AVEVA's Software End-of-Sale/End-of-Life Policy

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 Solutions Limited or the subsidiary entity that distributes AVEVA software in your country (AVEVA) understands that end-of-life 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 an 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 Group Products entering End-of Life on or after **January 1, 2012**. The Policy does not apply to product that is already subject to an End-of-Life announcement.

EOL Definitions

- **End of Life 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 Sale Announcement**
  A formal notification period, which specifies the Withdraw from Sale 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**
  The last date to order the Product through normal AVEVA point-of-sales mechanisms or the subsidiary entity that distributes AVEVA Group Products in your country. After this date, the Product is no longer generally available.

- **End of Life (EOL)**
  The date on which AVEVA ceases to provide support services for a Product.

End-of-Version/End-of-Life Software Policy

When a new Version of Software is released, the previous Version is no longer for sale and enters an End-of-Life transition period. During this time, AVEVA support is offered in two phases.

- **Full Support**
  Full support is provided on the Current Version and the Current Version -1. During Full 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 New Release. Electronic User Documentation may be updated and reissued as needed. Training is provided on a standard paid courses basis. Warranty Support for a given Product Release will normally be provided from initial release at least until the general availability of the next New Release on any operating platform.

- **Limited Support**
  Limited support is available for Software that is at the Current Version -2 level. During this time, AVEVA will only resolve 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 Warranty Support is only supported with Fix Releases to resolve critical problems. No new feature support will be added. Electronic User Documentation is not updated. Training is provided on an as requested special course paid basis. Critical support is provided. Reasonable effort consultation is provided for non-critical / non-urgent problems. Limited Support will normally be provided until another New Release on any platform supersedes the succeeding New Release.   After the Limited Support period, all support for the Version will cease (EOL).

End-of-Life Software Policy

1. As a general rule AVEVA will provide written notice via notices on www.aveva.com and/or email notifications to customers and partners of an affected product's end-of-sale and end-of-life date and/or the last day when the affected product can be ordered. The EOL notices will contain product details, recommended substitutions, as well as last support dates.
2. Access to AVEVA Technical Support will be available for the duration of the supported period as defined in the EOL notification or as otherwise agreed in writing with AVEVA.
3. Software support, during the supported period will include bug fixes, maintenance releases, work around, or patches for support incidents reported through the AVEVA Helpdesk on a best efforts basis.
4. You will need to ensure that you have a current and fully paid annual or rental software licence fees for the affected product to access Technical Support.
5. We strongly recommend that EOL products are replaced/upgraded with AVEVA alternative products.
6. Our Account Managers and support staff are available to assist with any questions and provide guidance on transitioning off of EOL products.

Product Definitions

To view a complete list of Product Definitions, see insertion below.

Policy Disclaimers

- AVEVA may refuse to supply Patches and Fixes for Software if the problem or defect can be resolved by upgrading to the Current Version.

- AVEVA obligation to provide customer with Software support is contingent on the following: (a) the Software must be covered under a valid paid license; (b); and (c) the Software must be operating in an AVEVA supported configuration.

- This policy applies to all AVEVA Group Products unless otherwise specified in our End-of-Life communications.

- AVEVA may change or update or modify this policy in the future.

Support : Product Definitions

Current Version	Latest generally available Version.
Fix Release	Is a partial issue of the product, which is issued to correct an urgent priority / critical problem. It is sent only to the Supported Location reporting the problem, accompanied by brief documentation
Major Release	Is 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.
Product	AVEVA Software
Product License	An agreement between AVEVA and the Customer which governs the use of the Products
Product Support	Is the software support service provided by AVEVA for the corrective maintenance for its products. Please see section headed Product Support for applicability

Service Pack Release	Is 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.
Software	AVEVA Software
Software Upgrade	Migration to the Current Version, v1.r1.r2, of the Software. Upgrades are provided to customers under a current maintenance agreement.
Support Incident	A request for support, which may be a question, software defect report or software enhancement request.
Supported Location	A customer site referenced in the Product License to which support is provided by AVEVA Support Offices for those Products listed in the Product License.
Support Office	An AVEVA office location where resident product specialists are available to respond to customer requests for support.

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