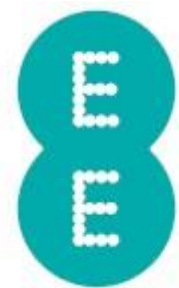


# PRODUCT SUPPORT

EE Ltd, One Braham, Braham Street, London, E1 8EE, UK



EE offers a minimum period of product support service for EE branded devices from the sales start of the product.

Search your device's model number in the lists below for its specific minimum period of support. The model number can be found printed on the label under your device.

## List A

For devices in List A, EE offers **a minimum of five years** of product support service to its customers **from the sales start** of the product. Product support service includes necessary firmware updates to EE devices and fixes for critical vulnerability as required. EE constantly monitors the releases of known vulnerabilities.

To keep your device up to date and to get the best performance, always make sure to update the firmware whenever a new version is available. EE informs you about the availability of a new firmware version.

Model	Sales start
QTAD52E	Feb 2021
D412C57	Oct 2021
NR5103	Jul 2021
HH20C	Oct 2023
EE72E	July 2023
EE71	July 2020
EE62D	Feb 2024
HH10E	Mar 2024

## List B

For devices in List B, EE offers a **minimum period** of product support service as listed below **from the sales start** of the product. Product support includes necessary firmware updates to EE devices and fixes for critical vulnerability as required. EE constantly monitors the releases of known vulnerabilities.

To keep your device up to date and to get the best performance, EE will automatically update your device (make sure to keep your device regularly switched-on).

<b>Model (name)</b>	<b>Sales start</b>	<b>Minimum period of support</b>
<b>GRV9517UAC34-2-A-SA (Smart Hub SH20A)</b>	May 2023	3 years
<b>LRDD6391BF (Hybrid Connect)</b>	Aug 2020	6 years
<b>GRV9517UWAC34-A-OT (Smart Router)</b>	Apr 2020	6 years
<b>F5394 (Smart Hub "Plus" SH31B, SH32B)</b>	Sep 2023	5 years
<b>WE410443 (Smart WiFi)</b>	Apr 2020	6 years
<b>WE610242-H2-SA (Smart WiFi "Plus" SW30A)</b>	Sep 2023	5 years
<b>DIW3930 (TV Box Mini)</b>	Mar 2022	5 years
<b>RTIW387 (TV Box Pro)</b>	Mar 2021	5 years