



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 or the subsidiary entity that distributes AVEVA software in your country understands 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 help you plan for and transition to new, more advanced offerings. The End of Life policy applies to all AVEVA Products entering End of Life on or after April 1, 2020. The Policy does not apply to 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 email notifications to customers and partners of the products affected by the EoL announcement. The EoL announcement typically includes product details, recommended alternative products, the last day when the affected product can be ordered (EoS Date) as well as the date on which support for the product ends (EoL Date).
2. After the EoS Date, the software will no longer be available for purchase for new customers.
3. The EoL Date is the last day AVEVA customers can expect to have access to AVEVA Support (either Full Support or Limited Support) for the software product 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.
5. We strongly recommend that any product relating to EoL are replaced or upgraded with AVEVA alternative products.
6. Our Account Managers and support staff are available to assist with any questions and provide guidance on transition from EoL Products.

3. Support Details

When an AVEVA product enters an EoL process, AVEVA will continue to provide support services for all versions of the product that are in a Full Support or a Limited Support phase until the EoL Date is reached. It should be noted that AVEVA product support lifecycles follow either a time-based or a version-based approach (refer to Figure 1).

- For the version-based approach, each product version that is in the Full Support phase will progress through its normal support lifecycle until the End of Sale Date. At that point, the versions in Full Support phase will enter the Limited Support phase until the EoL Date established for the product.
- For the time-based approach, the last product version to complete its support lifecycle will coincide with the EoL Date established for the product.

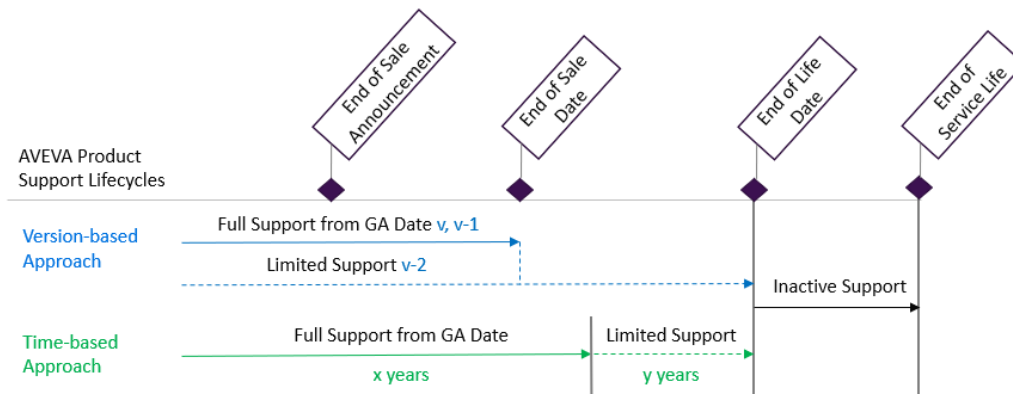


Figure 1 – AVEVA Product Support Lifecycle Approaches

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 Software support is contingent on the software must be covered under a current subscription, rental and/or fully paid licence and support fees and the software must be operating in an AVEVA supported configuration.
- This policy applies to all AVEVA Software Products unless specified in our End of Life Announcement communication.
- AVEVA may change, update or modify this policy in the future.

5. Definitions

TERM	DEFINITION
End of Life	
End of Life (EoL) 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 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, and/or transition to a replacement Product.
End of Sale (EoS) Date	The last date for NEW AVEVA customers to place orders for the software product cited in the EoS 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 Life Date	The last day AVEVA customers can expect to have Software Support (either Full or Limited) for the software product cited in the EoL Announcement.
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.
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.
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.
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.
Software Product	
Product	AVEVA Software product
Product License	An agreement between AVEVA and the Customer which governs the use of the Product(s).
Software Support	A service provided by AVEVA for the corrective maintenance of its Product(s).
Current Version	Latest available version of the Product(s).
Version -1	Version of the software released immediately prior to the current version
Version -2	Version of the software released immediately prior to the Version -1.
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.

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.
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.
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.
Support Office	An AVEVA office location where resident product specialists are available to respond to customer requests for support

The AVEVA logo is displayed in white, bold, uppercase letters in the top left corner of a dark purple background. The background features a complex, abstract pattern of glowing, wavy lines and small red dots, resembling a stylized galaxy or a network of data paths.

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