HCL ERS PRODUCTS & SOLUTIONS END OF LIFE POLICY

End Of Life refers to the process of discontinuing a product (or version of a product) and defines the events and timing pertaining to availability of sales and support. This global End of Life Policy applies to all ERS Products & Solutions Mode 3 software products including hosted aaS products, and defines the support available during the various phases of the product lifecycle.

EOL is a normal part of any product lifecycle, and HCL is issuing this policy to help customers navigate the milestones culminating in end of support. We are committed to maintaining continuity of support during the entire product lifecycle, and will always strive to offer options for upgrade or migration to newer technology, as well as offering world class Services capabilities to assist in the migration.

The policy is effective as of June 30, 2019 and shall be posted, along with any updates, at https://www.hcltech.com/ers/telecom/ice.x/announcements This policy supersedes any previous version of the policy.

PRODUCT LIFECYCLE DEFINITIONS

• Support Lifecycle – The period from when a product or release is made generally available for sale until the last date of support.
• GA – Generally Available – The first date the product is available to purchase and use
• EOLA – End Of Life Announcement – The date the EoL is announced to the public
• EOS – End Of Sale – The last date the product will be available to purchase.
• EOM – End Of Maintenance – The last date after which HCL will no longer issue maintenance releases, bug fixes, patches, or updates. After this date HCL Engineering will no longer develop, maintain, or test the software.
• EOSL – End Of Support Life – The last date after which product Support will no longer be available
• Major Release – a product software release that adds material new features and/or functionality
• Minor Release, Maintenance Release, Patches – a product software release which includes bug fixes, minor improvements, security and vulnerability patches

EOL POLICY GUIDELINES

• HCL will generally announce EOL for a product or product version 6 months before the End Of Sale date.
• Typically, the EOL Announcement will coincide with the GA date of the next Major Release.
• EOL Announcements will be posted on https://www.hcltech.com/ers/telecom/ice.x/announcements and will include details about milestone dates and upgrade/replacement options.
• The standard support period offered after the End of Sale date will be 3 years, and the standard software maintenance period will be 2 years. However, HCL reserves the right to specify a shorter or longer period, at the time of EOL Announcement, based on market conditions and the frequency and availability of upgrade or replacement options. Typically support will only be offered for the current release and one or two previous Major releases.
• You must have an active Support contract to receive Support. Support terms and conditions are specified in the customer's support contract, and will be honored during the entire Support Lifecycle.
• Minor Releases, Maintenance Release, and Patches will continue to be available through the EOM date. After the EOM date, no further bug fixes or vulnerability updates will be issued.
• Support contracts may be renewed at any time within the Support Lifecycle, but must terminate as of the EOSL date.

SUPPORT LIFECYCLE AND EOL EVENT TIMELINES
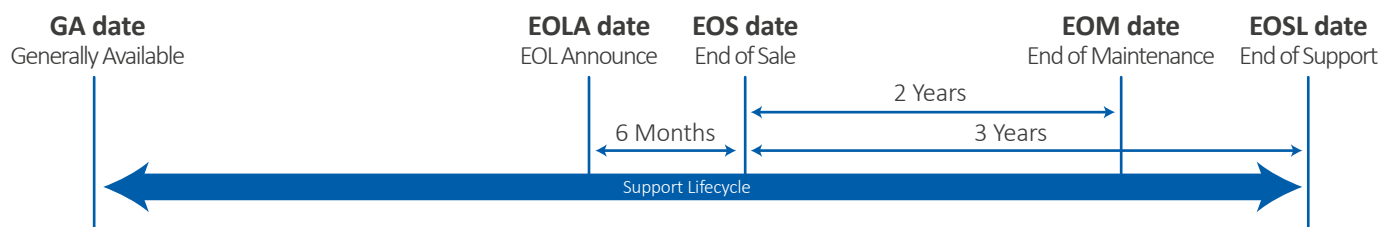
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Relationship
BEYOND THE CONTRACT