

PRODUCT END OF LIFE (EOL) NOTIFICATION

Notice Date: 1 January 2011

With effect from this notice date, as stated above, the **IRIS Axia Phone** has reached the end of its lifetime and will no longer be available for sale or purchase, and will also not receive any new enhancement nor feature.

Listed below are affected models and their corresponding part numbers:

No	Discontinued Products	Part Number
1.	IRIS Axia Phone 	6000-0264 6000-0311

Milestones, Dates, and Definitions

The table below outlines **IRIS Axia Phone** end-of-life milestones, dates, and definitions.

Milestone	Date	Definition
EOL announcement	1 January 2011	Notification sent out.
End of Sale	31 March 2011	Product not available in the market after this date.
Good Faith Support	30 June 2011	Product will continue to be supported with minor fixes & patches but will not receive any enhancement or new feature after this date.
End of Life	31 December 2011	Final date to receive and support for the product. After this date, all support for the product have ceased, and the product is obsolete.

Replacement Products/Product Migration Pathway

IRIS remains committed to assisting and providing support to you to ensure that existing obligations are fulfilled, and future application needs are met.

If you need similar products, we can help you to identify and find the right products for your solution. Please do not hesitate to contact IRIS Sales representatives at sales@iris.com.my.

Terms and Conditions

1. All final purchase orders are Non-Cancellable, Non-Returnable (NCNR), and cannot be rescheduled.
2. No Return Materials Authorizations (RMAs) or Failure Analysis (FA) requests will be accepted after the End of Sale date stated above.
3. EOL products will not receive software feature updates or support for new operating systems but IRIS may provide, at its unilateral discretion, maintenance releases, patches, and/or hot fixes.
4. Product warranty will be valid for any unit purchased for up to 1 year past the purchase date. Standard warranties apply. All contractual warranties for the above-mentioned product/s will be respected in full.
5. Product repairs may be performed in accordance with customer specific service plans and upgrade agreements as negotiated prior to EOL or for up to 1 year past the purchase date.
6. Product technical support will be provided for any units purchased for up to 1 year past the purchase date.
7. Product spare parts availability is not guaranteed, some components maybe made obsolete by 3rd party vendors without advanced notice provided to IRIS. In the event a product required replacement and the product is no longer available, IRIS will provide an option for a product of equal or greater value.

Contact Information

Should you have questions or concerns about the contents of this notification, please do not hesitate to contact IRIS Sales representatives via channels listed below:

Support	Contact Email	Contact Numbers
Sales & Distribution	sales@iris.com.my	+603-8996 0788
All other enquires	customerservice@iris.com.my	+603-8996 0446/0466/0454

Acknowledgement

Kindly acknowledge receipt of this notification by duly signing this notification and returning the signed copy to the IRIS representative who is assisting you.

Please note that failure to acknowledge receipt of this letter will not alter its terms.

I, _____ (name) of
 _____ (company name) acknowledge
 receipt of this Product End of Life (EOL) Notification.

 Signature Date: _____