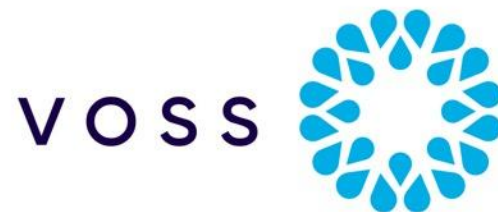




VOSS Release Management Policy

Software End of Support

August 28, 2024



INTRODUCTION & OBJECTIVE



- VOSS strives to deliver the most innovative and cost effective products, therefore it is necessary to strategically elect to discontinue maintenance, support and sales of older products or versions. This policy describes the VOSS transition policy for those unsupported out of date products.
- This policy is intended to provide customers with the information to plan the evolution of their environment and to help them opt to migrate to upgraded versions.

DEFINITIONS OF SOFTWARE RELEASES MILESTONES



Name	Milestone Description
End of Support Notification (EoSN)	This milestone defines the date on which notification will be provided on the EoS date for a specific version of the software
End of Support (EoS)	This milestone defines the date at which no further support will be provided for a specific version of the software

END OF SUPPORT MILESTONES (EoS)



Provided all fees owed to VOSS are fully paid up, VOSS will provide Support Services for the following:

- releases of the software corresponding to the latest software version made generally available by VOSS to its customers,
- previous releases of the software, where not more than 12 months have passed since the release date of the latest software version.

Example:

	Version	Release Date	EoS Notification	EoS Date
Previous Release	20.1.1	(any)	July 2021	July 2022
New Release	20.1.2	July 2021	N/A	N/A

EXTENDING END OF SUPPORT (EoS)



- Software Support may be extended by another 12 months, to a total of 24 months upon written agreement between the Customer and VOSS
- The extension of Software Support beyond the general EoS milestone may result in the inclusion of certain conditions or support exclusions as part of the agreement with the Customer
- A surcharge of 50% of the subscription fees will apply in this case for the additional 12 month support period.

PATCH DELIVERY PROCESS



- Patches for software defects and software enhancements will only be made available as patches on the **latest version** of the software.
- In cases where a critical defect or security vulnerability (P1 or P2 issues) was encountered on supported versions (other than the latest version) of the software, a patch may be provided to the Customer at the discretion of VOSS.
- The provision of patches for software releases other than the latest version may incur additional charges.

NOTIFICATION DURING EoS PROCESS



EoS Notification Milestone

As part of each new software release notification, VOSS will publish an EoSN for software versions that have reached this milestone. This notification will include a formal EoS notification date.

EoS Milestone

As part of each new software release notification, VOSS will publish an updated Release Status Matrix that will define the versions which have reached the EoS milestone.

VOSS AUTOMATE SUPPORT STATUS MATRIX BY VERSION



Version	Release Date	EoS Notification	EoS Date
VOSS Automate 21.2	January 2022	April 2022	April 2023
VOSS Automate 21.3	April 2022	January 2023	January 2024
VOSS Automate 21.4	January 2023	July 2024	July 2025
VOSS Automate 24.1	July 2024	TBC	TBC

VOSS ANALYTICS & ASSURANCE / VOSS INSIGHTS ARBITRATOR SUPPORT STATUS MATRIX BY VERSION



Arbitrator Version	Release Date	EoS Notification	EoS Date
VOSS Insights 22.2	October 2022	March 2023	March 2024
VOSS Insights 23.1	March 2023	July 2023	July 2024
VOSS Insights 23.2	July 2023	December 2023	December 2024
VOSS Insights 23.3	December 2023	May 2024	May 2025
VOSS Insights 24.1	May 2024	TBC	TBC

VOSS ANALYTICS & ASSURANCE / VOSS INSIGHTS DASHBOARD



Dashboard Version	Release Date	EoS Notification	EoS Date
VOSS Insights 22.2	October 2022	March 2023	March 2024
VOSS Insights 23.1	March 2023	July 2023	July 2024
VOSS Insights 23.2	July 2023	December 2023	December 2024
VOSS Insights 23.3	December 2023	May 2024	May 2025
VOSS Insights 24.1	May 2024	TBC	TBC

VOSS INSIGHTS / RAPTOR SUPPORT STATUS MATRIX BY VERSION



Raptor Version	Release Date	EoS Notification	EoS Date
Raptor SP8	May 2017	July 2017	July 2018
Raptor SP9	N/A	N/A	N/A
Raptor SP10	N/A	N/A	N/A
Raptor SP11	July 2017	TBC	TBC

VOSS ANALYTICS & ASSURANCE DS9 STATUS MATRIX BY VERSION



DS9 Version	Release Date	EoS Notification	EoS Date
VOSS Insights 22.2	October 2022	March 2023	March 2024
VOSS Insights 23.1	March 2023	July 2023	July 2024
VOSS Insights 23.2	July 2023	December 2023	December 2024
VOSS Insights 23.3	December 2023	May 2024	May 2025
VOSS Insights 24.1	May 2024	TBC	TBC



VOSS Obligation to Provide Support

- Provide assistance by telephone or electronically in locating, diagnosing and identifying Defects in the Software.
- Provide resolution of Defects in the Software which may be in the form of a corrected copy of the Software, a documented patch until the next release of the Software, a documentation correction or a "work-around" or temporary fix until a Software correction or new release can be installed.
- The creation and provision from time to time of new releases of the Software and/or updated Documentation. New releases may include, at the sole discretion of VisionOSS, enhancements to the Software which are not licensed separately by VisionOSS

THANK YOU

