



1. Overview:

As new products and services are introduced due to market demands, technology innovation and development driving changes in the product, older products and services may be discontinued. When a product reaches its end of life, BTW will inform customers regarding important milestones which are as follows:

End of Life (EOL) Notification - The date that the document is published to announce the End-of-Life of a product, the Last-Time-Buy and the End-of-Support.

Last Time Buy (LTB) - The last date to order the product and associated support contracts through BlueTree point-of-sale mechanisms. The product is no longer for sale after this date.

End-of-Support (EOS) - The last date to receive service and support for the product identified in the EOL Notification. After this date, all support services for the product will be provided on a best effort basis.

BlueTree Wireless Data is committed to making the transition from such products to new offerings as simple as possible and is dedicated to helping the Customer migrate to alternative BlueTree Wireless platforms and technology.

2. HARDWARE EOL AND EOS POLICY:

- a. BTW normally provides EOL notification to the customers for discontinued products at least 90 days prior to the LTB. Customers can also review EOL notifications on the BTW support web site at: <http://www.bluetreewireless.com/support/downloads>
- b. Effective September 1, 2007, BTW will provide technical support until the announced EOS date which will be 2 years after the date of LTB. Support after the EOS date will be provided on a reasonable commercial best effort basis. For products with EOL notifications prior to September 1, 2007, support will be provided on a best efforts basis.
- c. All products being discontinued are typically identified as such on the price list for 90 days prior to LTB. At LTB, discontinued products are removed from the price list and are no longer available for purchase.