



Product (Version) Support Lifecycle Policy

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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	PMG SPOC in SEPG	SEPG, PMG heads	SEPG, PMG heads
A	01	01-May-2018	EOS dates updated for latest versions	PMG SPOC in SEPG	SEPG, PMG heads	SEPG, PMG heads
A	02	11-Sep-20	1) EOSS & EOES terms used consistently in lieu of EOS 2) Fixed EOSS & EOES (4 & 2 years) replaced by variables "X" & "Y" and may vary product wise as per dates mentioned in respective referenced EOSS-EOES Annexures	PEG SPOC in SEPG	SEPG, ALL PMG heads	SEPG, ALL PMG heads
A	03	24-Aug-22	Year updated in copyright statement. No other changes made in process document content.	PEG SPOC in SEPG	--	--

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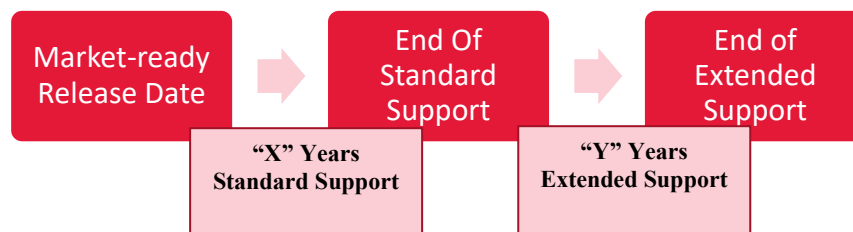
INTRODUCTION TO THE POLICY

At 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 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 product releases and the nature of support available at each stage.

SCHEMATIC FOR STANDARD/EXTENDED SUPPORT



Note: “X” & “Y” are as per the EOSS/EOES dates mentioned in respective product level annexures referenced at the end of this document

STANDARD SUPPORT

MR dates are published on the 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 "X" years, from the MR release date, a software version is declared as having reached End-of-Standard-Support (EOSS). For simplicity's sake, End-of-Standard-Support dates are usually aligned to either the 30th of April or the 31st of October of the relevant year.

EXTENDED SUPPORT

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 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.
 - No security patches shall be provided
 - No upgrades of 3rd party components shall be provided unless already certified as compatible with Comviva software version

At the end of "X+Y" years from the MR release date, a software version is declared as having reached End-of-Extended-Support (EOES). For simplicity's sake, End-of-Extended-Support dates are usually aligned to either the 30th of April or the 31st of October of the relevant year.

In scenarios where a product version is deployed at a customer site any time after it's MR (Market Ready) date, only the remaining duration of EOSS (End of Standard Support) and EOES (End of Extended Support) as published on Comviva website (www.comviva.com) shall be applicable.

LEGACY SUPPORT

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 and price of restricted AMC in such situations will be worked out on a case-by-case basis.

The scope of the restricted AMC would include service restoration (L2) and no L3 (software fix) will be provided for Comviva and 3rd party components.

COMMUNICATION POLICY

EOSS and EOES dates for all software versions of any of our products are published regularly on the 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 by respective Sales/Business Development/Support contacts from Comviva, at least six months prior to a version being declared such.

ANNEXURES

- [End of Standard Support \(/Extended Support, where applicable\)](#) for every product is available at Comviva website.
- ✓ We are committed to deliver a seamless migration and world-class support to all our clients. Therefore, we frequently engage with our clients to develop a plan for migration to the latest version and end of support for the older version.
- ✓ Please contact your local sales representative if you require any future information on our End of Support policy.

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