

END-OF-LIFE POLICY

(Return Material Authorization and Dead on Arrival)



VisioLogix Corporation (VisioLogix) provides support and maintenance during the stated time periods for each of the releases of each of its products, the "lifecycle".

The lifecycle allows customers and partners to effectively plan, deploy and support VisioLogix products. Each VisioLogix product lifecycle identifies the various levels of maintenance for each release of such product over a total period of up to five (5) years for VisioLogix's C3 Sentinel, CITE and ImDVR™ software and up to two (2) years for all other VisioLogix products, in each case from the initial release date, which is often referred to as the general availability (GA) date. VisioLogix provides this lifecycle for transparency, but may make exceptions from this policy if conflicts arise.

VisioLogix provides updates at its discretion, where such updates are aggregated as a service pack, minor release or individually as a hot fix. Updates may contain security fixes, bug fixes or feature enhancements. VisioLogix may release any update independent of customer reported issues.

Details

The lifecycle for a version of a VisioLogix product consists of a Standard lifecycle of either five (5) years for VisioLogix's C3 Sentinel, CITE and ImDVR™ software or two (2) years for all other VisioLogix products, plus an extension of one (1) year of Limited Support (as defined below), followed by optional years Extended Support (as defined below) and then none thereafter.

The following table illustrates what falls under software maintenance during each phase of the lifecycle:

	Standard	Limited	Extended²	None
New Features ¹	Yes	No	No	No
Enhancement Requests	Yes	No	No	No
Issues Resolution	Yes	Yes ³	Yes ³	No
Critical Security Updates	Yes	Yes	No	No
Support	Yes	Yes	Yes	No
Knowledge Base Access	Yes	Yes	Yes	Yes
Forums	Yes	Yes	Yes	Yes
Hot Fixes	Yes	Yes	Yes	No

¹Available to customers still under warranty or with current maintenance agreement only

²Extended support is available at a fee

³Critical priorities only

1. Support access depends on the maintenance level purchased. Details of maintenance and support services are provided as part of VisioLogix's software license agreement.
2. VisioLogix may choose to address issues with a significant business impact for the customer through a hot fix. Each hot fix shall be subject to the same lifecycle as that of the release it applies to.
3. VisioLogix may provide enhancements with new releases at its discretion. Our goal is to provide at least one new release per year.

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Standard Lifecycle

Provided a customer is current with maintenance or subscription, standard product support shall be provided for each released version for up to three (3) years; or five (5) years for C3 Sentinel, CITE and ImDVR™ products. Product support includes hot fixes and patches for software defects that materially prevents product use and any available workarounds for other non-critical software defects.

During the Standard lifecycle and at its discretion, VisioLogix (i) may fix bugs in a current release and deliver it as a hot fix; or (ii) may schedule bug fixes in a future release. Customers that are current with maintenance may request support for any severity level issues.

Limited Support

Provided a customer is current with maintenance or subscription, limited product support starts immediately at the end of Standard Support and continues for one (1) year. Limited Support includes email and hot-line support, problem investigation, and providing problem resolution recommendations based on existing knowledge, and existing supported product releases and patches ("Limited Support"). During the Limited Support phase, VisioLogix may provide qualified security updates at its discretion.

Extended Support

Provided a product qualifies for extended support and the customer is current with extended maintenance, extended support starts immediately at the end of Limited Support and continues for one (1) or more years (as determined by VisioLogix at its discretion). Extended Support includes email and hot-line support, problem investigation, and problem resolution recommendations based on existing knowledge and existing supported product releases and patches. During the Extended Support phase, VisioLogix may provide qualified updates of critical priority at its discretion.

Lifecycle Dates

All future dates mentioned for "End of Standard Lifecycle" and "End of Limited Support" and "End of Extended Support" are close approximations and subject to change.