

ID No. 912	Product Support Notification	Date 22.08.2022
Product		Ordering Code
See Appendix, Page 2		

Reduced Support Offering:

Following support and service will be discontinued:

HARDWARE

- Design-in support
- Second source qualification

SERVICES

- Quality assurance (RMA analysis)
- Failure analysis on component level
- Approval recertification (MNO, GCF/PTCRB, ...)

SOFTWARE

- Software development (new features)
- Limited software maintenance (bug fix)

DOCUMENTATION

- Release of technical documents (except security issues)

Details on Notification:	<p>Thales informs support for products listed in appendix will be limited:</p> <ul style="list-style-type: none"> • No new features planned • No regular renewal of approvals planned, will be evaluated on a case by case basis • Failure analysis on component level will be limited case by case according to the capabilities of chipset supplier <p>For new designs Thales recommends EXS62, EXS82, ELS62</p> <p>If there are further questions, please contact your local FAE team.</p>
Timing note:	The reduced support offering will be effective 6 weeks after issue date of this notification.

Quality assurance measurements:	No change in existing Quality Management process and philosophy.
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Attachments: Appendix page 2

8/23/2022

23.08.2022

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Program Manager
Signed by: SUN Xiao-Lin

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Head of Quality Management IoT
Signed by: ERDMANN Joerg

APPENDIX

Ordering Code	Product
L30960N2800A400	EHS5-E Rel.4
L30960N2800A401	EHS5-E Rel.4.01
L30960N2810A400	EHS5-US Rel.4
L30960N2950A400	EHS6 Rel.4
L30960N2950B400	EHS6 Rel.4 (Customer Specific)
L30960N2950I400	EHS6 Rel.4 (Customer Specific)
L30960N2950N400	EHS6 Rel.4 (Customer Specific)
L30960N2950R400	EHS6 Rel.4 (Customer Specific)
L30960N2955A400	EHS6 Rel.4 (Customer Specific)
L30960N2960A400	EHS6-A Rel.4