



## **Product End-of-Life Policy**

This document outlines TSFactory's Product End-of Life (EOL) and support policy for its products and services and the timing guidelines for the three (3) components of the EOL Policy: End-of-Sale, End-of-Technical Life and the rare occasion where there is End-of-Product Life.

Eligibility for product support under the EOL Policy requires that the product be on a current Software Assurance plan or current Software Subscription plan with TSFactory in the case of On-Premise software or that there are no overdue invoices for a Software Subscription plan or service that are billed in arrears.

## Overview of Product EOL

Products reach EOL for a number of reasons including changing market demands, technology innovation and development driving changes in the product, the products simply mature over time, etc. While this is an established part of a product life cycle, TSFactory recognizes that EOL product life milestones must be clearly stated to allow you, our customers, to plan accordingly with your business operations. The general policy guidelines for TSFactory releases and products are as follows. Please see Table 1 for a policy summary.

### 1. End-of-Sale Date:

- On-Premise software: the End-of-Sale Date for a major release is reached when TSFactory makes commercially available the next major release of the product on the TSFactory website.
- A SaaS product: hosted components of SaaS services are released by TSFactory to all customers within a region at the same time and there is no access to or ability to use earlier versions thereafter. On premise components of SaaS products (e.g., an agent) will be released from time to time (which may or may not coincide with new releases of hosted components), at which point the superseded version will no longer be made available to customers for sale.
- End-of-Product Life: TSFactory does not sell or provide copies of an End-of-Product Life products once TSFactory has announced that the product is in End-of-Life status.

### 2. End-of-Technical Life:

- On-Premise software: 12 months following the End-of-Sale Date of a product.
- Hosted elements of SaaS products: are updated by TSFactory and there is no access to or support of older versions after the End-of-Sale Date. On-premise components of SaaS products (e.g., an agent) will continue to be supported for 12 months following the End-of-Sale Point 1 as defined above.

### 3. End-of-Product Life:

TSFactory will exercise commercially reasonable efforts to provide at least 12 months' notification that the product will enter "End-of-Product Life". From the date of notification until the product is no longer available, TSFactory will provide best efforts phone support and possible critical bug fixes, possible work-arounds or patches. Notice will appear on the TSFactory.com website ([www.tsfactory.com](http://www.tsfactory.com)) under the respective Product's Product Support Page. We encourage you to visit this site regularly as it contains useful information regarding TSFactory End-of-Life program.

## NOTES

- a. Software Assurance plans are all-inclusive with TSFactory. This means that you are provided email support for the product line; support is not tied to a specific product version. If necessary to resolve a reported problem, customers may be required to upgrade to the latest version if they are running an unsupported version while still under Software Assurance.
- b. In cases of significant changes to a product's technical architecture, TSFactory reserves the right to end-of-life that product within 90 days.

## DEFINITIONS

**End-of-Product Life Cycle** A process that guides the final business operations associated with the product life cycle. The End-of- Product 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, manufactured, improved, repaired, maintained, or supported. In the case of a SaaS product the online service will no longer be available or accessible.

**End-of-Product Life** The date following which the TSfactory product is not manufactured, improved, repaired, maintained, or supported. In the case of a SaaS product the online service will no longer be available or accessible.

**End-of-Technical Life** The date following which the an On-Premise product release or on-premise components of SaaS services, are not manufactured, improved, repaired, maintained, or supported.

**End-of-Sale date** The last date to order the product through TSfactory point-of-sale mechanisms. The product is no longer available for general commercial sale or availability.

**Major release** A major release is defined as a change in the product release name or if the product's major number (to the left of the dot) changes, e.g., RecordTS™ 1.0 to RecordTS™ 2.0.

Event On	On-Premise Software	SaaS
<b>End-of Sales Date</b>	Upon commercial availability on TSfactory website of Major Release the prior Major Release no longer sold or upon notification of End-of-Product Life date.	Upon notification of End-of-Product Life date.
<b>End-of-Technical Life</b>	12 months following major release of new version of product or 12 months following notification of End-of-Product Life date.	12 months following notification of End-of-Product Life date.
<b>End-of-Product Life</b>	12 months following notification of End-of-Product Life date.	12 months following notification of End-of-Product Life date

**TABLE 1: End-of-Life Policy Summary**