SUPPORTING RED HAT LINUX 5

On March 31, 2017 Red Hat Linux version 5 (RHEL 5) transitioned from the Production Phase 3 into the Extended Life Phase. Similar to how Microsoft and Spok handle the end of mainstream product support, Red Hat offers the option for customers to purchase support for a period of time. Red Hat calls this Extended Lifecycle Support (ELS).

RED HAT EXTENDED LIFECYCLE SUPPORT

Red Hat ELS is obtained through the purchase of an annual, renewable contract. ELS provides the same level of support that a customer would have received during the Production Phase 3 of the product's lifecycle.

KEY BENEFITS

- To protect our customers' security, Spok has purchased ELS licenses for qualifying customers

According to the Red Hat Customer Portal:

> "The Red Hat Enterprise Linux (RHEL) Extended Life Cycle Support Add-On (ELS) is an offering that provides extended support once a product is retired and has entered the Extended Life Phase, allowing customers to continue to receive critical impact security fixes and selected urgent priority bug fixes on a specific major version of Red Hat Enterprise Linux from the end of its regular life cycle for an extended, defined period of time. ELS is only applicable to the last minor release of the given major release."

Red Hat support under ELS is identical to that under Production Phase 3. Extended Lifecycle Support for RHEL 5 ends November 30, 2020.

More detail can be found on the Red Hat Customer Portal here.

WHAT SPOK IS DOING

To ensure our customers' security, Spok has purchased Extended Lifecycle Support licenses for every active SmartSuite customer who has a current maintenance contract. ELS licenses are annual and Spok will continue to purchase them through the November 2020 timeframe, when the system is no longer supported by Red Hat Linux.

Spok encourages our SmartSuite customers to begin the planning process to upgrade to the latest version of Spok Care Connect® in order to obtain the added security features provided by RHEL 7 (e.g. TLS 1.2 and beyond), as well as the stability of the newer product. RHEL 7 is currently scheduled to transition to ELS in the summer of 2024.

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