Software Lifecycle Policy for Dialogic® Software-Only Products

Overview of Policy

This Software Lifecycle Policy refers to the frequency and support cycle for each release of a Dialogic software product. The Policy applies to "major" or "minor" software release versions, but not to "service updates" (<u>note</u> - the terms "major", "minor" and "service update" are defined below). Per this Policy, Dialogic normally supports a major or minor software release for at least three (3) years.

Software Release Versions and Definitions

Major, Minor, and Service Update designations

- Each software release includes up to three numbers (x.y.z) designating Major (the "x"), Minor (the "y", where y ≥ 1) and Service Update (the "z", where z ≥ 1 – also sometimes referred to as a Point Release)
  - Examples:
    - 3.0 (major software release)
    - 3.1 (minor software release), 3.2 (minor software release)
    - 3.2.1 (Service Update software release)

Release Definitions

- **Major Release** – The 'x' represents a major release. Major releases may contain substantial architectural changes and/or significant new functionality. A license upgrade may be required to move from a previous release to a major release.
- **Minor Release** – The 'y' represents a minor release. Minor releases generally include new features/functionality and bug fixes, but usually no substantial architectural changes.
- **Service Update** – The 'z' represents a Service Update. A service update is a maintenance release containing bug fixes and/or minor new enhancements to functionality. Backwards compatibility is normally maintained between the service update and its corresponding major or minor release.
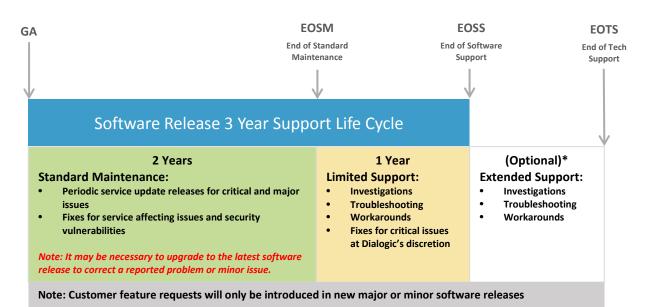
Key Terms

- **General Availability (GA):** A software product which has emerged from pre-release testing or evaluation and is available for production use.
- **End of Standard Maintenance (EOSM):** The EOSM date is the date when active engineering support from Dialogic will cease for the associated major or minor software release.
- **End of Software Support (EOSS):** The EOSS date is the date when the associated major or minor release will no longer be available and/or supported by Dialogic.
- **End of Technical Support (EOTS):** The EOTS date is the date when Dialogic Technical Support Services will cease taking service calls for the associated major or minor release.

Terms NOT used in the Software Lifecycle Policy

- Product End of Life (EOL) terms such as Last order Date (LOD) and Last Ship Date (LSD) do not apply to the Software Lifecycle

Software Support Lifecycle Stages (Time-Based)

GA	EOSM	EOSS	EOTS
	End of Standard Maintenance	**End of Software Support**	**End of Tech Support**

Software Release 3 Year Support Life Cycle

2 Years **Standard Maintenance:** • Periodic service update releases for critical and major issues • Fixes for service affecting issues and security vulnerabilities *Note: It may be necessary to upgrade to the latest software release to correct a reported problem or minor issue.*	**1 Year** **Limited Support:** • Investigations • Troubleshooting • Workarounds • Fixes for critical issues at Dialogic's discretion	**(Optional)*** **Extended Support:** • Investigations • Troubleshooting • Workarounds

Note: Customer feature requests will only be introduced in new major or minor software releases

* Requires a customized support agreement. Depending on the specific support agreement, limitations and/or restrictions may apply.

Standard Maintenance Stage

- Defined as the Initial two (2) year period of use and support for a major or minor release following its GA announcement.
- During this stage, the software release is in an active maintenance period, where Dialogic will provide:
  - o Periodic service update releases for critical and major issues
  - o Fixes for service affecting issues and security vulnerabilities
- Generally, new features will only be introduced in new major or minor releases – rather than service updates - unless otherwise communicated by Dialogic
- Note: It may be necessary to upgrade to the most current major or minor software release (once available) to correct a reported issue. Therefore, Dialogic reserves the right to provide bug fixes, patches, and/or service updates only for the most current major or minor software release, and may require that customers upgrade to the most current major or minor software release (once available) before applying a patch, fix, or service update.

Limited Support Stage

- This second stage of support begins two (2) years after the GA announcement of a major or minor software release, provided at least one newer major or minor release presently exists as an upgrade path.
  - o Note: A major or minor software release may remain in the Standard Maintenance Stage until a newer major or minor release is made available or a Product Change Notification (PCN) defines an EOSS date
- During the Limited Support Stage, Dialogic Technical Support Services continues supporting the existing functionality of the major or minor release, including investigations, troubleshooting and workarounds for defects encountered.
- The technical support from Dialogic during the Limited Support Stage is geared towards helping customers upgrade to the most current major or minor software release; however, fixes for critical or service affecting issues can be provided at Dialogic's discretion and would only be eligible to customers covered under a then valid support agreement.

Extended Support stage

- The commencement of the Extended Support Stage is triggered by the EOSS date.
- Support of a Dialogic software release that has entered this Extended Support Stage may sometimes be obtained (at Dialogic's option) through customized extended support agreements.
  - In the event that a customized agreement is entered into for extended support, Dialogic will support the existing functionality of the customer's applicable major or minor software release, including investigations, troubleshooting and seeking workarounds for defects. However, Dialogic will not provide fixes or new features to a software release in the Extended Support Stage, even for those with a customized support agreement. Instead, customers will be expected to upgrade to the latest software release for any required software changes.
- After the EOTS date, Dialogic will no longer accept technical support calls on a software release. Generally, the EOSS and EOTS dates will be the same, unless a customer has obtained a customized extended support agreement, which in certain cases may allow the customer to still make technical support calls following the published EOTS date.
- For pricing and other conditions of customized support, contact your Dialogic sales representative.