



Product End of Life Policy

BlackRidge products are continuously enhanced and earlier versions of the products may reach their end of life as new versions of the products supersede them. This Product End of Life Policy is a guide for customers and partners regarding the milestones for when a product reaches end of life and to help in successfully transitioning to newer versions of the products or to new products.

In general, BlackRidge will provide 6 months' notice of the affected product's end-of-sale date in an End of Life Announcement. This notice will be posted on the BlackRidge's Support website at <http://www.blackridge.us/products/support>. A BlackRidge product is considered End of Life when the End of Support date for the product is reached.

Hardware and Software Product End of Life Policy

1. BlackRidge supports hardware and software products for up to 5 years after the posted End of Sale date.
2. A product must be covered by a support contract to receive support. The product will only be supported if it's running a supported software version.
3. Definitions
 - a. End of Sale date – defined as the last date when a purchase order will be accepted for product specified in an End of Life announcement.
 - b. End of Support date – defined as last date for which support will be provided for products specified in an End of Life Announcement.
 - c. End of Life Announcement – 6 months prior to the End of Sale date, BlackRidge will publish an End of Life Announcement which will contain:
 - i. A product listing, by SKU and description, of products covered by the End of Life Announcement
 - ii. Replacement products or upgrade path by SKU and description
 - iii. The End of Sale date
 - iv. The End of Support date
4. During the End of Sale to End of Support period (5 years), customers are provided with new or like-new functionally equivalent replacement parts or products, at the company's discretion, for any failed product.

Software Support Policy

1. BlackRidge supports the three most current software releases (the latest software version and the two previous versions) for each software product or software component (firmware) running in a hardware product.
2. Software support may include technical support, bug fixes in maintenance releases, workarounds, and patches. A product must be covered by a support contract to receive software support.

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3. BlackRidge software is released as either Major, Minor, or Maintenance release.
4. Definitions
 - a. Major release – each release contains 3 numbers X.Y.Z. The “X” represents a major feature release that includes several key new features and/or software architectural changes.
 - b. Minor release – the “Y” in the release number represents a minor feature release that includes some new features, feature enhancements, performance enhancements, and/or bug fixes.
 - c. Maintenance release – the “Z” in the release number represents a maintenance release that includes bug fixes and patches.
5. In some cases, BlackRidge may designate another version as a supported software version.
6. When a new software version is released, customers and partners are encouraged to upgrade to the now-current release as soon as is practical.
7. Bear in mind that it may be necessary to use a software upgrade release to correct a reported problem.
8. After the End of Support date, a software product or software component (firmware) is no longer eligible for patch or support, and no longer has any supported versions.