

BROADBAND TELCOM POWER, INC. PRODUCT LIFECYCLE POLICY

BTC POWER is committed to providing long-term product support to ensure the continued operation and serviceability of our equipment. This policy outlines our standard product lifecycle support period and conditions.

1. Standard Support

Upon sale, BTC POWER products are supported for a period of **five (5) years**. During this time, service parts will be made available for purchase.

2. Extended Support with MSA

Customers who have entered into a valid **Master Sales Agreement (MSA)** with BTC POWER are entitled to a period of up to **ten (10) years** from the date of sale. During this period, service parts will be maintained and available for purchase, subject to the terms of the MSA.

3. Product Obsolescence

Following the expiration of the applicable support period (five years without an MSA, or ten years with an MSA), BTC POWER reserves the right to discontinue support and designate the product and its associated service parts as obsolete. At such time, service parts may no longer be manufactured or available for purchase.

- If a component or service part becomes obsolete during the defined support period, BTC POWER reserves the right to source an alternative or equivalent replacement part. In cases where no alternative or equivalent replacement is reasonably available, BTC POWER reserves the right to discontinue support for that specific part.

4. Commitment to Customers

This policy reflects BTC POWER's commitment to ensuring reliable product performance throughout the defined lifecycle. Customers are encouraged to consider a Master Service Agreement to maximize product support duration and maintain long-term operational reliability.

BTC POWER

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