



InfoScale Product Life Cycle

Effective 1 February 2026

Overview

The InfoScale Product Life Cycle Policy (“Policy”), sometimes referred to as the End of Life (EOL) Policy, describes the sequence of phases our products go through from General Availability (GA) through maturity and decline. The value of identifying the phases and applying timeframes, i.e., actual dates to each phase, allows you to plan your upgrades and migrations without any gaps in support.

This Policy describes how we typically handle the lifecycle of all our InfoScale product offerings. We may need to deviate from the general timelines presented in this Policy at our sole discretion. This Policy supersedes all previous versions of this policy. We reserve the right to modify this Policy at any time.

InfoScale Software Products

This Section describes InfoScale’s general approach toward the provision of maintenance/support during the product lifecycle of InfoScale software products. InfoScale may deviate from the timelines and support offerings presented here based on various factors such as market conditions, inbound licensing restrictions, newly acquired product lines, emerging products or InfoScale’s decision to EOL a product line as a whole. Actual dates are listed by product and version and can be found online.

Maximizing Value

To help realize the maximum value from InfoScale software products, you should install the latest version of your InfoScale products. The latest versions allow you to benefit from the latest functionality and feature enhancements, are designed to handle modern workloads, and provide you access to our most complete technical support and engineering assistance and resources. We encourage you to visit <https://www.infoscale.com> to see the exciting new features and capabilities of our latest software versions.



We understand, however, that your business constraints may delay you from upgrading and that you need to have the flexibility either to upgrade to new versions or decide to remain on an older version for a while longer. When you are unable to keep current on your InfoScale software products, we can provide you with additional support offerings that can extend certain limited features of maintenance/support coverage to you until you can upgrade. If you find yourself in this situation, please contact your InfoScale renewal sales account manager to discuss support options to ensure your critical business systems remain supported.

Product Life Cycle Phases

There are three phases during the product life cycle for a **Long Term Support (LTS)** software release: Primary, Extended, and Sustaining. Long Term Support (LTS) releases provide the complete life cycle and are suited for customers who prefer long term stability.

LTS Primary Phase: 3 years

LTS Extended Support Phase: 1 year

LTS Sustaining Support Phase: Renewable annually up to 6 years

The **Primary Phase** begins for a software release as soon as that software release is made generally available to you and our other end user customers (Generally Available or GA). If you have support during the Primary Phase you have the most complete level of support available, including bug fixes and patches for the software to establish or restore substantial conformity with the software's documentation. The Primary Phase typically lasts for a period of 3 years following the GA date of that particular software release. When InfoScale has determined an end date for the Primary Phase for a particular software release, it will update the online Product Life Cycle dates. You only need to purchase Essential Support during the Primary Phase to receive technical support. As Essential Support includes your right to access Upgrade Assurance (upgrades to software as they become generally available), an Essential Support subscription is required for support entitlement throughout the entire Product Life Cycle of that particular software release.

We strongly encourage you to upgrade to new releases in a reasonably timely manner, so you can continually receive all the benefits of Essential Support and take advantage of the new functionality and enhancements of those new releases.

As a particular software release ages, the costs to continue supporting it increase. During the Extended and Sustaining Phases we will continue to provide support on a commercially reasonable basis but will need to limit the level of effort invested into the older version, such as reducing personnel assigned to supporting this version or eliminating legacy in-house support environments and infrastructure for replicating customer issues.



The **Extended Phase** begins following the end of the Primary Phase. The purpose of the Extended Phase is to allow you additional time to receive support from InfoScale on an older software version before you are able to upgrade to a current software version. The Extended Phase usually lasts for 1 year at InfoScale's sole discretion. The final date for the Extended Phase will be posted online.

If you are unable to upgrade while the release you are using is still in the Primary Phase, we may choose to offer Extended Software Support for an additional fee. You must purchase Extended Software Support in addition to Essential Support to continue receiving support on an older software release. Extended Software Support extends many of the benefits of technical support, however our focus shifts in Severity 1 issues to service restoration or data retrieval rather than any engineering assistance. We only provide existing bug fixes or patches under Extended Software Support.

We may choose not to offer Extended Software Support for certain products or certain software releases. In that event, the Sustaining Phase will begin immediately after the Primary Phase. If InfoScale does not offer Sustaining Software Support either, the software release for that product will immediately reach its End of Support Life.

The **Sustaining Phase** follows the Extended Phase and is meant for customers who are still struggling to upgrade to a current software version but depend on support. The Sustaining Phase usually lasts from between 1 to 6 years at InfoScale's sole discretion. The final date for the Sustaining Phase (End of Support Life - EOSL) will be posted online.

For this phase, Sustaining Software Support is offered at InfoScale's discretion for an additional fee. You must purchase Sustaining Software Support in addition to Essential Support to continue receiving support on the legacy software version. Sustaining Software Support represents the final level of support we can provide on a particular software release before no further support of any kind is available. Sustaining Software Support extends some of the benefits of technical support, and our focus for any Severity 1 issues will be service restoration or data retrieval and 24x7 continuous efforts will not be available. We will use commercially reasonable efforts to address any support issues and will provide any existing bug fixes or patches, but no engineering assistance is available for new bug fixes, patches or security fixes on this version. In addition, InfoScale will likely have little to no support infrastructure for replicating any issues in-house. Sustaining Software Support is available in one-year increments.

We may choose not to offer Sustaining Software Support for certain products or certain software releases. In that event, the software release for that product will immediately reach its End of Support Life.

End of Support Life (EOSL) is the point at which the software version has reached the end of its maturity and we no longer offer support of any kind. You must upgrade to a newer, supportable version to continue to receive any support.



We may, at our discretion, decide to End of Life an entire product line. If you have a current support agreement, you will be notified in advance of the End of Support Life date. Support will not be available for this product following the End of Support Life date.

Short Term Support (STS) releases deliver rapid access to new features and innovations. STS versions are intended for customers who want access to the latest features more frequently. These releases only offer a short support window for the Primary Support phase with a short window for Sustaining support to allow for customers to plan and perform upgrades.

STS Primary Support: a minimum of 6 months (based on when the next minor version releases)

STS No Extended Support: STS releases do not qualify for extended support

STS Sustaining Support: This phase will be a maximum of 6 months. (same restrictions apply to this phase as LTS Sustaining Support)

STS End of Support Life (EOSL): An STS release reaches EOL approximately 12months after GA (6 months primary support + 6 months sustaining).

Patch Release

In addition to LTS/STS, InfoScale engineering will release regular patch updates to address bug fixes as well as security fixes. These have the standard format of x.x.x and will follow the product life cycle of the same x.x release. These patches will stop for the previous LTS release when the next LTS release occurs.

Policy Usage

The Product Life Cycle Phases are listed online for each InfoScale product and each product's versions.

Additional Fees

Fees for Extended Software Support and Sustaining Support are in addition to normal annual fees for Essential Support and will be calculated on an annual basis.

InfoScale Version	General Availability	Extended Support Starts	Sustaining Support Starts	End of Support Life
9.0 (LTS)	14 April 2025	14 April 2028	14 April 2029	To Be Determined
9.1 (STS)	12 December 2025	Not Applicable	12 June 2026	12 December 2026

Characteristics by PLC Phase

Detail	Primary Phase	Extended Phase	Sustaining Phase
LTS Duration	3 years (following GA)	1 year (following the Primary Phase)	1-6 years (following the Extended Phase)
STS Duration	6 months (approximate based on next release)	Not applicable	6 months
Level of Support			
Access to technical support	Yes	Continued	Continued
Development of bug fixes	Yes	No new bug fixes (access to existing only)	No new bug fixes (access to existing only)
Security vulnerability fixes (at InfoScale's discretion)	Yes (at InfoScale's discretion)	Limited critical security vulnerability fixes (at InfoScale's discretion)	No new security vulnerability fixes
Normal severity level support	Yes	Severity 1: service restoration/data retrieval; Severities 2-4: as normal	Severity 1: service restoration/data retrieval (24x7 not available); Severities 2-4: as normal
Standard support resources	Standard support resources	Limited support resources	Minimal support resources



Standard support infrastructure	Standard support infrastructure	Limited support infrastructure	Minimal to no support infrastructure
--	---------------------------------	--------------------------------	--------------------------------------