

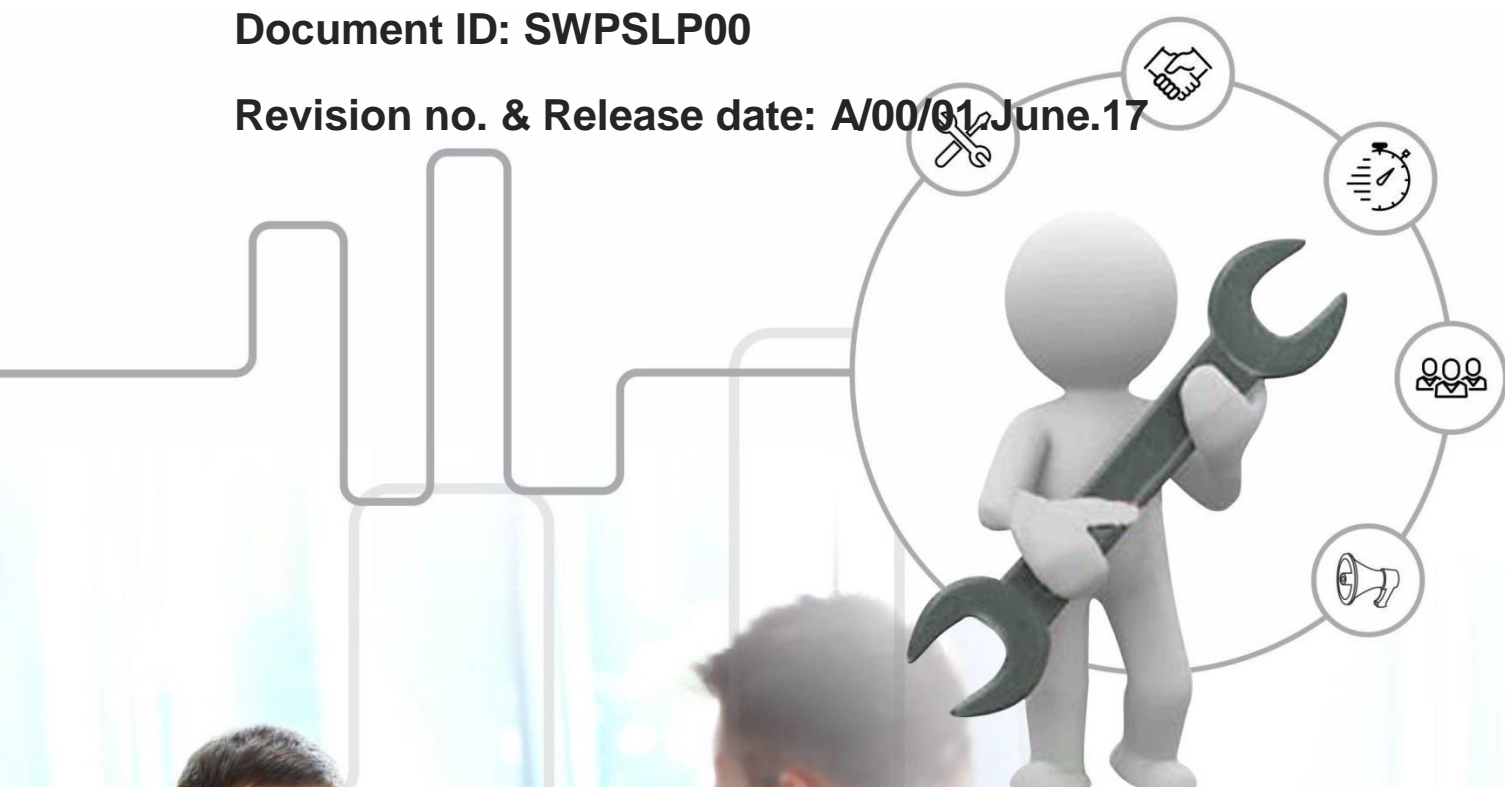
**Mahindra Comviva**

# Product Support Lifecycle Policy

Messaging and Business Solutions

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## Revision History

Issue No.	Revision No.	Release Date	Change Description	Prepared By	Reviewed By	Approved By
A	00	01-June-2017	Baseline Document for Release	Vamsi Madhav	SEPG, Varchas, Chandan, Piyush Prasad	SEPG, Varchas, Chandan, Piyush Prasad

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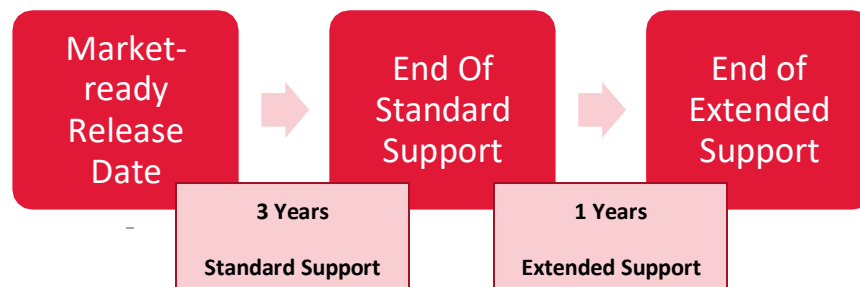
## INTRODUCTION TO THE POLICY

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At Mahindra Comviva, we have always focused on delivering value to our customers through innovation and excellence. It is precisely this focus that leads us to continuously enhance our software products and bring you new improved product versions at regular intervals. Even as we do so, we phase out older product versions and provide upgrade paths to ensure that you benefit from the continuous improvements we make and deliver the best service to your customers.

We at Mahindra Comviva believe that with ever-changing market needs and a rise in technological disruptions, there is a need for a sustainable and transparent product support lifecycle policy that helps you remain current and get the most out of your investment in our products.

This policy describes the stages in the lifecycle of our software products and the nature of support available at each stage.



## STANDARD SUPPORT

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In line with industry trends, we offer standard support for four years for every release of a product from the date the release is declared market-ready (MR) by us. MR dates are published on the Mahindra Comviva website for every release. For customers that are current on their Annual Maintenance Contract, Standard Support includes:

- ✓ Technical Support Services, as contracted.

- ✓ Customization Services, on a commercially reasonable basis
- ✓ Third-party Integration Services, on a commercially reasonable basis
- ✓ Scripts for "as-is" upgrades to newer versions. "As-is" refers to functionality that already exists in a version previously released.

Standard Support deliverables, as listed above, are meant to help you gain maximum benefit out of your existing software license investments. They also provide an upgrade path to help you migrate to newer versions and take advantage of product enhancements.

**At the end of the third year, from the MR release date, a software version is declared as having reached End-of-Standard-Support. For simplicity's sake, End-of-Standard-Support dates are usually aligned to AMC end date of the relevant year.**

**Product Note: The 3-year policy does not apply to all Comviva products, by default. Comviva may determine an alternate support time line based on customer need or other business considerations, entirely on its sole discretion.**

## **EXTENDED SUPPORT**

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While we expect that our customers would upgrade to newer versions before End-of-Support on their current version is reached, we understand that there will be situations that may demand extension of support. To support customers in such cases, we offer support extension for a maximum period of two years at an **additional charge over and above the existing AMC.** For customers that are current on their Annual Maintenance Contract, Extended Support includes:

- ✓ Technical Support Services, as contracted.
- ✓ Third-party Integration Services, on a commercially reasonable basis
- ✓ Scripts for "as-is" upgrades to newer versions. "As-is" refers to functionality that already exists in a version previously released.

During extended support, no customization services are offered by default.

At the end of the fourth year, from the MR release date, a software version is declared as having reached End-of-Extended-Support. For simplicity's sake, End-of-Extended-Support dates are usually aligned to AMC end dates of the relevant year.

**Product Note:** The 1-year support extension policy does not apply to all Comviva products, by default. Comviva may determine an alternate support time line based on customer need or other business considerations, entirely on its sole discretion.

## LEGACYSUPPORT

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We understand that under exceptional circumstances, our customers may be forced to continue using versions that have reached the end of their support lifecycle, beyond any stated support extension timelines. We do provide support in such cases to help our customers sustain their business. This would however be limited to a short duration and is intended to help our customers sustain operations, even as we help them plan for an upgrade. The duration, price and support deliverables in such situations will be worked out on a case-by-case basis.

## COMMUNICATIONPOLICY

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EOS dates for all software versions of any of our products are published regularly on the Mahindra Comviva website. Please visit the section of the website dedicated to the product of interest to view these details.

In addition, customers that are currently on a version that is reaching either End-of-Standard Support or End-of-Extended-Support will be notified of the same, at least six months prior to a version being declared such.

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