

Software End-Of-Availability Policy

Digital Lumens, Inc. will issue an End-of-Availability notice approximately sixty (60) to ninety (90) days before a software product is removed from our ordering system and price list.

The End-of-Availability announcement is distributed via email and includes an end-of-support date that is one (1) to five (5) years after the software product ceases to be available.

The End-of-Availability date for software products is the date after which no new major or minor software releases will be made available.

We will continue to offer our software maintenance and support services until the applicable End-of-Availability date on the software product as follows:

1. Telephone, email, and website support will continue for one (1) to five (5) years from the End-of-Availability date.
2. Software maintenance (patches and bug fixes) and security updates that support the software product for one (1) to five (5) years from the End-of-Availability date.

The End-of-Availability date for a software product applies to license upgrades associated with that software product. At our discretion, we may continue to make available for purchase these license upgrades for up to four years after the End-of-Availability date of the appliance.

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