



Software End of Life (EOL) policy

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HYCU is committed to providing quality, supportable solutions to our customers. Rapidly changing on-premises and cloud technologies drive the need to introduce new versions that keep up with the latest changes in the ecosystem. To make sure we are able to keep providing the upgrades to customers and to keep supportability up, HYCU makes the upgrade process simple and retires older versions of the solution.

To enable customers to keep their systems current, we provide an End of Life (EOL) Policy to help our customers and partners understand our product release and support cycles. This EOL Policy only pertains to customers with an active and valid software support or subscription contract (“Support”).

This policy describes customer-installed software and does not cover cloud services, which are updated and maintained as needed by HYCU. Where applicable, HYCU will ensure that cloud services are compatible with the maintained software versions.

Policy Definitions.

- **Software** means any HYCU software licensed to customers for commercial purposes.
- **Software versions** are designated, at HYCU’s sole discretion, using the format “X.Y.Z-n”.
- **Major Release.** The number in the “X” position in the Software version number identifies a HYCU Software release as a Major Release. A new Major Release has a large feature payload and a number of bug fixes.
- **Minor Release.** The number in the “Y” position in the Software version number identifies a HYCU Software release as a Minor Release. A new Minor Release has a nominal feature payload and a number of bug fixes.
- **Maintenance Release.** The number in the “Z” position in the Software version number identifies a HYCU Software release as a Maintenance Release. A new Maintenance Release contains a number of bug fixes and generally does not include new features.
- **Update Release.** The “n” position in the Software version number identifies a Software release as an Update Release. An Update Release typically contains a small number of bug fixes.
- **Release Date** means the date a release is made generally available.
- **Error** means any reproducible failure of the Software to perform any material function as set forth in the Documentation.
- **Troubleshooting** means that HYCU will provide support including, but not limited to access to the Knowledge Base and workarounds for the issues. This includes access to and deployment of existing releases, but not any new releases.
- **Maintained** means that HYCU will provide support including, but not limited to new Maintenance and Update Releases for the issues in addition to Troubleshooting.
- **End of Maintenance (EOM)** means a date from which HYCU will not provide any new Maintenance or Update Releases.
- **End of Support Life (EOSL)** means a date from which HYCU will not offer any support apart from access to the Knowledge Base and workarounds.

Support Policy.

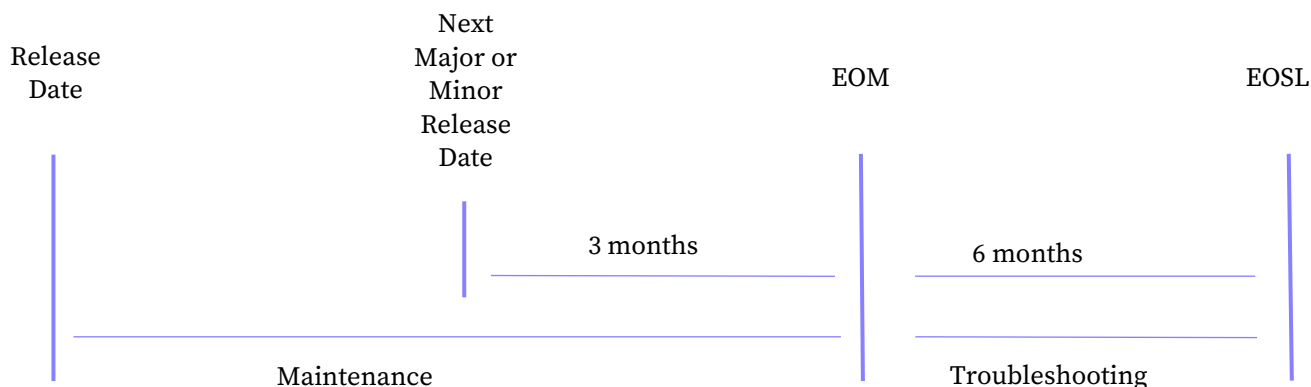
Software EOL Policy.

Each Release is Maintained for three (3) months after the Release Date of the next Major or Minor Release.

At the end of the Maintenance period, each Release receives Troubleshooting support for the subsequent six (6) months.

- Example #1: If HYCU releases HYCU 3.5 on 10th of December 2018 and HYCU 4.0 on 26th of June 2019, HYCU 3.5 will be maintained until 26th of September 2019 and Troubleshooting will be available until 26th of March 2020.
- Example #2: If HYCU releases HYCU 4.0 on 26th of June 2019 and HYCU 4.1 on 25th of March 2020, HYCU 4.0 will be maintained until 25th of June 2020 and Troubleshooting will be available until 25th of December 2020.
- Example #3: If HYCU releases HYCU 4.3 on 23rd of September 2021 and HYCU 4.5 on 26th of April 2022, HYCU 4.3 will be maintained until 26th of July 2022 and Troubleshooting will be available until 26th of January 2023.

All Maintenance and Update Releases will be provided in a cumulative fashion. When a new Maintenance or Update Release is available, the previous Maintenance or Update Release for the same Major or Minor Release will cease to be Maintained.



Anticipated Software Release Cadence.

Major or Minor Releases are typically made available every four (4) to (8) months.

Maintenance and Update Releases are typically made available every two (2) to four (4) months.

HYCU Manager Compatibility.

Each HYCU Manager Release will be compatible with the current HYCU backup controller version and previous Maintained versions.

HYCU Manager will not be compatible with newer versions of the HYCU backup controller.

