



## **Subscriber Equipment End of Life Policy**

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This document is intended to provide Iridium Customers with the necessary information regarding Iridium's support plans for subscriber equipment and accessories once it is announced to be End of Life (EoL) or obsolete. This advisement should be used by Iridium customers to plan for product transition, maintenance, support operations, and stocking plans. Products included in this policy are products that Iridium is the OEM (including Satellite Handsets, L-Band Transceivers (LBT), Short Burst Data (SBD) transceivers, and/or associated Firmware,) and 3<sup>rd</sup> party products such as accessories where Iridium inventories and sells directly to Service Providers, Value Added Resellers and Value Added Manufacturers.

### Iridium OEM Products

A formal announcement will be made notifying customers that a product will be entering the end of life phase. EoL for any product begins at the point in which a product is no longer being manufactured and there are no plans for an interchangeable substitute, or the product is being replaced by a newer model. The EoL phase will continue for four years after the announcement date. During the EoL phase, Iridium will make reasonable commercial attempts to provide full warranty, repair, and replacement support. At the end of the EoL phase, the product will become obsolete. Obsolete products will only be supported by commercially reasonable efforts and Warranty claims will no longer be honored. Commercially reasonable effort to restore products will continue as long as parts and services are available.

### Firmware

#### *Feature Upgrades*

Iridium may continue to provide feature upgrades for a product in the field until the product reaches the EoL phase.

#### *Critical Issue Upgrades*

Iridium will continue to provide software upgrades to correct critical issues that may arise with a product in the field until the product is deemed obsolete. A critical issue is defined as an issue that, in Iridium's sole opinion, prevents the product from performing its basic functions as per the product description.

#### *Not supported*

Once a product is obsolete Iridium will not support the product with software upgrades.

### Accessories

Iridium will make reasonable commercial efforts to stock sufficient inventory of accessories related to the product that has been announced EoL for a minimum of four years. Please note that Iridium does not provide any repair services for accessories. All accessories that are within the warranty period will be replaced. Outside the warranty period, accessories may only be replaced by purchase of a new item.

Iridium will make reasonable commercial attempts to stock sufficient inventory based on historical sales and known sales forecasts to provide reasonable ongoing customer support. However, items may occasionally become obsolete due to issues beyond Iridium's control. In such circumstances, Iridium will advise that the product is Obsolete and all remaining inventory will be available while supplies last on a first come first served basis. If it is economically feasible, Iridium will attempt to find and/or develop an alternate source. The decision to develop an alternate source for items that are with in the EoL phase are at the sole discretion of Iridium.