



Sunset Policy

CSI Software, LLC (“CSI”) focuses on supporting rapidly-changing technologies, and on innovating to provide customers with the most stable and useful set of products and services possible, and consequently, products and services may go through major updates or be replaced with newer products. As new versions, products, and services are introduced, CSI actively plans for sunset of older services and software versions as well as specific product features. Below is CSI's sunset policy (“Policy”) to help customers better manage their end-of-life transition and to understand the role CSI can play in helping to migrate to updated alternative CSI technologies. This Policy explains the type of support services CSI will provide for Licensed Product and services during a product's life cycle. For the purposes of this document, “Support” and “Maintenance” are used interchangeably.

1. Definitions.

- a. Sunset/Sunsetting or End of Life (EOL) refers to when CSI ceases marketing or offering a particular Licensed Product or a Major Release for a particular Licensed Product. When a Licensed Product is sunsetted, it enters the sunset, or EOL, period. The Sunset or EOL Period starts when the next major version of a product is released—or at such other time when CSI announces to customers that a given product has been discontinued—and ends at the time designated by CSI in the EOL or Sunset announcement, which may vary.
- b. End of Support (EOS) begins after the expiration of the sunset period when software shall be deemed at End of Support, or as an EOS version or product.
- c. CSI Community refers to CSI's online knowledge sharing site called CSI Discussions, available through customer log-in to CSI's website. The content of the CSI Discussions sites is provided on an "as is" basis.
- d. Licensed Product refers to the CSI software product or services you license, which is governed by the applicable agreement between you and CSI.
- e. Releases for Licensed Product are categorized as Major Releases or Maintenance Releases.
 - i. Major Release/Version means a new release of the Licensed Product that incorporates the last Maintenance Release(s) (if any) and may include additional enhancements to the Licensed Product. Major Releases may include architectural changes and major feature changes, as well as new features and functionality. The terms “Release” and “Version” are used interchangeably in this document.
 - ii. Maintenance Release means a release of the Licensed Product that provides cumulative patches* for a particular Major Release. A Maintenance Release typically does not contain new features or new functionality. *Patches are software code updates that resolve specific software deficiencies. These are typically designated as a build number associated with a specific release.
- f. Support Services are the maintenance support services for Licensed Product. Customers must have a current agreement and be up to date on all amounts due under the agreement in order to receive Support Services (in accordance with this Policy).



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2. **Full Support.** CSI provides Full Support for Licensed Product for which the customer has a current agreement for the current version of any software or services with all Maintenance Releases applied. For customers with the current major version of the software who have not applied all available patches, support may be limited to configuration assistance, activation assistance, and general questions.
3. **Sunset Support.** CSI provides a more limited level of Support Services for software that is in the Sunset Period. Limited support is provided for customers who have installed all patches available to the Sunset Version. Support services may not be provided if all available fixes have not been installed. If all patches have been installed, the customer shall provide CSI with a fully reproducible scenario in which the error occurs. For the first nine (9) months after Sunset is initiated for a product, CSI may, at its option, provide an additional patch to the Sunset Version or offer a work-around. Partial support will be subject to the availability of resources and may be limited as CSI determines. At nine (9) months after Sunset, CSI shall provide configuration support or work-arounds only. No defects shall be corrected in Sunsetting versions after nine (9) months. No new features or enhancements shall be added to Sunsetting versions of software.
4. **End of Support.** After Sunset or End of Life (EOL), a product shall be deemed at End of Support (EOS). EOS products and versions shall have CSI Discussions (self-help) support only. Customers may opt to purchase pay-per-incident (PPI) support for EOS products or versions; however, this support shall be limited to configuration only and shall not include any fixes, patches, or enhancements to the unsupported version. PPI support entitles the customer of an EOS product or version to submit a ticket through the online HelpDesk. Fees for PPI shall be at CSI's then-current applicable rates.
5. **Contract Commitments.** Notwithstanding any of the foregoing, in the event that any Licensed Products or Versions thereof are scheduled to reach EOL or EOS without a replacement or new version of the Licensed Products being made available to the customer, such Licensed Products will be supported by CSI in accordance with the applicable Order Form and Service Agreement for the remainder of the then-current term of such agreement.