



Celona Product Lifecycle Policy

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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

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 (EoS _T)	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 EoS_T 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