



Discontinued Products

Product Obsolescence Policy

All 3Com products provide a high degree of functionality even after the sale of those products is discontinued. An important part of the customer's investment protection is 3Com's prolonged serviceability of those products. 3Com is committed to meeting or exceeding the time frames set forth below and will use all reasonable efforts upon notification of obsolescence to do so. To obtain a service quote on a discontinued product contact your local 3Com representative.

A product is labeled "obsolete" when it can no longer be ordered from 3Com. Many products that are labeled obsolete are simply replaced with a newer revision level of the same product. However, some products are named obsolete when their technical capabilities no longer suit the needs of the marketplace (as indicated by order levels), and therefore no further revisions will be available. To encourage customers to take advantage of new products or technologies, upgrade or exchange promotions are sometimes offered when a given product is labeled obsolete.

Major commercial product obsolescence announcements are communicated to 3Com reseller partners at least 30 days before the effective date through normal vehicles such as newsletters. End-user customers can determine whether products have been declared obsolete by contacting 3Com technical support organizations or their nearest 3Com office. Customers with 3Com service contracts will be monitored regularly.

Product obsolescence has implications for the availability of technical support and other services. A "service availability period" is a period of time for which 3Com will support a given product with a specified service level after its obsolescence date. Service availability periods vary depending on the type of service in question. The table below indicates our standard guidelines for commercial products; these were established based on analysis of historic usage patterns and commercial feasibility. If resources are available beyond the periods indicated below, 3Com will continue to provide specific services on a case-by-case basis as long as it is commercially reasonable to do so. 3Com honors any existing government or commercial contracts which call for service availability periods that are different from those charted below.

Service Availability Periods

Standalone Services	1 Year	2 Year	3 Year	4 Year	5 Year
Sustaining Engineering (hw/sw) *					
Training					
Software Telephone support					
Hardware Telephone support					
Spares **					
Repairs					
End User Service Contracts ***					
Guardian(SM)					
Express(SM)					

* 3Com will maintain engineering expertise to develop code fixes and assist with complex problem isolation

during this period. Bug fixes may or may not be developed, depending on the severity level and availability of alternate solutions.

** In some cases, spares are available for three years or longer; it depends on availability. If customers anticipate needing spares available for longer than two years post-obsolescence, the most conservative approach would be to purchase them in advance and store them on site.

*** The date shown for service contracts refers to the last date service will be provided under a one-year contract. 3Com may elect to discontinue selling 12-month service contracts one year earlier.