Title: New RNI EOL policy			Date: June 28, 2021		

Distribution:	Sensus Internal & Sales: ☒	Distributors & Agents: ☒	Customers: ☒

Updated End of Life Policy for Regional Network Interface (RNI)™ Software
The new policy is effective immediately for all RNI customers.

In step with industry best practices, Sensus, a Xylem brand, is updating our End of Life (EOL) policy outlining the process for ending support of earlier RNI versions for SaaS customers.

The new policy is simple:

- RNI releases will be supported by engineering for two (2) years
  RNI releases will be supported by technical support for four (4) years

These two dates are referred to as End of Development and End of Support. *End of Development* (EOD) is the date on which engineering support ends and patches will no longer be developed for that software version. *End of Support* (EOS) is the date on which technical support will no longer be available and this version is considered obsolete.

We know you rely on the RNI as a critical piece of your Advanced Metering Infrastructure (AMI) operations to read, monitor, control, and report on the health of devices in the field. We also know that AMI technology is rapidly changing. The demands being placed on the RNI are continuing to grow as we launch new water, gas, electric, and lighting solutions with increased capabilities to help you run your operations.

Our new End of Life policy was designed with two key principles in mind:

- To keep your operations secure and efficient. Our goal is to have all customers on the latest version of the RNI software to make it simple to deliver updates as they are needed.
- To better meet your needs. By reducing the number of supported versions, we will enable engineering resources to focus on delivering new features and improved functionality in our newer software versions.

The table below outlines the supported versions of RNI, effective immediately.

End-of-Life Milestones and Dates for RNI

RNI Release Version	Release Date	End of Development	End of Support
4.9	Jun 2021	June 2023	June 2025
4.8	Nov 2020	Now *	Nov 2024
4.7	Apr 2020	Now *	Apr 2024
4.6	Oct 2019	2022*	Oct 2023
4.5	Apr 2019	Now	Apr 2023
4.4	Oct 2018	Now	Oct 2022
4.3	Jun 2018	Now	June 2022
4.2	Oct 2017	Now	Oct 2021
<=4.1		Now	Now

*These are exceptions to the new standard EOL policy due to security enhancements added in 4.9 and 4.6.

When an RNI version reaches EOD or EOS, all minor versions of that release (i.e. 4.6.x) will be included in that EOD or EOS. As such, SaaS customers will automatically be scheduled to upgrade whenever their current RNI version reaches this milestone. In this case a Sensus representative will be in touch to ensure the upgrade is a smooth as possible.

We understand that software upgrades require effort on your part, however, they are necessary to ensure you are using the most secure version of our products. The newest versions of the RNI are the easier and faster to upgrade to than previous versions, and Sensus is committed to continue to streamline the process moving forward.

Please contact your sales representative if you have questions or concerns. We look forward to continuing to serve you.

Joseph Rogers – Sr. Manager, Global Water Solutions and Services
639 Davis Drive
Morrisville, NC 27560 USA
joseph.rogers@xylem.com

Julia Doyle – Sr. Manager, Global Energy Solutions and Services
639 Davis Drive
Morrisville, NC 27560 USA
julia.doyle@xylem.com