Extreme Networks Product Lifecycle Policy

Effective July 1, 2025

Introduction

This document provides Extreme Networks End of Life Policy for Software and Hardware products.

WARRANTY: Extreme Networks offers firmware, operating system software, and application software products, with various warranties included in the software purchase price. Please refer to specific product literature for warranty details.

SERVICES: Extreme Networks also offers various services at additional cost. Refer to the Services Solutions web page for details.

Only products which are covered by an appropriate warranty or a valid service contract are eligible for software updates or upgrades, and technical support, per the specific terms of the warranty or service contract.

Extreme Product Lifecycle: Overview

The Extreme Networks Product Lifecycle is described in this document, which is intended to help customers plan and manage the End of Life process for Extreme products and assist the transition to alternative Extreme products and technology.

The general policy guidelines are defined below. Note that the exact End of Life schedule for a specific product will be defined in its End of Sale Notification, which may vary from the general guidelines below.

The Product Lifecycle describes entitlements which are available for products which are covered by active support contracts. Customers will need to ensure that there is a current and fully paid support contract with Extreme. Please contact your Support Account Manager regarding fees payable during the end–of–life period to ensure access to entitlements described in the End of Life policy. For information regarding Extreme product warranties, please refer to Extreme support policies.

The Extreme Product Lifecycle Timeline includes definitions and timeframes of important milestones as part of Extreme Networks EOL Policy. Further details are provided in Figure 1 below.

End of Sale

The product End of Sale (EOS) date is the last date a product is available for sale through Extreme Networks sales systems. Extreme attempts to notify customers six months in advance of products reaching EOS, via notification on the Extreme Support website as well as direct partner communications.

Figure 1. Lifecycle Overview
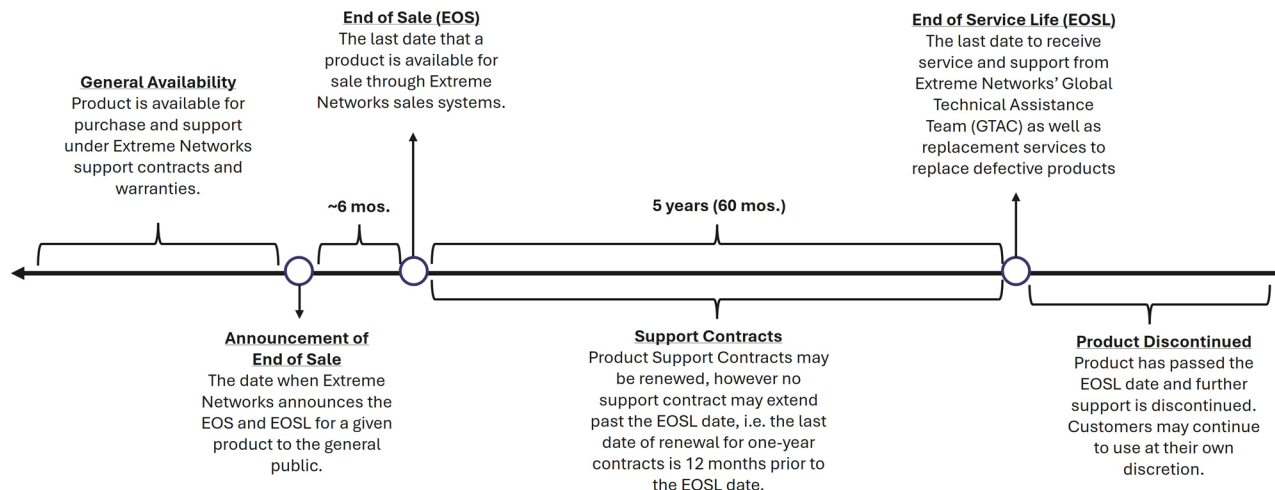
After the EOS date, the product is no longer available for sale and is removed from price lists. EOS dates may be dependent on the availability of product remaining in inventory, and in some cases the actual EOS date may vary from the published date. Product availability is not guaranteed through the EOS date, and products will be provided while supplies last.

Extreme Networks encourages customers to evaluate and begin a transition to the replacement product identified in a product's End of Sale Notification.

End of Service Life

The End of Service Life (EOSL) date is the last date to receive service and support from the Extreme Networks' Global Technical Assistance Team (GTAC). GTAC services include phone–based support engineer troubleshooting and help as well as return material authorization (RMA) services to replace defective products. After this date, all support services for the product are unavailable, and the product becomes obsolete and software and other product related information will be removed from the Extreme Support website. Access to Extreme's Global Technical Assistance Center (GTAC) will be available for a period of 5 years from the End of Sale (EOS) date for hardware and embedded operating system software issues and for a period of 3 years from the EOS date for application

software issues. Note that a software upgrade to a later release may be necessary to correct a reported problem. It is recommended customers complete a transition to the replacement product identified in a product's End of Sale Notification prior to reaching the EOSL date.

Software Support After End of Sale

Extreme will define a final supported release stream of software for a product in the EOS notification, along with the software version's End of Version Maintenance (EOVM) date, which may or may not coincide with the EOSL date of the product. Refer to the product's end of sale notification for detailed dates. The final supported release stream is the last software release stream for a product and is the only release stream Extreme will continue to maintain and test the product software. Extreme, at its sole discretion, may continue to characterize and investigate product issues between EOS and EOSL and may issue periodic maintenance or patch releases to the final software release stream to correct product defects or known vulnerabilities.

Once a product has reached EOSL, Extreme may no longer maintain or test the final software release stream. At this point, the software has reached End of Version Maintenance (EOVM) and no further maintenance releases, bug fixes or vulnerability patches will be provided. Please refer to Figure 2 below.

Figure 2. Lifecycle and Software Impact

* SW maintenance period will vary by product, refer to EOS announcement
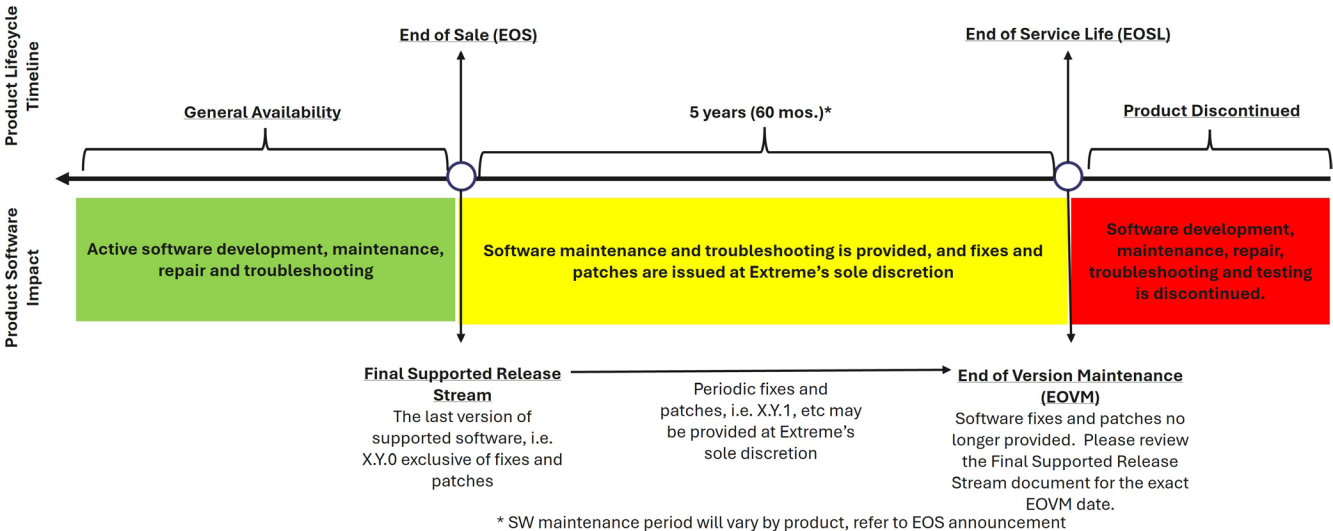
Cloud Subscriptions and Product End of Service Life

ExtremeCloud IQ licenses

Extreme Networks' management solutions, including ExtremeCloud IQ cloud-based network management, ExtremeCloud IQ Controller on-premises network management and ExtremeCloud Site Engine provide configuration, visibility, analytics, troubleshooting and operational support for wired and wireless networks. Each access point, switch or router requires an ExtremeCloud IQ subscription when using one of these applications. There are various application subscriptions for each application as noted in the Table 1 below.

Table 1. ExtremeCloud Subscriptions

| Management Solution	ExtremeCloud IQ (XIQ)	ExtremeCloud IQ Controller (XIQ-C)	ExtremeCloud Site Engine (XIQ-SE)
Supported Application Subscriptions	Pilot	Pilot	Pilot
	Copilot	Navigator	Navigator
	Connect		Control
	Intuitive Insights		Business Insights
	ADSP		
	Tunnel Concentrator		

Extreme Networks products that have reached their End of Sale (EOS) date can connect, are visible and remain operational using existing application subscriptions in ExtremeCloud IQ, ExtremeCloud IQ Controller and ExtremeCloud Site Engine. However, Extreme Networks cannot ensure new features offered by these network management and cloud applications will be compatible with products that have reached their EOS date. After EOS, Extreme Networks strongly encourages customers to evaluate and begin a transition to the replacement product identified in a product's End of Sale Notification.

Extreme Networks products that have reached their End of Service Life (EOSL) date may connect using their existing application subscriptions in ExtremeCloud IQ, ExtremeCloud IQ Controller and ExtremeCloud Site Engine, however Extreme Networks cannot ensure these discontinued products will remain visible and operational following the product EOSL date. After EOSL, GTAC support services and access to software downloads and product documentation may be removed from the Extreme Support website after this date. Customers should complete a transition to replacement products identified in a product's End of Sale Notification prior to reaching the EOSL date. Please refer to Figure 3 below.

Extreme Platform ONE Subscriptions

Extreme Networks' Platform ONE cloud-based enterprise connectivity platform allows customers to manage and secure their wired, wireless and wide-area networks. Similar

Figure 3. Lifecycle and ExtremeCloud Operational Impact
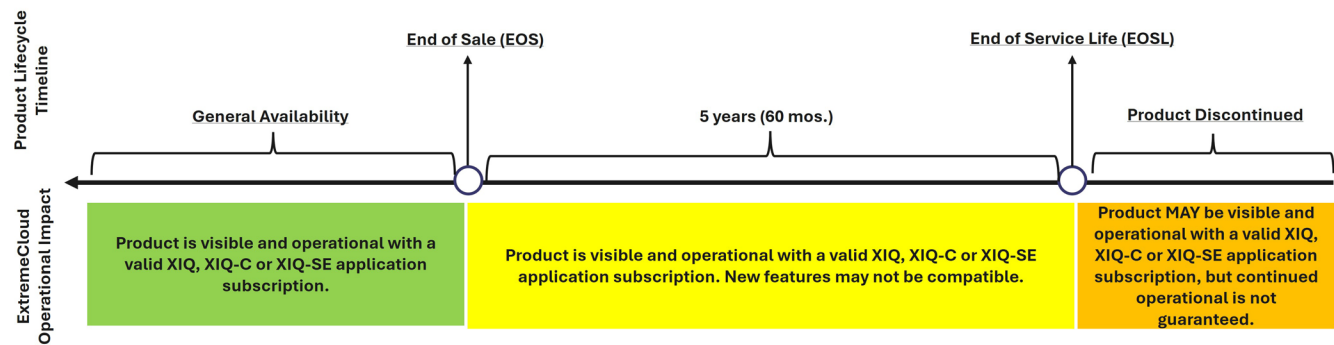
to ExtremeCloud, each access point, switch or router requires an Extreme Platform ONE subscription. Additionally, Extreme Platform ONE offers a unified subscription complete with support services (GTAC and software updates) in addition to visibility and operation of devices via the cloud application. The bundling of support has several considerations when it comes to product EOS and EOSL.

Extreme Networks products that have reached their End of Sale (EOS) date can connect, are visible and remain operational using existing Extreme Platform ONE subscriptions. Additionally, products under a valid Extreme Platform ONE subscription are eligible for GTAC support as well as software fixes and patches. However, Extreme Networks cannot ensure that new features offered by Platform ONE will be compatible with products that have reached their EOS date. Extreme Networks strongly encourages customers to evaluate and begin a transition to the replacement product identified in a product's End of Sale Notification.

Extreme Networks products that have reached their End of Service Life (EOSL) date may connect using their existing Platform ONE subscription, however Extreme Networks cannot ensure these discontinued products will remain visible and operational following the product EOSL date. After EOSL, GTAC support services, access to software downloads and product documentation are no longer covered under the Platform ONE support policy – the product EOSL over-rides the support terms within the Platform ONE subscription. Customers should complete a transition to replacement products identified in a product's End of Sale Notification prior to reaching the EOSL date. Please refer to Figure 4 below.

Figure 4. Lifecycle and Extreme Platform ONE Impact
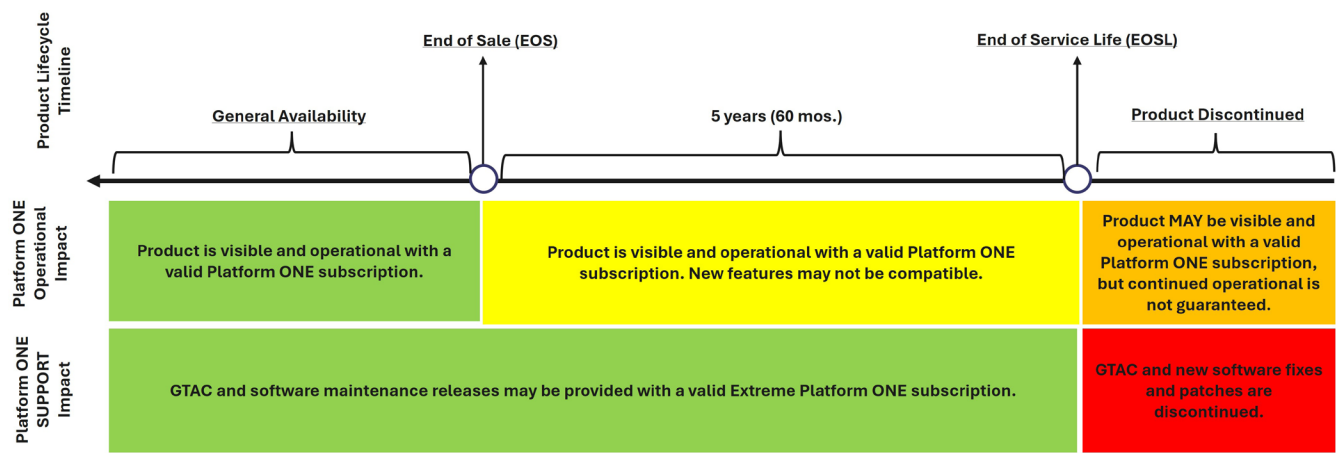
Additional Information

Additional information, access to previously published End of Sale Notifications, and other Policy documents are available from Extreme Networks Support.

General Disclaimer. Although Extreme Networks has attempted to provide accurate information with this document, Extreme Networks assumes no responsibility for the accuracy of the information. Extreme Networks may change its release schedules, programs, product specifications, or definitions mentioned in the document at any time without notice. Any reference to non-Extreme Networks products or services is for information purposes only and constitutes neither an endorsement nor a recommendation.

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