



# Observer End-of-Service-Life Policy

## Scope

This End-of-Service-Life policy describes the useful service life of VIAVI Observer Appliances and Visibility products.

## Definitions

- *End-of-Service-Life (EOSL)*
  - The commercial useful life of the product is determined by VIAVI. e.g., Ship date to EOSL
- *End-of-Service-Life-Date (EOSLD) aka Hardware Service Availability End Date*
  - The last day a product can be serviced via a VIAVI *Annual Support Agreement*.
- *Annual Support Agreement*
  - A general term describing a *Service Contract*.
- *Hardware Service and Maintenance Contract*
  - Provides priority access to VIAVI TAC Global technical support, for product troubleshooting, configuration assistance and operational assistance. Software updates and upgrades and on-site, next business day hardware repair of the product under contract. The duration of a single contract is one (1) year. Multiple years of a service contract can be purchased up until the EOSLD.
- *Software Maintenance Contract*
  - Provides priority access to VIAVI TAC Global technical support, for product troubleshooting, configuration assistance and operational assistance. software updates and upgrades. The duration of a single contract is one (1) year. Multiple years of a service contract can be purchased.
  - **NOTE: Software Maintenance Contracts apply to Software Only Products.**
- *Renewal*
  - Year two (2) and beyond service or software maintenance contracts

## End-of-Service-Life Terms

Annual Support Agreement offerings may change at any time at the discretion of VIAVI. See “Products Covered by This Policy” for GEN2 model numbers.

## Key Dates for Service Contracts

- *Contract Start Date*
  - Date the current service contract begins. The year 1 start date is the date of shipment or title transfer.
- *Contract End Date*
  - Date the current service contract expires.
- *Hardware Service Availability Start Date*
  - Date of shipment or title transfer.
- *Hardware Service Availability End Date (EOSL)*
  - EOSL date is calculated by adding useful life, in number of months from the Hardware Service Availability Start Date.

## End-of-Service-Life Term – By Product

Products carry different End-of-Service-Life durations. All Observer hardware products fall into one of three categories:

- GEN2 – products, with operating systems and VIAVI Observer software, carry a maximum of four (4) years of life from the date of shipment.
- GEN3 and GEN4 Products, with operating systems and VIAVI Observer software, carry a maximum of five (5) years of life from the date of shipment.
- Visibility – carry a maximum of five (5) years of life from date of shipment

## Products Covered by This Policy

- Observer Apex, Observer GigaStor, ObserverONE, GigaFLOW, GigaTEST and Observer Visibility products.