

End-of-Life (EOL) Policy and Customer Guidance

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Overview

At Netsol, we understand the challenges and resource demands an End-of-Life (EOL) situation can place on our clients. While EOL events are an inherent part of the product lifecycle—driven by factors such as market evolution, technological shifts, and natural product maturity—they remain rare in our operations. This rarity reflects our strong commitment to product longevity, as outlined in our Product Longevity Policy.

In the exceptional case where EOL becomes unavoidable, Netsol is committed to delivering timely and transparent communication. By following our established EOL process, we aim to ensure our clients can plan effectively and transition with confidence.

Definition and Scope

End-of-Life (EOL) refers to the official termination of the following activities for designated products:

- Acceptance of new orders (after the Last Time Buy period)
- Standard lead-time based production
- Product replacement and related services

※ Custom or special-order products may follow different terms and conditions depending on the agreement.

EOL Notification & Process

In accordance with our Product Change Notification (PCN) Policy, Netsol follows these guidelines:

- A formal EOL notice will be issued at least 12 months in advance.
- During the notification period, Netsol will strive to meet customer demand and mitigate supply disruption.

- The EOL notice will clearly state:
 - Last Time Buy (LTB) date : Usually 6 to 12 months after EOL notice
 - Last Time Ship (LTS) date: Usually 6 to 12 months after EOL notice
 - Or the earliest possible EOL date, if inventory or critical components are exhausted.

The duration of the LTB and LTS period is dependent on component supplier availability and remaining inventory. In certain cases, the EOL date may coincide with the date of notification.

Customer Transition Support Plan

To support our clients during the EOL transition, Netsol provides the following:

- Recommended replacement parts, wherever available, to minimize disruption.
- In some cases, functionally equivalent alternatives may be offered with minor variations.
- If no direct replacement exists, Netsol will assist clients through the local sales office in identifying suitable options within our product portfolio or exploring external alternatives.

Customer Responsibilities and Recommended Actions

After receiving an EOL notice, customers should:

- Evaluate the impact on their applications to determine whether any action is necessary.
 - If there is no operational impact, no further action is required.
- Review the EOL notice timeline carefully, particularly the LTB and LTS deadlines.
- Place all LTB orders within the specified timeframe to secure continued supply.
- Check the Parts Affected list in the notice:
 - This will list available replacements or provide instructions to contact the local sales office.

Commitment to Clients

Netsol is committed to minimizing the impact of EOL events and ensuring a smooth transition for all stakeholders through transparent communication, well-defined timelines, and proactive support.

When applicable, replacement parts will be listed in the “Parts Affected” section of the EOL notice. This section will either identify the recommended alternatives or advise clients to contact their local sales office for assistance in selecting suitable replacement solutions.

For any questions regarding product discontinuation, transition strategies, or replacement part options, clients are strongly encouraged to consult with their local sales representatives at the earliest opportunity. Netsol will continue to provide dedicated support throughout the transition, including guidance on equivalent or successor products.