



## ATERNITY END-OF-LIFE POLICY

Aternity is continually evolving the products and services we offer. These innovations mean that we periodically transition away from selling or servicing certain software or cloud services products.

This End-of-Life Policy outlines how Aternity handles support for software and cloud services products that we have discontinued. As technology development drives changes we may change our policy, so we encourage you to check this site regularly to get the latest information.

### Definitions

- **End-of-Availability** – The last day that a product will be available for order from Aternity.
- **End-of-Life** – The last day that a product will be supported by Aternity. For Cloud Services products, the last day the cloud service would be shutdown.
- **End-of-Life Policy**: the policy covering End-of-Availability announcement through End-of-Life for a product.

### For software products, the following End-of-Life Policy applies:

- Aternity issues an end-of-sale announcement generally 60-90 days prior to a software product's End-of-Availability, at which time the software product is removed from our ordering system and price list. The end-of-sale announcement includes an End-of-Life date that is three (3) years after the software product ceases to be available.
- The End-of-Availability date for software products is the date after which no new major or minor software releases will be made available.
- Aternity will continue to offer our maintenance and support services until the applicable End-of Life date on the software product as follows, provided a valid support contract is maintained continuously on the product:
  - Telephone, email and website support for three (3) years from the End-of-Availability date
  - Software maintenance (patches and bug fixes) on one or more major or minor releases that support the software product for three (3) years from the End-of-Availability date

### For cloud services products, the following End-of-Life Policy applies:

- Aternity issues an end-of-sale announcement generally 60-90 days prior a cloud service's End-of-Availability, at which time the cloud service product is removed from our ordering system and price list.
- For customers who have valid subscriptions at the time of the end-of-sale announcement, Aternity will continue to operate the cloud service through the end of each customer's valid subscription term.

### Software Version Support

Aternity determines at our sole discretion the timing and content of any software release. Customers with current, valid support contracts can obtain new versions of our software by downloading the updates from the Aternity support site for software products or from the SaaS console for cloud services products.

Our software releases are designated in the form of X.Y.Z (where X, Y, and Z are integers) and characterized as follows:

Release Type	Release Designator Changes to	Release Content
<b>Major</b>	X changes to X' which is greater than X. Y and Z are set to zero.	Contains significant new features, and may also contain minor new features and software error corrections.
<b>Minor</b>	X does not change. Y changes to Y' which is greater than Y. Z set to zero.	Contains minor new features and may also contain software error corrections.
<b>Patch</b>	X and Y do not change. Z changes to Z' which is greater than Z.	Contains software error corrections (maintenance) to existing features and may occasionally contain minor new features that Aternity elects to provide as part of the Patch release instead of a Minor release.



Our standard practice is to provide software support and maintenance on the following releases:

- The highest Major.Minor release of the software (“Current Highest Release”).
- The second highest Major.Minor release of the software (“Second Highest Release”), for a period of (i) one year after general customer availability of the Current Highest Release of the software or (ii) the release of a new highest Current Highest Release, whichever is first.
- With respect to the Current Highest Release and the Second Highest Release, only the highest Patch release will be supported.
- The Current Highest Release for any end-of-availability appliance product or software product that has not yet reached End-of-Life.

By way of example:

<b>If the Current Highest Release of the software is:</b>	<b>We will also support the Second Highest Release for up to 1 year after the Current Highest Release is generally available:</b>
<b>15.2.z</b>	<b>15.1.highest</b>
<b>15.1.z</b>	<b>15.0.highest</b>
<b>15.0.z</b>	<b>14.highest.highest</b>
<b>14.9.z</b>	<b>14.8.highest</b>

At our discretion, we may provide support for older releases. If you encounter an error in a version of the software that is other than the highest release of any type, we may require you to upgrade to a specified higher version to obtain a correction of the error.