

# End-of-Life Policy

## Purpose

Products reach the end of their product life cycle for a number of reasons. These reasons include market demands, technology innovation and development driving changes, or the products simply mature over time and are replaced by functionally richer technology. While this is an established part of the overall product life cycle, Tax Computer Systems Limited (TCSL) recognizes that end-of-life (EOL) of products prompt companies to review their use of software and services.

Therefore, we have set out below TCSL's End of Product policy to help manage the EOL transitions and to explain the role that TCSL can play in helping to migrate to alternative TCSL products and technology.

## Scope

TCSL's End of Life Policy ("Policy") applies to software and services, including subscriptions, and offers that combine any of the foregoing.

The purpose of this Policy is to document the requirements for the End of Life (EOL) for all TCSL software, including subscriptions, and services ("Products").

This Policy applies to EOL notifications given to all customers on or after 31 October 2020.

## Policy

End of Life Milestones (all of the below apply only if you have an active services contract or subscription):

- External notification of end of sale is typically three (3) months before End of Sale (EOS) date. EOS date is the date on which you can no longer purchase the product, service or initiate a subscription. Such notice will be emailed to existing customers to the email address that is on TCSL's records as being the main contact.
- No subscriptions with a term that goes beyond Last Day of Support (LDOS) will be sold after EOS Notification Date.
- For Subscriptions ordered before the EOS date that has already been notified to other customers, the auto-renew date cannot exceed LDOS date.
- The LDOS will be notified to each customer when the EOS notice is given. Typically the LDOS date shall be 12 months after the EOS date. Until the LDOS all existing customers under licence for the product declared to be an EOL product shall continue to receive the support services as set out in the relevant licence agreement.
- Customers may be required to install newer software version to receive any of the above continued software support.
- Following the LDOS date, any software or services subject to an EOS notice shall no longer be supported.
- Customers may renew or add-on to an existing subscription or licence on or following an EOL notice prior to the LDOS and change or upgrade to a new or different product if available or applicable.