End of Life Policy

End of Life (EOL) Policy Statement

Published by:	OneSpan N.V. Romeinsesteenweg 564 C B-1853 Strombeek-Bever Belgium Phone: +32 2 609 9700 Fax: +32 2 609 9709
Author:	Rik Swusten
Date of Issue: Version:	July 1st, 2018 1.05
Status:	Released

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Table of Contents

1   End of Life Policy

1.1   Introduction

OneSpan is the market leader for strong user authentication solutions, built around OneSpan's core VACMAN authentication engine and created to handle the authentication requests from DIGIPASS e-clients.

These solutions are brought to the market as server software offers or as standalone appliances, in combination with client hardware or software authenticators. The individual components of each solution can be hardware-products, software-products, or a combination of both.

OneSpan regularly reviews its product line to meet the changing needs of an evolving market due to new technologies, operating systems, depleted hardware stock or discontinued SKUs.

This paper provides insight into the OneSpan policies with regard to discontinued products and how the market is notified.

1.2   Applicable products

This End of Life Policy document is effective as of July 1st 2018 and is an update of the versions dated September 1st 2014, June 1st 2011 , June 1st 2010 and January 1st 2008.
It is applicable to all products officially released on or after January 1, 2008.

For products released before January 1, 2008, this policy can serve as a guideline or recommended method for EOL announcements.

1.3 Definitions of Terms

- **End of Life**

When a product's lifetime comes to an end, OneSpan will provide an End of Life notice at least six months prior to the End of Sales date.
The End of Support date will also be announced as far in advance as possible.

- **End of Sales**

When the End of Sales date arrives, the product will be removed from the pricelist and the sales of the product will be discontinued. At the same time, the Maintenance & Support offer for the product will be removed from the pricelist.

From a technical perspective, the product will enter 'maintenance mode.'

- **End of Support**

OneSpan will continue providing customer support for the product after the End of Sales date. However, customer support will discontinue after the End of Support date.

- **Maintenance Mode**

At the End of Sales date, the product enters 'Maintenance Mode' until the End of Support date.

During 'Maintenance Mode' the following conditions apply:

- OneSpan will continue to provide customer support to those customers who are entitled to it.

- OneSpan will continue to provide 'software maintenance' support for a minimum of 12 months to those customers that have a valid Maintenance contract for software products.

  During this time, the product will not be enhanced with new features or functions; only updates with critical bug fixes and minor changes may be released.

- OneSpan will continue to provide 'hardware maintenance' support for a minimum of 36 months to those customers that have a valid Maintenance contract for hardware products.

  During this time, the product will not be enhanced with new features or functions; only updates with critical bug fixes and minor changes may be released.

- **Customer Support**

While a product is in 'maintenance mode', OneSpan will continue providing the same customer support for the product as during the sales period.

Depending on the nature of the product, this may include:
- technical support: helpdesk service; exclusively to Certified OneSpan Engineers, Distributors and Integration partners.
- software maintenance support: minor changes and bug fixes
- hardware maintenance support: hardware repairs

1.4 General Policy Explanation

The End of Life policy defines and explains the period of time and milestones regarding a product's End of Sales and End of Support.

OneSpan will provide a minimum 6-month notice prior to the effective End of Sales date for any product to distributors and partners. The advance notice will include the product information, the product software version, the End of Sales date and the tentative End of Support date.

The EOL notice will be sent via email (Newsletter) to Distributors, Authorized Resellers and Certified Engineers, and will be published on the corporate public website (www.OneSpan.com) or related microsites.

When the product EOL is announced, the transition period is called 'End of Sales' period. During this period, customers are advised to upgrade, migrate or change to an alternative or replacement product. OneSpan will provide recommendations accordingly. For some products, a 'last buy' offer may be announced.

After the End of Sales date has passed, the product will be removed from the price list and can no longer be purchased. The Maintenance offer on the price list will also be discontinued. (See last paragraph for additional information.)
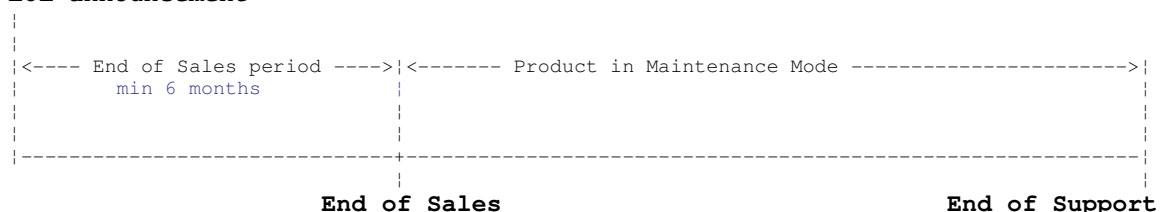
The product will enter 'maintenance mode' and no new features will be developed. However some updates with minor changes or bug fixes may be released.

After the End of Support date, no support for the product will be provided. If the customer has a valid Maintenance- and/or Support contract for the product, and the period of this contract extends beyond the End of Support date, the customer support for this particular customer and this particular product will continue until the end of the contract.

In case a product was sold with third and fourth year extended warranty included, OneSpan is committed to provide further services as described in the "OneSpan Standard Terms and Conditions" during this period, even if it extends beyond the End of Support date.

In certain cases, OneSpan and a customer may agree to establish an Extended Maintenance & Support contract to guarantee continued support for EOL products.

```
EOL announcement
¦
¦
¦<---- End of Sales period ---->¦<------- Product in Maintenance Mode --------------------->¦
¦       min 6 months            ¦                                                            ¦
¦                               ¦                                                            ¦
¦                               ¦                                                            ¦
¦-------------------------------+------------------------------------------------------------¦
¦                               ¦                                                            ¦
             End of Sales                                         End of Support
```

1.5 End of Life schedule

Milestones	Description	Period
End of Life announcement	Notification that a certain product has reached End of Life. Advice on alternative or replacement product.	At least 6 months before the End of Sales date.
End of Sales announcement	Notification that product sales will be discontinued after the End of Sales date.	Same as End of Life announcement.
End of Support announcement	Notification that Customer Support for a certain product will be discontinued after the End of Support date.	Same as End of Life announcement.
End of Sales date	Final date of sales of the product. Product will be removed from the pricelist. Product will enter maintenance mode.	
End of Support date	Final date of Customer Support for the product.	At least 3 years after the End of Sales date for hardware products. At least 1 year after the End of Sales date for software products.

```
EOL announcement
End of Sales announcement
End of Support announcement
               ¦
         ¦     ¦                         ¦
         ¦<──── End of Sales period ────>¦
         ¦          min 6 months         ¦
         ¦     ¦                         ¦
─────────+───── Product Sales ─────────>¦
         ¦     ¦                         ¦
         ¦     ¦                         ¦
         ¦     ¦                         ¦<─────── Product in Maintenance Mode ──────────────>¦
         ¦     ¦                         ¦                                                      ¦
         ¦     ¦                         ¦             hardware: min 3 years                    ¦
         ¦     ¦                         ¦                                                      ¦
         ¦     ¦                         ¦             software: min 1 year                     ¦
         ¦     ¦                         ¦                                                      ¦
─────────+───── Product Support ────────+──────────────────────────────────────────────────>¦
         ¦     ¦                         ¦                                                      ¦
       EOL                        End of Sales                                         End of Support
```
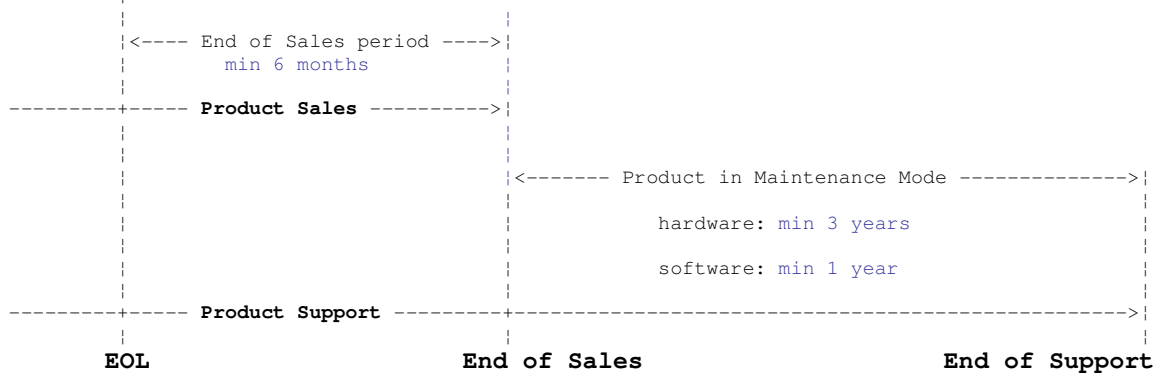
1.6 End of Support for obsolete product revisions.

When a new software version is released (Example V1.5), the previous version (Ex. V1.4) will automatically enter the End of Sales status.
This means that the older version will not be sold anymore, and only the new version will be sold and shipped to customers.
At the same time, the older software version will enter the Maintenance Mode period.
The support on the older software will end between at least 12 to 24 months after release of the new software revision. The exact period length will be communicated in the EOL communication.
The customer is advised to update to the latest version within this period, because after the Maintenance period, no support will be given anymore on the old version.
This End of Support also includes all preceding versions (Ex. V1.3, V1.2, etc.).

1.7 Exceptions to the Policy Milestones.

Some products cannot be updated with new software.
These products are not candidate for Support or Maintenance contracts and as such are not subjected to some of the guidelines in this policy.
This is the case for the DIGIPASS hardware, for example.
For these products, the Support Period is limited or equal to the Warranty Period.
Details on the services during the Warranty period can be found in the General Terms and Conditions document, that it shipped with the product.

2   Contact

For further information and/or any comment on this **End of Life Policy** document, feel free to contact:

Bernard Joly
Product Manager
Bernard.Joly@onespan.com

Bert Fierens
Product Manager
Bert.Fierens@onespan.com

Guillaume Teixeron
Product Manager
Guillaume.Teixeron@onespan.com

Nicolas Fort
Product Manager
Nicolas.Fort@onespan.com

Rik Swusten
Product Manager
Rik.Swusten@onespan.com

Sidarth Mishra
Product Manager
sid.mishra@onespan.com