



Product Lifecycle Policy

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Version History

| Date | # | Author | Description |
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1 INTRODUCTION

Axiad is committed to assisting customers with their products throughout the product life cycle and as products are updated and enhanced. This Lifecycle Policy provides consistent and predictable guidelines for the availability of support throughout the life of a product and is intended exclusively for the benefit of Axiad customers with respect to the product(s) they purchased.

2 VERSIONING




All Axiad products are released with a version of the format <MAJOR>.<MINOR>.<PATCH>

- ✓ <MAJOR> level releases may introduce non-backwards compatible APIs changes, and retire older APIs where appropriate, and possibly require major migration processes (DB and otherwise). Typically, these versions introduce significant feature additions and product structure.
- ✓ <MINOR> level releases introduce new functionality, may introduce new APIs, moderate user interface and user experience changes where appropriate, and potentially database changes via a product orchestrated upgrade. In addition, all APIs are committed to be backward compatible with the behavior set in prior MINOR releases of the same MAJOR release.
- ✓ <PATCH> level releases are bug fixes and security patches only. User interface and user experience changes are avoided wherever possible except for when they are driven by a bug fix. UI flow and concept changes are avoided wherever possible. Where appropriate for the product, DB changes will also be avoided unless unavoidable due to a bug fix. PATCH level changes enforce all guarantees of backward compatibility described as commitments of MINOR level version changes.

All updates to a product will always be released under a new version.

ⓘ The lifecycle explained next applies to <MAJOR>.<MINOR> version combinations. In other words, the release of a <PATCH> does not extend the shelf life of a <MINOR> version.

3 LIFECYCLE PHASES AND MILESTONES

| | General Availability | End of Sales | End of Maintenance | End of Life |
|----------------------|----------------------|--|--|--|
| Product Availability | ✓ | ✗ | ✗ | ✗ |
| Maintenance | ✓ |  Limited to defect fixes, and critical security issues |  Limited to critical security issues | ✗ |
| Support | ✓ | ✓ | ✓ |  Assistance based on quote |

3.1 GENERAL AVAILABILITY (GA)

The GA date indicates when a new product release is available for sale, i.e., may be ordered, fulfilled, and supported.

During this period, the software release will be:

- ✓ maintained with upgrades, updates, Service Packs, and Hot Fixes created for new functionality and/or defect fixes; and
- ✓ supported under active Maintenance & Support agreements.

If minor releases or maintenance releases are made available, customers may be required to transition to the most recent release for bug fixes and maintenance as it represents the superset of functionality for the product release.

GA Summary

- ✓ Product available for sale.
- ✓ Full sustaining engineering: new functionality and/or bug fixes
- ✓ Full technical support.

3.2 END OF SALES (EOS)

The EOS date indicates when a specific software release will no longer be available for purchase. A release automatically transitions from GA to EOS when a new major or minor release of the product is made available by Axiad, or after 12 months by default.

During this period, the software release will be:

- ✓ maintained with Service Packs and Hot Fixes created to address defects; and
- ✓ supported under active Maintenance & Support agreements.

If minor releases or maintenance releases are made available, customers may be required to transition to the most recent release for bug fixes and maintenance as it represents the superset of functionality for the product release.

EOS summary

- ✓ Product no longer available for sale.
- ✓ Limited sustaining engineering: minor enhancements and defect fixes only.
- ✓ Full Technical Support.

3.3 END OF MAINTENANCE (EOM)

The EOM date indicates when a specific product release will have no further code level maintenance other than security related updates deemed critical by Axiad. Security issues could be related to publicly identified security vulnerabilities or other security vulnerabilities. A release transitions to EOM 6 months after its EOS date.

When the software release reaches EOM, Axiad will no longer maintain the release (major or minor) and maintenance builds will no longer be created. Code fixes other than the ones required to address critical security issues will no longer be provided.

On the EOM date, support will transition from full support to limited technical assistance - via telephone, email, and web. Axiad Technical Support will direct customers with issues to existing fixes, patches, and workarounds applicable to the reported case, and may direct customers to upgrade to a more current version or release of the software.

EOM summary

- ✓ Product no longer available for sale.
- ✓ Minimal sustaining engineering: critical security issues only.
- ✓ Limited technical support.

3.4 END OF LIFE (EOL)

The EOL date indicates when security related maintenance builds, technical support through phone, e-mail or e-service, and product downloads will no longer be available. A release transitions to EOL 6 months after its EOM date.

△ Axiad reserves the right to change the timeframe at its sole discretion based on business needs or technical risk for customers.

Once the EOL date has been reached, Axiad will no longer provide standard technical support for the software release. Technical assistance may be available on a commercially reasonable basis only and will require a specific quote,

Software images may be removed from the download site. Product information will be limited to whatever material may be available online and is subject to removal at a future date.

Axiad will notify customers with a valid maintenance agreement of End-of-Life dates.

EOL summary

- ✓ Product no longer available for sale.
- ✓ No sustaining engineering.
- ✓ No standard technical support, technical assistance available based on quote.

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