



## **SHAKA TECHNOLOGIES**

### **SOFTWARE END OF LIFE POLICY**

We are continually evolving the products and services we offer. These innovations mean that we periodically transition away from selling or servicing certain software products. This policy outlines how we handle support for software products that we have discontinued. As technology development drives changes we may change our policy, so we encourage you to check the site regularly to get the latest information.

If you have questions or would like more information, email us at [info@shakatechnologies.com](mailto:info@shakatechnologies.com) or call us on +442033972168.

#### **1. Definitions**

- a. End-of-Availability The date a product is no longer available from Shaka.
- b. End-of-Support The date a product is no longer supported by Shaka.
- c. License Upgrade Products on the Shaka price list that add capacity or software functionality to a software product through a license key. License upgrades include appliance product model upgrades that do not contain any hardware components.
- d. Software Product Stand-alone application software on the Shaka price list that are not upgrades or components of other products. Examples of application software products are licensed software applications that can be installed on non-Shaka hardware.

#### **2. End-of-Availability and End-of-Support: Software Products**

Shaka Technologies issues an end-of-availability notice generally 30 days before we remove a software product from our ordering system and price list. The end-of-availability notice includes an end-of-support date that is one year 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 maintenance and support services until the applicable end-of-support date on the software product as follows:

- Email, and website support for one year from the end-of-availability date
- Software maintenance (patches and bug fixes) on one or more major or minor releases that support the software product for one year from the end-of-availability date

The end-of-support 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 six months after the end-of-availability date of the appliance product.



### 3. Software Version Support

We determine at our sole discretion the timing and content of any software release. Updates for new versions of our software will be made available to customers under current paid support agreements.

Our software releases are designated by the form X.Y.Z (where X, Y, and Z are integers) and are characterized as follows:

| Release Type          | Release Designator Changes To  | Release Content  |
|-----------------------|--|--|
| Major                 | X changes to X' which is greater than X. Y and Z are set to zero.          | Contains significant new features, and may also contain minor new features and software error corrections.   |
| Minor                 | X does not change. Y changes to Y' which is greater than Y. Z set to zero. | Contains minor new features and may also contain software error corrections.   |
| Patch/Fix/Maintenance | X and Y do not change. Z changes to Z' which is greater than Z.            | Contains software error corrections (maintenance) to existing features and may occasionally contain minor new features that Shaka elects to provide as part of the Patch/Fix/Maintenance release instead of a Minor release. |

Our standard practice is to provide software support and maintenance on the following releases:

- I. The current or latest major or minor release of the software.
- II. The immediately preceding major or minor release of the software, for a period of one year after general customer availability of the current or latest major or minor release.
- III. The latest valid major or minor release for any end-of-availability appliance product or software product that has not yet reached end-of-support.

At our discretion, we may provide support for older releases. If you encounter an error in a version of the software that is other than the latest release of any type, we may require you to upgrade to a specified later version to obtain a correction of the error.

