

Software AG Maintenance Policy Overview

Introduction

The Global Software AG Maintenance Policy describes the maintenance periods, the version life cycle, and the maintenance services to be delivered during the life cycle of a version. The Global Maintenance Policy applies to software products under license of Software AG that run under platforms supported by Software AG and maintained by vendor (Software AG products).

The Software AG Maintenance Policy described hereafter supersedes all previous Maintenance Policy statements. Detailed information about maintenance windows for a specific product, version and platform can be found in the Product Version Availability section on the Software AG Customer Extranet <https://empower.softwareag.com/>

Maintenance Policy Overview

The key date in the release cycle of Software AG products is the date of General Availability (GA). At the time of General Availability (GA), our products will enter the first stage of support, called Standard Maintenance. After Standard Maintenance, products move first to the Sustained Support stage (defined below), and then to Self-Service support.

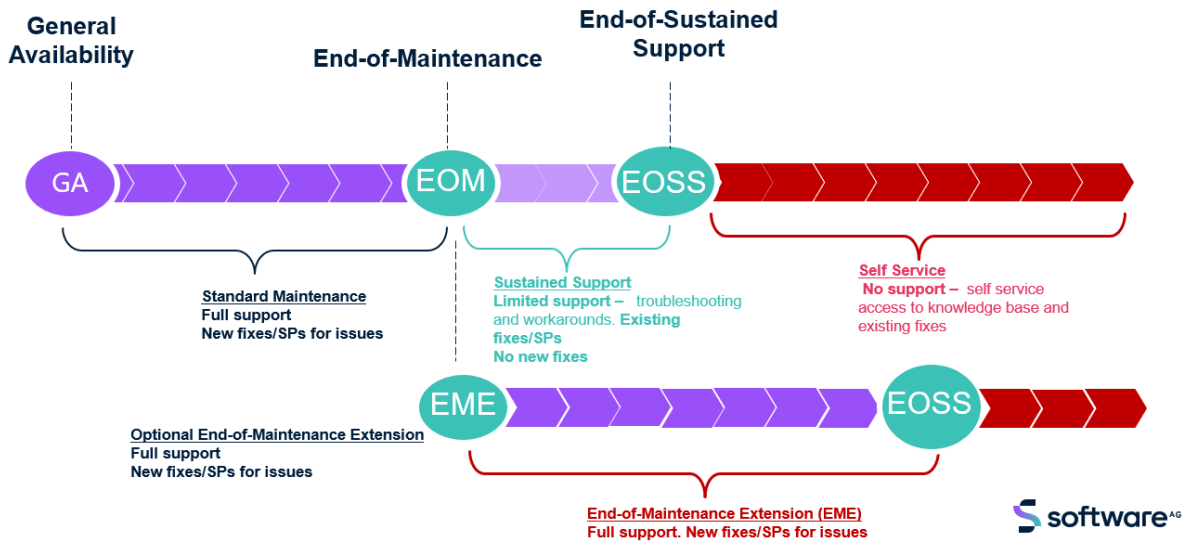
As always, we will deliver on this policy as long as the required third-party solutions (e.g., applications, database drivers, operating systems, JVM's, etc.) are also under active support from their respective vendors. Furthermore, Software AG may require that, to address a problem encountered with a version of the software, the customer first installs the latest fixes for the products to resolve the issue.

Definition of Maintenance Policy

Standard Release

A Standard Release is one with the standard duration of maintenance and support. Software AG's Maintenance Policy is divided into milestones (green and purple ovals) and stages (colored arrows).

STANDARD MAINTENANCE POLICY



Standard Maintenance

When all relevant Software AG personnel sign off on the readiness of the software it is released as General Availability (GA) for all contracted customers. At this time, the product officially enters the stage called Standard Maintenance. During Standard Maintenance, our Global Support and Research and Development staff fully support GA releases by delivering defined product support services and fixes, as defined below, that address customers' needs. When a GA release is delivered, Software AG provides Standard Maintenance. Software AG may require that, to address a problem encountered with a version of the software in Standard Maintenance, the customer first installs the latest fixes on the products.

Sustained Support

Sustained Support is for customers who find their implementations in a stable, static environment with little need for change. Customers running products during the Sustained Support period will receive web-based and telephone assistance from Software AG Global Support, but no new fixes will be created for the software. All fixes released during the Standard Maintenance period are downloadable via the Software AG Extranet Site. Sustained Support is covered by the customer's maintenance fees. Customers who require support for more active environments are encouraged to upgrade to the latest GA release. If production product support coverage is needed for an EOM or EOSS version, an End of Maintenance Extension (EME) contract can be purchased to provide support for these version(s).

Self Service

At the End of Sustained Support (EOSS), Software AG provides unlimited electronic Self Service for the products. Customers may access hints and fixes from our Software AG Extranet site but are not able to open new support requests. Electronic Self Service is covered by the customer's maintenance fees. Customers who require support for more active environments are encouraged to upgrade to the latest GA release. If production product support coverage is needed for an EOM or EOSS version, an End of Maintenance Extension (EME) contract can be purchased to provide support for these version(s).

End of Maintenance Extension End of Maintenance (EOM) is the stage of the product lifecycle in which the Software is no longer fully supported by Software AG and no new fixes are created for the Software. When Software enters EOM, a customer may acquire an End of Maintenance Extension (EME) during which such customer will continue to receive standard support and maintenance services as if the Software had not entered EOM and Software AG will continue to create fixes for such customers. End of Maintenance Extensions are made available at Software AG's sole discretion and can only be provided as long as the required third-party solutions (e.g., applications, database drivers, operating systems, JVM's, etc.) are also under active support from their respective vendors.

Support Phases	Web and Phone Support Provided	New Fixes Created	Typical Duration*
Standard Maintenance	Yes	Yes	36 to 60 months for Standard Releases
Sustained Support	Yes	No	12 months for Standard Releases

Specific Product Support Information

* Duration may vary. Please refer to the **Product Version Availability** section found on Software AG Extranet Site for details on availability and End of Standard Maintenance for specific product versions, and platforms.

Platform Dependencies

If a vendor stops the maintenance of a platform or an operating system, Software AG also stops maintenance services for all product versions released on that platform or operating system. In that case, Software AG's final maintenance window closes with vendor's maintenance stop date for those platforms or operating systems.

Software AG Fixes

Software AG creates fixes at the component level to resolve specific issues. These issues may be identified in our QA labs, or at customer installations.

Fixes are:

- Tested to ensure the issue is resolved within the target configuration.
- Regression tested to ensure that the fix doesn't negatively affect other areas.
- Cumulative, meaning they include all previous fixes for the given component.
- Made available to other customers via the Software AG Extranet Site <https://empower.softwareag.com/> or other channels.

Note: Fixes that are released after End-of-maintenance to EME customers are not available to customers who have not purchased the End-of-maintenance Extension.

Virtual Machine and Container Support

General Policy

Software AG provides for all its software the definitions of supported, documented platform configurations (referred to here just as 'supported platform') which will include specific Operating System (OS) and hardware configurations and may include Java Virtual Machine (JVM) and database versions. Customers can use a commercially available virtualization or container environment for a Software AG production environment if it accurately and completely emulates one of the supported platforms.

Customers who use virtual or container environments are required to comply fully with their contractual terms and conditions for licensing.

Software AG tests its software for operation on the supported platforms and not specifically against all possible combinations of hardware that might comprise that platform (for example, file system, disk controllers, memory configuration, display devices and so on). Therefore, the correct expertise, provision, and management of a hardware configuration to support the platform remain the responsibility of our customers, whether directly using physical hardware or a virtualization environment.

Software AG tests and supports certain products on the specific virtualized or container environments listed in the system requirements section of the product documentation. Customers can use a different virtualized or container environment that accurately and completely emulates one of the supported platforms; however, if they encounter an issue that Software AG judges might be caused by the virtualized or container environment, then the customer is responsible for reproducing the issue on an actual supported platform before further analysis can take place. Software AG Global Support will refer customers to the Global Professional Services group for guidance or recommendation about the use of virtualization or container software, or, if required, the best approaches for copying a system to a supported platform.