

Subscriber Equipment End of Life Policy

This document is intended to provide Iridium partners with the necessary information regarding Iridium's plan for support of subscriber equipment and accessories, once such an item has been announced to be End of Life (EOL) or obsolete. This advisement should be used by Iridium partners to plan for product transition, maintenance, support operations, and stocking plans. Products included in this policy are products for which Iridium is the original equipment manufacturer (OEM) (including Satellite Handsets, L-Band Transceivers (LBT), Short Burst Data (SBD) transceivers, Certus transceivers, and/or associated Firmware) and third party products, such as accessories where Iridium inventories and sells directly to Service Providers, Value Added Resellers and Value Added Manufacturers.

Iridium EOL means a specific product will no longer be manufactured or will no longer be available. If this is due to a component of the product no longer being available, Iridium will use commercially reasonable efforts, as economically feasible, to procure the component from another source and provide a substitute product, unless the product is being discontinued. If the product has become commercially obsolete, the EOL announcement may include information regarding the availability of an interchangeable substitute or its replacement by a newer model.

In most cases, Iridium will notify partners of an EOL event at least 12 months prior to the product's EOL date; however if circumstances prevent this, Iridium will exert commercially reasonable efforts to provide partners with as much notice as possible. Ideally, the announcement will allow partners at least six months to place a last time buy order and at least six additional months to take delivery of the EOL product.

Additionally, Iridium will attempt to stock sufficient inventory, based on historical sales and reported sales forecasts, to provide ongoing partner support during the EOL process; however, items may occasionally become obsolete due to issues beyond Iridium's control, and in such circumstances, Iridium will advise partners that all remaining inventory will be available while supplies last on a first-come first-served basis.

Phases of the EOL Process

- Phase 1 is a formal announcement notifying partners that a product will be entering the EOL phase. During this phase, partners will be notified of the last time buy date and last time delivery date for the EOL product.
- Phase 2 represents the period of time in which Iridium will accept last time buy (LTB) purchase orders for EOL products and the date partners must take final delivery of open purchase orders for EOL products.
- Phase 3 marks the time that an EOL product is no longer available for order or delivery. All EOL products are covered under Iridium's standard warranty policy for that product.
- Phase 4 marks the EOL product as obsolete, meaning the product is no longer supported by Iridium and warranty claims will no longer be honored.

Firmware

Feature Upgrades

Iridium may continue to provide feature upgrades for a product in the field until the product enters the EOL process. Once a product enters Phase 1, Iridium will no longer develop or support feature upgrades.

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 (Phase 4). 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 commercially reasonable efforts to stock sufficient inventory of accessories related to the EOL product. Please note that Iridium does not provide any repair services for accessories. Subject to availability, all accessories which are within the warranty period will be replaced. Outside of the warranty period, accessories may only be replaced by purchase of a new item, if available.

Iridium, in its sole discretion, reserves the right to modify this EOL policy at any time.