

PRODUCT LIFE CYCLE MANAGEMENT

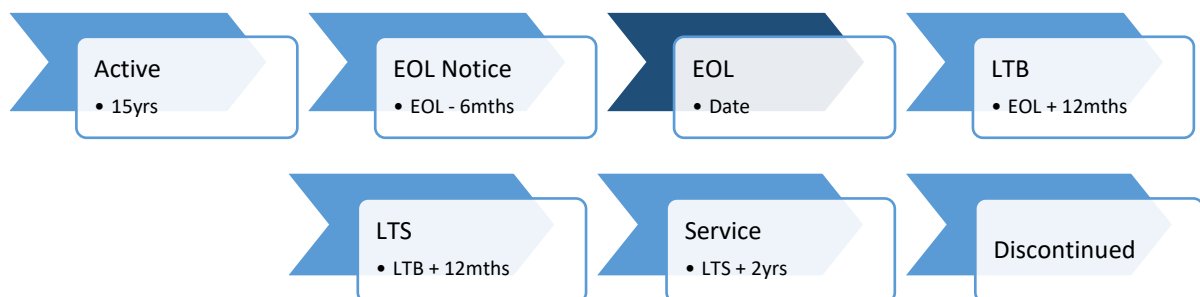
Protecting your investment in Jacques products is one of our top priorities. At Jacques, we strive to manufacture our products to the highest standards to ensure their longevity exceeds 15 years. As we develop new products to meet the expanding and changing needs of our customers, older products will gradually be updated or replaced.

Jacques life cycle management plan ensures our customers foresee the potential product evolution and prepare for product replacement without impacting on current business activities. Many factors contribute to a product life cycle milestone status change including the availability of components or changes in technology. We aim to communicate the product life cycle milestones of our product range and aim to work with our customers to ensure a smooth transition between the generations of our products and ensure our customers continue to deliver future-proof communication systems.

KEY LIFE CYCLE MILESTONES

MILESTONE	DEFINITION	PERIOD
Active	Products are in production and are readily available. Product is fully supported.	15 years
End Of Life (EOL) Notice	EOL Notice is given 6 months prior to the EOL date	EOL – 6mths
EOL	Product is end of life. From the EOL date, the product will be available for sale for 12 months.	EOL date
Last Time to Buy (LTB)	Product is not available for purchase after the LTB date	EOL + 12mths
Last Time Shipment (LTS)	All product ordered within EOL period will be shipped by LTS date	LTB + 12mths
Service	The product is no longer in manufacture. Spare parts, repairs and support is only available for the product.	LTS + 2yrs
Discontinued	The product is no longer manufactured. Service & support has ceased for the product	EOL + 4yrs

TIMELINE



PRODUCT LIFE CYCLE MANAGEMENT POLICY

1. Products shall be deemed as active unless a milestone status change has been published on the Jacques website. We endeavour to ensure our products are active for the longest possible time.
2. Before the product enters the EOL phase, Jacques will endeavour to provide 6 months' notice of the change. Notice will be provided on our website and shall include the date the milestone shall change.
3. Jacques shall endeavour to provide replacement products if available as products enter the EOL phase. It is recommended that customers take steps to upgrade products at this stage to benefit from the advanced features of newer products.
4. If a replacement product is available, a product may enter a milestone sooner.
5. An Engineering Change Notice (ECN) will be created and distributed to Jacques customers with the following details:
 - affected part number(s)
 - any suggested replacements,
 - last date to place orders (LTB),
 - the date of final shipments (LTS).The notice will also be provided on the Jacques website.
6. Customers are encouraged to place orders during this phase to minimise impact on their business operations. All orders placed during this phase are Non-Cancellable and Non-Returnable (NCNR).
7. After the LTS the product will go to Service phase. During this phase only spares, repairs and software support will be available. Spares, repairs and replacements will be provided in accordance with our Return Materials Authorisation (RMA) process as outlined on our website
8. The timeframe for EOL may vary depending on the availability of parts from our suppliers.
9. In some cases, customers may negotiate for extended product support prior to the LTB date. The extended product support is subject to:
 - product surcharges,
 - minimum order quantity,
 - longer lead times after receipt orders.
10. From the date a product is discontinued, the product will no longer be manufactured or supported. Product warranty will also end at this date.

For a list of products and their life cycle milestone status visit www.jacques.com.au