
Software End of Life Policy

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1. Introduction

Products reach the end of their product lifecycle as changes occur in market demand, technology innovation, new product development, underlying technology availability or simply when a product ages and is replaced by a richer technology. AVEVA and its distributors understand that End of Life (EoL) programs often encourage companies to review the way in which End of Life activities may affect their business systems and practices. To accommodate our customers' product planning strategies, AVEVA has established this official End of Life policy to provide guidance for transitioning to an alternative offering if AVEVA provides a replacement option. The End of Life policy applies to all AVEVA Products entering End of Life on or after April 1, 2020. This policy does not apply to any Product that is already subject to an End of Life announcement.

2. End of Life Policy

1. AVEVA will provide written notice of EoL Announcements on www.aveva.com and/or via email notifications to customers and partners of the Product(s) affected by the EoL Announcement. An EoL Announcement will typically include Product details, recommended successor Products if applicable, the last day when the affected Product can be ordered (EoS Date) by existing customers of the Product, as well as the date on which support for the Product ends (EoL Date).
2. After the EoS Date, affected Products will no longer be available for purchase by customers that do not already own a Product License.
3. The EoL Date is the last day AVEVA customers will have access to AVEVA Support (either Full Support or Limited Support) for the Product(s) cited in the EoL Announcement.
4. You will need to ensure that you have a current subscription, rental and/or fully paid licence and support fees for the affected Product to access AVEVA Support after the EoS Date.
5. AVEVA's Account Managers and support staff are available to assist with any questions and provide guidance on transition from EoL Products.

3. Support Details

The AVEVA product support lifecycle follows either a time-based or a version-based approach (refer to Figure 1). When a Product enters the EoL Process, AVEVA will continue to provide appropriate support services for all versions of the product that are in either a Full Support or Limited Support phase until the EoL Date is reached.

- For the version-based approach, each Product version in the Full Support phase will progress through its normal support lifecycle until the End of Sale Date. On the End of Sale Date, the versions in the Full Support phase will enter the Limited Support phase. Each Product version in the Limited Support phase on the End of Sale Date will remain in Limited Support. On the End of Life Date all Product support will end for all versions of the Product unless Inactive Support is negotiated.
- For the time-based approach, the EoL Date is the date the last Product version completes its support lifecycle.

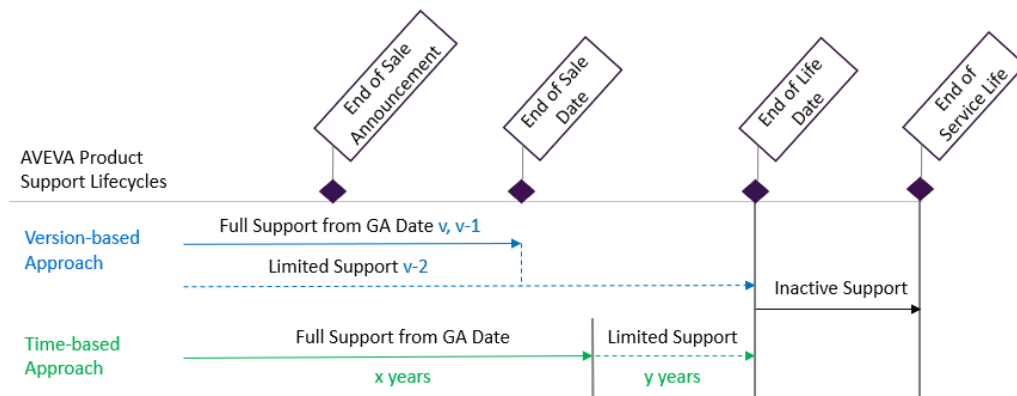


Figure 1 – AVEVA Product Support Lifecycle Approaches

To access more detailed information regarding the product support lifecycles for any AVEVA product, please visit <http://support.aveva.com/>.

4. Policy Disclaimers

- AVEVA obligation to provide the customer with Product support is contingent on the software, (1) being covered under a current subscription, rental and/or fully paid licence and support fees; and (2) operating in an AVEVA supported configuration as specified in the release notes.
- This policy applies to all AVEVA Products unless specified in an End of Life Announcement.
- AVEVA may change this policy in its sole discretion at any time and without notice.

5. Definitions

TERM	DEFINITION
Current Version	Latest available version of the Product(s).
End of Life Announcement	A formal notification period, which specifies the End of Sale Date, End of Life Date, End of Service Life Date and provides a time during which the customer can plan for last time purchases and support.
End of Life Date	The last day AVEVA customers can expect to have Software Support (either Full Support or Limited Support) for the Product cited in the EoL Announcement.
End of Life Process	A process that guides the final business operations associated with the product life cycle. The End of Life process consists of a series of technical and business milestones and activities that, once completed, make a Product obsolete. Once obsolete, the Product is not sold, improved, maintained, or supported.
End of Sale Date	The last date for new AVEVA customers to place orders for the software product cited in the EoL Announcement. For perpetual licenses: Existing customers can continue to order the software until End of Life Date. For term licenses: Existing customers can continue to order the software if the term does not exceed the End of Service Life Date.
End of Service Life Date	Date at which all support for the software product will cease. At this date the software product cited in the EoL Announcement will be officially withdrawn.
EoL	End of Life
EoS	End of Sale
Fix Release	A partial issue of the product, which is issued to correct an urgent priority 1 critical problem. It is sent only to the Supported Location reporting the problem, accompanied by brief documentation.
Full Support (formerly known as Mainstream Support)	Priority 1 faults are considered for correction in a Fix Release. Lower Severity faults are considered for correction by Service Pack Releases or a subsequent release.
Inactive Support (formerly known as Mature Support)	Inactive support can be negotiated by special contract. Once in place AVEVA will make reasonable efforts to provide consultation and workarounds to address any issues. During Inactive Support, the product is not supported with releases of any kind.
Limited Support (formerly known as Extended Support)	Limited Support resolves problems which fall into one or more of the following categories: a) critical customer problem, b) data integrity problem or c) system security problem. A product in Limited Support is only supported with Fix Releases to resolve critical problems. No new features will be added to the product.
Major Release	A complete issue of the product incorporating major new functionality and/or fault corrections. It is available from all AVEVA Support Offices and is formally documented.
Product	An AVEVA software product.
Product License	An agreement between AVEVA and the Customer which governs the use of the Product(s).

Service Pack	A complete or partial release of the product and contains minor functional changes and fault corrections. It is available from all AVEVA Support Offices and is formally documented.
Software Support	A service provided by AVEVA for the corrective maintenance of its Product(s).
Support Office	An AVEVA office location where resident product specialists are available to respond to customer requests for support
Supported Location	A customer site referenced in the Product License to which support is provided by AVEVA Support Offices for those Product(s) listed in the Product License.
GA Date	General Availability Date for the Software Product(s).
Version -1 or v-1	Version of a Product released immediately prior to the Current Version
Version -2 or v-2	Version of a Product released immediately prior to the Version -1.



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