

End-Of-Life Policy

HCL ERX Telecom Software Products



End-Of-Life (EOL) refers to the process of discontinuing a product (or version of a product) and defines the events and timing pertaining to availability of sales and support. This End-of-Life Policy applies to ERX Telecom software products and defines the support available during the various phases of the product lifecycle.

EOL is a normal part of any product lifecycle, and HCL is issuing this policy to help customers navigate the milestones culminating in end of support. We are committed to maintaining continuity of support during the entire product lifecycle and will always strive to offer options for upgrade or to migrate to newer technology, as well as offering world class Services capabilities to assist in the migration.

The policy is effective as of Jan 1, 2021 and shall be posted, along with any updates, at <https://www.hcltech.com/ERX/Telecom-and-5G/SON/HCL-SON> or <https://www.hcltech.com/ERX/Telecom-and-5G/iCEX-DeviceMgmt/Announcements>. This policy supersedes any previous version of the policy.

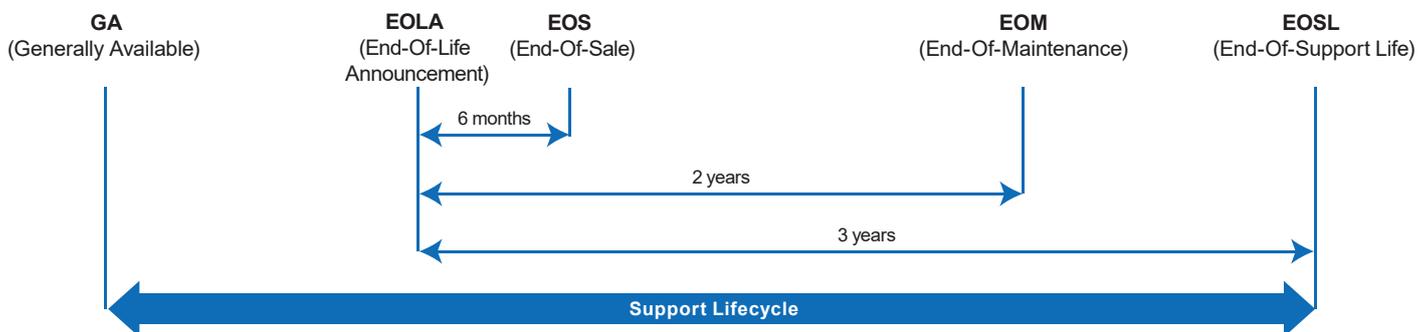
Product Lifecycle Definitions

- **Support Lifecycle:** The period from when a product or release is made generally available for sale until the last date of support.
- **GA – Generally Available:** The first date the product is available to purchase and use.
- **EOLA – End-Of-Life Announcement:** The date the EoL is announced to the public.
- **EOS – End-Of-Sale:** The last date the product will be available to purchase and/or assigned support contract.
- **EOM – End-Of-Maintenance:** The last date after which HCL will no longer issue maintenance releases, bug fixes, patches, or updates. After this date HCL Engineering will no longer develop, maintain, or test the software.
- **EOSL – End-Of-Support Life:** The last date to receive applicable service and support for the EOL product.
- **Major Release:** A product software release that adds material new features and/or functionality (e.g. 19B, 20A, 20B, 7.0, 8.0).
- **Minor Release, Maintenance Release, Patches:** A product software release which includes bug fixes, minor improvements, security and vulnerability patches (e.g. 20A.1.2, 7.1.1).

EOL Policy Guidelines

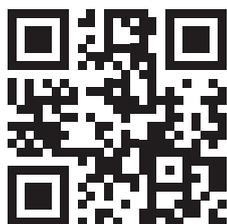
- HCL will generally announce EOL for a product or product version 6 months before the End-of-Sale date.
- EOL Announcements will be posted on <https://www.hcltech.com/ERX/Telecom-and-5G/SON/HCL-SON> or <https://www.hcltech.com/ERX/Telecom-and-5G/iCEX-DeviceMgmt/Announcements> and will include details about milestone dates and upgrade/replacement options, if applicable.
- HCL EOL will be issued for Major Release software versions, which includes in it any Minor Release, Maintenance Release and Patches.
- The standard support period offered after the EOLA date will be 3 years, and the standard software maintenance period will be 2 years. However, HCL reserves the right to specify a shorter or longer period, at the time of EOL announcement, based on market conditions and the frequency and availability of upgrade or replacement options. Typically support will only be offered for the current release and one or two previous Major Releases.
- You must have an active support contract to receive support. Support terms and conditions are specified in the customer's support contract and will be honored during the entire Support Lifecycle.
- Minor Releases, Maintenance Release, and Patches will continue to be available through the EOM date. After the EOM date, no further bug fixes or vulnerability updates will be issued.
- Support contracts may be renewed at any time within the Support Lifecycle, but must be terminated as of the EOSL date.

Support Lifecycle and EOL Event Timelines



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HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.



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