



SevOne Data Platform - End of Support Policy

General Concepts:

Subject to the terms of any license and support agreement between SevOne and a licensee, SevOne will provide support for the SevOne Data Platform to each licensee whose license and maintenance fees are currently paid up. Support may include responding to customer inquiries and opening bug reports as well as releasing patches to address bugs, add new functionality, or enhance security. However, SevOne may elect to discontinue support for a software title as a whole (“Software Title”), specific numbered versions of software (“Software Versions”), or specific software subcomponents (“Software Subcomponents”). For clarity, a “Software Version” refers to any uniquely numbered release, including a major, minor, patch, hotfix, or other release, regardless of the number of decimal points preceding the rightmost number.

In addition, SevOne software may be run on third party platforms, which may include physical hardware and/or virtual machines such as VMware, KVM, AWS, or Azure (“Platforms”). The warranty and support for a hardware or virtual machine Platform is provided by its manufacturer/licensor. Although SevOne has no control over the end-of-support process for any third-party Platforms themselves, SevOne may elect to end efforts to ensure SevOne software is compatible with a certain Platform or version/generation of Platform, or cease providing updates to SevOne software running on such Platform (“Platform Functionality”).

“End-of-Support Software” or “EOSS” refers to the aspect of the SevOne software (Software Title, Software Version, Software Subcomponent, or Platform Functionality) for which support is being discontinued. Prior to an anticipated discontinuation of support, such aspect is referred to as a “Software Function”. Subject to the terms and conditions of this SevOne Data Platform End of Support Policy (the “Policy”) and the terms of any applicable maintenance agreement, SevOne reserves the right to terminate support for any Software Function at any time.

All support hereunder is provided only to licensees whose agreements include maintenance and support and who are currently paid up under such agreements. This Policy does not extend SevOne’s support and maintenance obligations to any licensee beyond such licensee’s maintenance term.

End of Support Schedule:

The schedule on which SevOne will end support for a Software Function/EOSS is provided in Diagram 1 below:

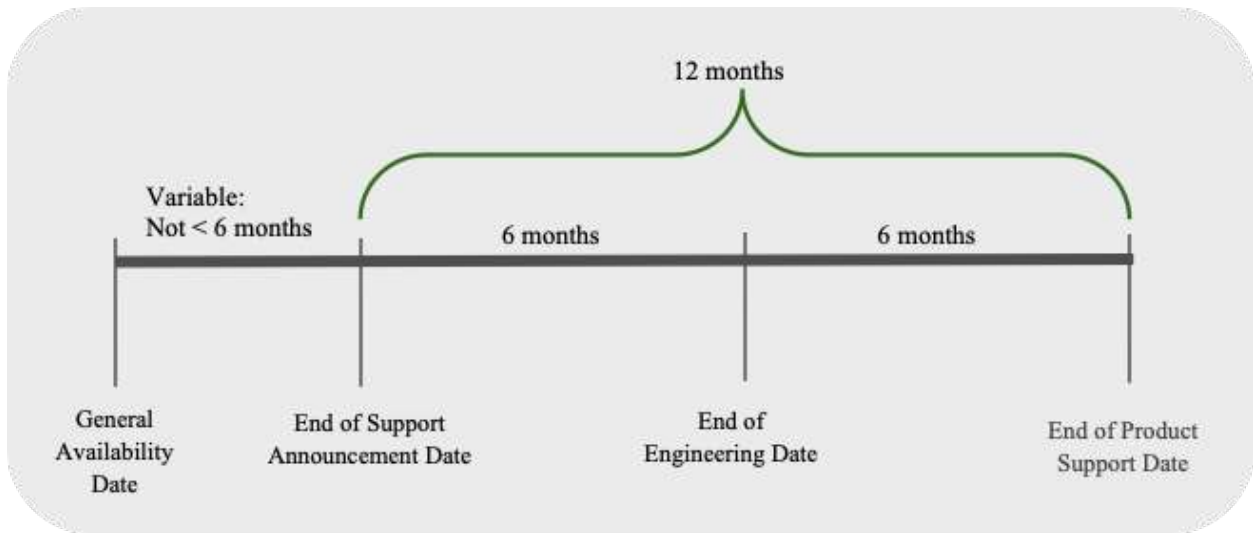


Diagram 1: End of Support Schedule

General Availability Date: The date SevOne makes a certain Software Function generally available to the public is the “General Availability Date”. After the General Availability Date of a Software Function, SevOne will provide support for that Software Function in accordance with and subject to the applicable license and support agreement entered into by SevOne and the licensee. Note that even during a Software Function’s period of general availability (i.e., prior to the End of Engineering Date), SevOne may require a licensee to upgrade to a newer Software Version to address any issues such as defects or security vulnerabilities.

End-of-Support Announcement Date: No earlier than 6 months after the General Availability Date of a Software Function, SevOne will publicly communicate the discontinuance of its support of that Software Function in an “End of Support Announcement”. An End of Support Announcement marks the beginning of the end-of-support process for an EOSS and will precede the End of Engineering Date by 6 months.

End of Engineering Date: The End of Engineering Date is the last date the SevOne product team is obligated to perform engineering tasks related to the EOSS. Prior to the End of Engineering Date, SevOne may, but is not obligated to, release a final version of the EOSS with bug fixes, workarounds, or patches for critical bugs reported through SevOne software support. Support not involving engineering tasks will be available from the End of Engineering Date until the End of Product Support Date. This support may include providing a licensee access to major, minor, patch or hotfix releases applicable to the EOSS developed prior to the End of Engineering Date. Support after the End of Engineering Date will not include development of any new bug fixes or enhancements.

End of Product Support Date: Occurring 6 months after the End of Engineering Date, the End of Product Support Date is the date when an EOSS ceases to be supported by SevOne.