



June 30,2009

NIKSUN Inc. General End of Life Policy

NIKSUN is dedicated to providing the highest quality products at a reasonable price. To ensure that our development resources are delivering the most innovative and cost effective products to our customers, NIKSUN may periodically elect to discontinue specific products or product packages. The reasons for discontinuing product manufacturing vary and may include the following:

- Due to advancements in networking and security monitoring technologies, the product has reached the end of its natural lifecycle.
- There has been very low customer demand for the product and, adhering to customer driven development best practices, is not an effective use of development resources.

When a product End of Sale (EOS) is announced, support policies for the product change, the product starts an End of Life (EOL) transition period and customers should begin to move to current product versions. During the EOL transition period, the products will be supported as per existing customer support agreements. After this period, the products will no longer be supported.

The following are general guidelines for NIKSUN discontinuation of sales and support for NIKSUN products.

- Customers will be notified of product End of Life when a product is removed from general availability (i.e. at it's End of Sale date)
- All support stops at the End of Life date.

Software Policy

- End of Life (EOL) policy guarantees an N-2 software support practice. Technical support is available on a maximum of 3 versions of software at a time, the current version and the previous 2 versions. A version can be identified as one position to the right or left of the decimal, indicating a progression of code.
- Bug fixes follow an N-2 policy. Software problems will be addressed in all supported version; the current version and the 2 previous versions. Bug fixes will cease when the product is no longer supported (End of Life) by NIKSUN.
- Support for new versions of software may require hardware enhancements to memory, disk capacity, etc. NIKSUN will specify the minimum hardware requirements for supported software operation at each software release. While it is the customer's responsibility to purchase any needed enhancements, in many cases NIKSUN will have an upgrade program in place that will make it easier and more cost-effective to upgrade to the current platform.

Hardware Policy

- NIKSUN guarantees a three-year support cycle for all hardware shipped to customers. For a three year duration from the time the hardware is purchased from NIKSUN, we guarantee there will be a supported version of software available that will provide the functionality as outlined in release notes of the originally purchased product.

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The policies listed above are general policies and may vary from product to product. Please review the Product Support Status (listed below) for the latest information on current end of life products. For additional questions regarding this policy, please contact your NIKSUN sales representative or via e-mail at hwrefresh@niksun.com Please list the product name and "EOL Status" in the subject line.

Product Support Status

PRODUCT END OF LIFE ANNOUCEMENT!

As of June 30,2009 NIKSUN announces the end of Life for all NIKSUN appliances that have tag ID's whose last four numbers end in 2006.

Customers who choose not to refresh hardware that is outside of the NIKSUN end of life support cycle should be advised that NIKSUN cannot guarantee that a supported version of software will be available for said hardware past the date of June 30,2010

This announcement does not apply to customers with whom NIKSUN has contractual obligations to support this hardware past the end of life date of June 30,2010.

HARDWARE REFRESH PROGRAM ANNOUCEMENT!!

NIK SUN is pleased to announce a hardware refresh program for customers who have hardware that will no longer be supported due to our end of life policy outlined above. This policy is designed to provide customers with the very latest in network performance monitoring and security surveillance technology offered by NIKSUN at a very aggressive price point.

Please contact your NIKSUN sales representative or via email at hwrefresh@niksun.com if you have questions about the support status of your NIKSUN product or if you would like to participate in this hardware refresh program.