
	MRV END OF LIFE POLICY	
	POLICY	PG. 1
	SHARE POINT VER 4.0	Date: April 9 2016

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## 1.0 Purpose and Scope

The purpose of this document is to define MRV's EOL Policy for product support once both the End Of Life (EOL) and End of Service (EOS) have been declared.

## 2.0 Definitions:

**Last Time Buy (LTB)** – Last acceptance date from customers for placing a purchase order to MRV for EOL announced products.

**End of Service Contract Renewal Date** - The last date to extend or renew a service contract for the product.

**Last Date of Support (EOS)**- The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. Prior to the EOS date, per incident support and repairs will be offered at the discretion of MRV.


## 3.0 Policy Guidelines

**The End of Life Policy applies to:**

- **End of Life Notifications (EOL)**
- **Last Time Buy (last time customer order is accepted)**
- **End of Support (EOS)**

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	MRV END OF LIFE POLICY	
	POLICY	PG. 2
	SHARE POINT VER 4.0	Date: April 9 2016

3.1 As a general rule, MRV will provide a 6 months' notice of the affected product's End of Life Notifications.

3.2 The Last Time Buy is the last date in which customer orders are accepted by MRV for the affected products. The Last Time Buy notice will appear in MRV's customer support site. MRV encourages customers to visit this site regularly.

### 3.3 End of Support

3.3.1 Access to MRVs Customer Support (CSO) / TAC Services will be generally available for a period of 5 years (unless specified otherwise in the EOL announcement) from the Last Time Buy date for hardware and operating system software issues, assuming a valid contract remains in place for the duration of the term.

3.3.2 Repair Services on End of Life Products is available through the warranty period only.

3.3.3 For Hardware covered under contracts with Advanced Replacement Contract services will be generally available for up to a period of 5 years from the Last Time Buy date (unless specified otherwise in the EOL announcement).

### 3.4 Software support will be as follows:


3.4.1 Following the Last Time Buy, MRV will provide bug fixes for critical issues reported by customers for the first 90 day Software warranty period.

3.4.2 MRV will provide access to critical bug fixes, workarounds or patches for a 3 year period following the last Time Buy for system software for those customers that have a valid support contract.

3.4.3 It may be necessary to conduct a software upgrade release to correct a reported problem.

3.4.4 Following the 3 year period until End Of Support, CSO / TAC support will generally be limited to investigation and troubleshooting in an attempt to provide solutions, configuration guidelines and workarounds for contract customers only.

3.5 A current and fully paid support contract with MRV is required for the terms above.

	MRV END OF LIFE POLICY	
	POLICY	PG. 3
	SHARE POINT VER 4.0	Date: April 9 2016

4.0 Below are guidelines that should be followed to ensure that you receive effective support for the affected products within your network:

- 4.1 Within the renewal period, customers may add the product(s) to a current contract or purchase a new contract based on the Last Time Buy date.
- 4.2 Service contracts that have not been renewed or have lapsed beyond the 6 months renewal period, from the Last Time Buy date are not renewable. Renewal of your service contract will generally be available until the last year of support.

## 5.0 Exceptions

This revision shall not affect pre-existing contracts and obligations prior to the date of the document.

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