Celona Product Lifecycle Policy

Version 1.0 | Effective July 2025

# Purpose

This document defines Celona’s official product lifecycle policy and process for hardware and software products, enabling customers and partners to plan transitions and maintain continuity in their private wireless deployments.

# Lifecycle Milestones

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| Milestone | Description |
| EoL (End of Life) Announcement | Formal public notification that a product will be phased out |
| End of Sale (EoS) | Last day to place a purchase order (also known as Last Order Date) |
| End of Support (EoST) | Final date for software updates, patches, technical support and RMA |

# General Terms

* Celona will provide a minimum 5-year support period from the End-of-Sale date unless otherwise specified.
* Software support includes bug fixes, security patches, and documentation updates for the duration of the EoST period.
* RMA services are provided in accordance with Celona’s standard hardware warranty terms or until support ends, whichever comes first.
* EoL transitions will include recommended replacements and compatibility guidelines.
* Partner or customer agreements may require extended product-lifecycle transition timelines; please contact the Product and Support teams at support@celona.io for assistance.

# Communication Channels

* EoL notifications will be:
  + Posted on celona.io/support
  + Distributed to registered customers and partners
  + Included in Celona Orchestrator and release documentation when relevant