

End Of Life Policy

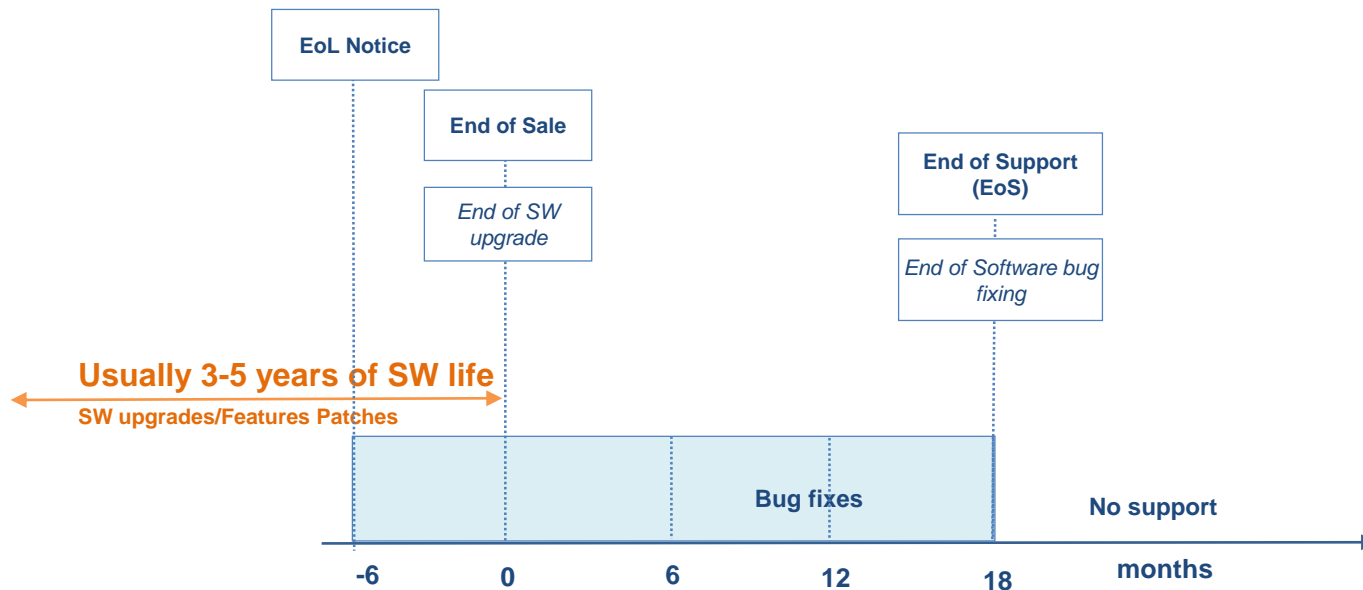
Product Presentation

2020 10 26

- The issue of a SW Product Release “End of Life Notice” to the customers sets the following dates:
 - **End of sale:** after this date, the affected product release is no longer for sale; this is also the last date to order the product release. The “end of sale” date is **6 months** after the “End of life Notice” date.
 - **End Of Support (EoS):** after this date, all support services are unavailable for the affected product release. The “end of support” date is **18 months** after the “end of sale” date.
- After the “end of support” date, the affected product release becomes **obsolete**.

- The general lifecycle of the SW product release is planned as in the following:
 - From 3 to 5 year of SW life with Feature Patches and SW upgrades available on the relevant release.
 - 18 months of support based only on bug fixing after the End of Sales date.

- *Please pay attention that this life cycle is related only to Italtel SW Product Releases and not applicable to any 3PTY SW or HW, not explicitly considered as embedded in the Italtel Product. Italtel is not responsible of the 3PTY SW and HW Lifecycle deployed in solution containing also Italtel SW Products.*
- *Support on 3PTYs products, provided on a solution containing Italtel Products, and the relevant 3PTYs upgrades are provided with a different Professional Services Offer that the customer can activate.*
- *Additional extension of SW Product Release Lifecycle may be discussed on business opportunity.*



Feature patches can be provided until the end of sw upgrade date, namely the End of Sales date; from this date to the end of sw bug fixing date, namely the End of Support date, only corrective patches are available; after this date, all support services are unavailable.