



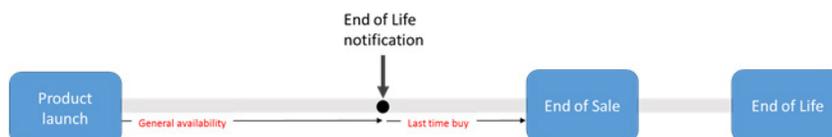
Security Systems

3SI Product End-of-Life Policy

3SI Security Systems (3SI) is committed to developing and supporting products that utilize the latest, available technologies. While customers should generally expect a minimum of three years' useful life, the security landscape is always changing. As such, a variety of factors can determine when a product will reach the end of its life cycle. These reasons may be due to market demands, technology innovation and development driving changes in the product, 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, 3SI 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 3SI products in their operations. With that in mind, we have set out below the 3SI End-of-Life Policy to help customers better manage their end-of-life transition and to understand the role that 3SI can play in helping to migrate to alternative 3SI solutions and technology.

The End-of-Life Policy applies to End-of-Life and End-of-Sale announcements made from all entities within 3SI on or after October 1, 2016 for all 3SI product lines. The Policy does not apply to product that is already subject to an End-of-Life and/or End of Sale announcement. Customers with leased product will be provided an option to replace their product with a suitable replacement if EOL falls within the term of their executed lease agreement.

The image below shows the different stages in the end-of-life transition and the related availability of 3SI services.



Life Cycle Milestone and Stage Definitions

General Availability — Products are generally available to new and existing customers as geographically relevant export laws allow. During this time, products will generally be further developed to include new functionality and improve existing functionality. 3SI customer and tech support will be available as outlined by our general customer and tech support policies.

Last Time Buy (LTB) — The time between when EOL is announced and the actual EOS date. Products in this phase are allowed to be sold to existing partners and end customers only. The purpose of this phase is to ensure that our channel and our end customers are set up for success as we move into the period between End-of-Sale (EOS) and End-of-Life (EOL). 3SI will sell maintenance and provide Return Merchandise Authorization (RMA) support to products in the LTB phase.

End-of-Sale (EOS) — In the EOS phase, the product is no longer available for purchase. However, 3SI will continue to provide support per maintenance agreements. Prior to EOS, customers will have the opportunity to make last-time purchases/buy of products. Please refer to the “Last Time Buy” definition above.

End-of-Life (EOL) — At this point, products are no longer available for purchase and will no longer be supported by 3SI. EOL is the final stage in the overall process. Once a product has been classified as “EOL,” there is no development (including bug fixes), there is no repair or replacement support, and technical support is limited to online documentation and downloads within the 3SI customer portal.

Available Services During The EOL Transition Is Summarized In Table

	Sell to New Customers	Sell to Existing Customers	Sell Maintenance and or Renewals	RMA Support	Critical Bug Fixes	Support Calls	New Feature Development
General Availability	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Last Time Buy	No	Yes	Yes	Yes	Yes	Yes	No
End of Sale	No	No	Yes	Yes	Yes	Yes	No
End of Life	No	No	No	No	No	No	No

General Policy Guidelines

1. At any time, 3SI may put a product end-of-life.
2. As a general rule, 3SI will provide six 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 3SI website (3si.com), so we encourage you to check regularly for new end-of-life notifications. Customers affected by the end-of-life of a product will be informed pro-actively by our support services.
3. 3SI will communicate in the end-of-sale notification the terms and conditions on spare management and support for the affected products. The period during which 3SI will guarantee technical assistance, repair, replacement and maintenance on the affected products will be set out in the notification and is specific, due to the nature of the product, to the affected product. The terms and conditions do not apply to other products or other ongoing end-of-life notifications.
4. As a general rule, 3SI will not make any new enhancements to the affected product, nor will 3SI make any enhancements to any of the platforms supporting the affected product to keep it longer operational.
5. 3SI will engage in supplying hot fixes for bugs with a high technical impact or business exposure for the customer using the affected product. The degree of impact will be determined by 3SI in collaboration with the customer and it will be 3SI who decides on the activities to solve the critical issue in a reasonable time without any commitment on result.
6. To be able to get the right support during the end-of-life transition period, you should ensure that you have a current and fully paid support contract with 3SI and your account is in good standing with 3SI's Financial Department. Please contact your account manager for further details.
7. All support contracts will come to an end at the end-of-life date. Support contracts which are renewed after the end-of-life notification and which run over the end-of-life date will come to an end at the end-of-life date.
8. Customers choosing to retain products that have reached End-of-Life must follow responsible disposal procedures in accordance with local and national regulations. 3SI provides proper disposal of our products and additional details are available on our Electronic Waste Disposal Protocols document. Customers choosing to dispose of their products, release 3SI of any responsibility and should check with local waste management for current Lithium-Ion battery, ink, smoke, dye and gas disposal guidelines.
9. These guidelines may be altered by Product Management upon occasion based upon material, market, and customer requirements. Additionally, any contractual requirements will supersede our EOL guidelines.