

August 15th, 2011

NIKSUN Inc. General End of Life Policy

NIKSUN is dedicated to providing the highest quality products at a reasonable price. To ensure that our customers can take advantage of the increased functionality in our latest solutions, and to ensure that our development resources are free to develop innovative and cost effective products, NIKSUN has adopted a 4 (four) year End of Life policy. We believe that 4 years represents a proper balance between the need to keep up with the rapid advances in technology and functionality while recognizing our customers' financial requirement for reasonable technology refresh cycles.

The following are general guidelines for NIKSUN's End of Life policy:

- The End of Life date is based on the date of shipment of the appliance from NIKSUN. To ensure that all appliances receive a minimum of 4 years of support eligibility, all appliances shipped in a given quarter will be supported for the next 16 quarters and will have an end of life at the end of the sixteenth quarter. (See table below for details).
- 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 four-year support cycle for all hardware shipped to customers. For a four-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.

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.

PRODUCT END OF LIFE ANNOUCEMENT!

The table below indicates the EOL dates, Standard Support & H/W Upgrade Eligibility dates and Refresh Eligibility dates. While the EOL, Support and H/W Upgrades are based on 4 years from the date of purchase, we will honor refresh requests up to 6 months beyond the EOL date.

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 Standard Support Eligibility date listed in the table below.

This announcement does not apply to customers with whom NIKSUN has contractual obligations to support this hardware past the date specified in the table below.

Appliance Support, Upgrade & Refresh Eligibility

Ship Date	End of Life Date	Standard Support & H/W Upgrade Eligibility	Refresh Eligibility
Q1 2007	3/31/2011	3/31/2011	9/30/2011
Q2 2007	6/30/2011	6/30/2011	12/31/2011
Q3 2007	9/30/2011	9/30/2011	3/31/2012
Q4 2007	12/31/2011	12/31/2011	6/30/2012
Q1 2008	3/31/2012	3/31/2012	9/30/2012
Q2 2008	6/30/2012	6/30/2012	12/31/2012
Q3 2008	9/30/2012	9/30/2012	3/31/2013
Q4 2008	12/31/2012	12/31/2012	6/30/2013

HARDWARE REFRESH PROGRAM

NIKSUN offers 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. There are many advantages to refreshing the appliance hardware and they include:

- Superior hardware stability and solution availability
- Ability to run the latest versions of software
- Improved performance
- Availability of higher disk capacities to retain data for longer periods
- Smaller footprint and lower power consumption for equivalent appliance port / disk density

Please contact your 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.