

Product Lifecycle Policy

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Keyloop Product Lifecycle Policy

Introduction

Throughout your relationship with Keyloop, we endeavour to bring you new Product Releases that optimise the value of our Products.

This document sets out our product lifecycle, from delivering innovation and added value, through to end of life – usually, ready for a new and improved product to supersede it. To support the latter stages of the product lifecycle, our End of Life (EOL) guidelines in this document outline key stages throughout that period. It is important that you stay up to date with new Releases – please speak to your Account Manager if you have any queries.

Unless otherwise stated, capitalised terms in this policy shall have the meaning given to them in Keyloop's Standard Terms and Conditions.

Principles

Here at Keyloop, we are committed to providing the highest quality Products and our aim to continuously improve our offering drives new Product Releases from time to time.

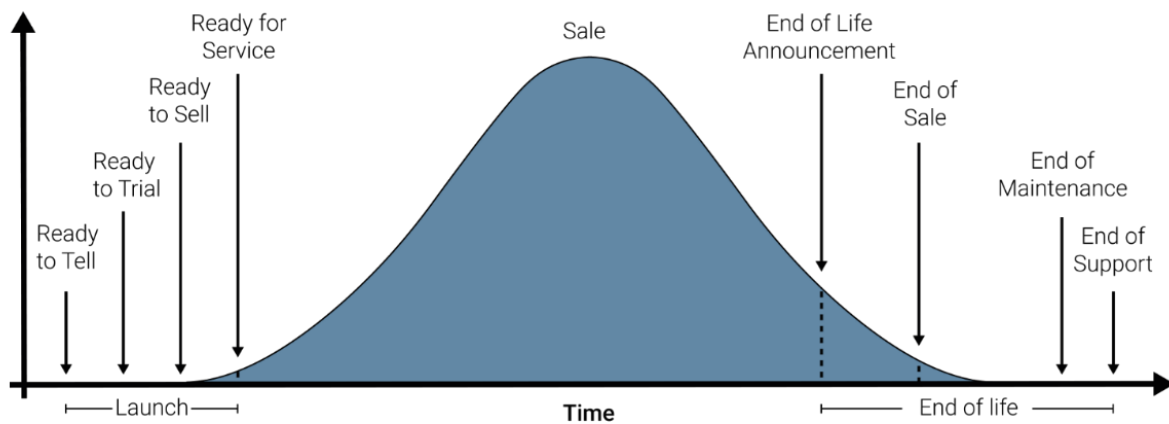
We understand that product evolution is inevitable and we strive to remain ahead of change to develop new product and technology innovation that delights our customers and delivers great customer service.

In a bid to provide the best offerings, some of our Products may reach the end of their product lifecycle. For Keyloop, this could be triggered by a number of factors including market change, Original Equipment Manufacturer product availability or new technologies emerging which allow us to innovate our product portfolio. While this is a consequence of the overall product lifecycle, we recognise that EOL milestones often prompt companies to review the impact to their business. To allow for appropriate management of EOL transitions, we have created the following guide for you when migrating onto new hardware, software or services.

We will support the latest Product Release and the previous Release only - older Releases may not be supported.

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Keyloop Product Lifecycle*



*The phases in the diagram above are estimates only and may differ by Product. Keyloop will take reasonable steps to minimise disruption to you, the Customer. We endeavour to achieve this through early engagement and consultation to migrate a Customer to a replacement Product where possible.

Guidelines and Process Steps

Our EOL process is defined by the following three phases beginning with the End of Life Announcement. Exact timescales and communications will be determined on a case by case basis.

End of Life Announcement

Definition: Announcement of our intent to stop selling and providing a Product, sent to current Customer base.

Process: We will typically aim to issue an End of Life Announcement at least 90 days prior to the End of Sale date. This announcement will generally specify the affected Product, its End of Sale date, its End of Maintenance date, and its End of Support date.

End of Sale

Definition: Final date that we may accept a signed quotation to provide the Product.

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Process: Following the End of Sale date, the relevant Products will be removed from the Keyloop sales catalogue and will not be available for purchase by new or existing Customers. Existing Customers may continue to receive Support Services in line with their Agreement until End of Maintenance.

End of Maintenance

Definition: Final date that we issue maintenance Releases for a Product.

Process: Following the End of Maintenance date, the relevant Product will no longer receive new Releases, bug fixes, patch updates or repairs. Enhancement requests and discussions will also no longer be made available. Customer support Cases may still be logged.

End of Support

Definition: Final date that Customers can receive Support Services in relation to the Product.

Process: Following the End of Support date, the relevant Product will be considered End of Life, will no longer be supported by Keyloop and may become unavailable for use. Customer's ability to continue using the Product after the End of Support date will depend on the circumstances.

Changes

Keyloop reserves the right to make changes and/or exceptions to this policy and process. Any updates to this policy will be published at <https://www.keyloop.com/legal-documentation>.