



GE Intelligent Platforms

2500 Austin Drive
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September 22, 2010

Topic: GEIP PLC Life Cycle Policy

Hardware Products and Services

GE Intelligent Platforms is committed to protecting our customers' investment in our products. We do not mature or obsolete products unless the sales are very low, we can no longer purchase parts to manufacture the modules, or we have newer technology replacements. At the appropriate point in the life cycle of a product, GE Intelligent Platforms will announce that the product is moving from an "Active" to a "Mature" product status and then later "Mature" to a "Discontinued" status. The normal Mature to Discontinued period is 9 years.

A product moving to Mature status is available for sale and repair of products for a minimum of two (2) years. Near the end of the Mature status period, customers will be given a six-month notice that a product is moving from Mature to Discontinued status. At this time customers will be offered an opportunity for a "Last Time Buy." Subsequent to the Last Time Buy, orders for Discontinued products will no longer be accepted. GE Intelligent Platforms will continue to service the Discontinued product, i.e., provide Repair-and-Return or Exchange modules for seven (7) years. This limited service excludes any technical support from the Tech Support Team.

The exact time period of Mature to Discontinued status is subject to the availability of component parts.

Software Products and Services

GE Intelligent Platforms may choose to obsolete (discontinue) any of its software products or service offerings if/when it is no longer a viable part of the product/service strategy. Such products include, but are not limited to: standard products, product options, I/O Drivers and OPC servers, customized product versions, training classes and manuals. GE Intelligent Platforms will not deem obsolete older versions of active products. The Version Support Policy governs support policies on older versions of active products.

When rendering a product obsolete, GE Intelligent Platforms will follow a formal process. This process initiates with a formal product obsolescence announcement. This announcement will include the effective date of obsolescence, the last day that orders will be accepted for a product, and announcement of a functional replacement, if one exists. The announcement will be sent to the GE Intelligent Platforms sales channel and posted on the GE Intelligent Platforms public Web site.

GE Intelligent Platforms will provide technical support, including phone support and electronic support, for obsolete products provided that the customer has a valid support contract. The support plan for obsolete GE Intelligent Platforms products is as follows:

- Telephone support will be available for one year and web support will be available for three years following the announcement.
- Telephone and web support will include assistance with operation or procedural questions, as well as suggested work-around if Hot Fixes or Service Packs are not available. Bug fixes will continue to

be created for a period of 6 months following the product obsolescence announcement. All pre-existing Hot Fixes or Service Packs will continue to be available for download by registered customers.

To qualify for support of an obsolete product, a customer must subscribe to a support program.

- Support for an obsolete GE Intelligent Platforms product will only be provided to customers who are operating their GE Intelligent Platforms software on all supported and necessary third party software and hardware.
- Support for all required third party software and hardware must be available from the developer or manufacturer of those products.
- It is the customer's responsibility to acquire all required hardware and software spares.

NOTE:

All time frames are based on a period immediately following the product obsolescence announcement.

Distributors are free to sell the affected product per the specific details of each product obsolescence announcement. GE Intelligent Platforms always reserves the right to accept orders for obsolete products with no implied associated support.

Customers with Discontinued products will be offered the ability to exchange, for a price, their software license for an alternative GE Intelligent Platforms Software Product if such a product exists.

Sourced Products

For sourced products, including third party embedded software, GE Intelligent Platforms endeavors to have our suppliers commit to long-term availability of product. GE Intelligent Platforms will continue to support and supply products as long as they are available to us under our supplier agreements.