that reach this stage no longer receive firmware updates, including important security updates. EOS for NETGEAR products occurs three years after the last sale date (defined below).

In general, NETGEAR products progress through the following stages of their lifecycle<sup>1</sup>:

1. **Last Sale Date**: The last sale date (“LSD”) (previously known as the “End of Life” or “EOL” date) is the last day that NETGEAR reasonably anticipates that a NETGEAR product will be available to purchase by end customers through authorized distributors, resellers, or other authorized outlets (“Authorized Partners”) and the date we have removed the product for sale from our NETGEAR.com webstore (if we sell the product through our website). Note the LSD date may be limited to a particular SKU in an identified country or region. The LSD also initiates the timeframes for updates and enhancements as well as functional and security support.
2. **Announcement of Last Sale Date**: NETGEAR maintains a list of products that have reached their last sale date on its [website](#). To the extent practical, NETGEAR endeavors to provide six months’ advance notice of upcoming LSD to its NETGEAR for Enterprise Authorized Partners.
3. **Updates and Enhancements**: For one year from the last sale date, NETGEAR may provide customers with software updates and feature enhancements that NETGEAR may develop in the ordinary course of business. These updates and feature enhancements are designed to help customers get the most out of NETGEAR products.

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<sup>1</sup> Some NETGEAR products are sold in connection with carriers or network operators. In such cases, support may be provided by such carriers or network operators and not governed by this policy. In addition, some NETGEAR Enterprise products may be sold with different support terms that are included by contract.

4. **Functional & Security Support:** For three years from the last sale date, NETGEAR may provide critical bug fixes and security patches as determined by NETGEAR.
5. **End of Service:** After three years from the last sale date, the product has reached end of service (“EOS”) where it will no longer receive software or firmware updates, including important security or performance updates. Customers may continue to use NETGEAR products after EOS, but by doing so the device may become vulnerable to security threats. NETGEAR encourages its customers to replace NETGEAR equipment in advance of EOS.

## **EOS effect on Subscription Services.**

1. **Services that Terminate at EOS**

Some services that NETGEAR offers require software and hardware that have not reached End of Service to operate properly. EOS shall affect the below identified services as follows:

- a. **ProSUPPORT:** ProSUPPORT may include software and firmware updates until the EOS date. After the EOS date, NETGEAR will no longer provide software and firmware updates. Notwithstanding, any available troubleshooting or configuration support shall continue until the end of the ProSUPPORT term.
- b. **NETGEAR Insight:** After End of Service, NETGEAR Insight may be able to communicate and manage NETGEAR devices, but we cannot guarantee it. We therefore urge customers to replace EOS devices as soon as practical.

2. **Services that Continue Past EOS**

NETGEAR offers some services that operate mostly independently from NETGEAR hardware and therefore this Product Lifecycle Policy does not affect those services. Specifically:

- a. **NETGEAR Armor.** Amor subscription services may be available for purchase and renewal regardless of the product’s stage in its lifecycle – even if the product has entered End of Service.
- b. **Exium.** Exium subscription services may be available for purchase and renewal regardless of the product’s stage in its lifecycle – even if the product has entered End of Service.