

Accu-Tech End-of-Life Policy

Purpose

All products reach the end of their life cycle for several reasons, including market demands, technology innovation and development-driven changes, or product maturity and replacement with functionally richer technology. Even so, Accu-Tech also recognizes that end-of-life (“EOL”) milestones often prompt companies to review the impact to the Accu-Tech-branded software, services, or subscriptions in their networks. With that in mind, we have set this 's End of Life Policy to help manage EOL transitions and explain the role that Accu-Tech can play in helping to possibly migrate to alternative Accu-Tech technology.

Scope

Accu-Tech’s End of Life Policy (“Policy”) applies to all Accu-Tech-branded Software and/or Cloud Services (collectively “Products”). Versions or releases of Products that do not have a unique PID are not subject to this Policy. EOL support is contingent upon Customer having an active agreement for the Product with Accu-Tech.

Definitions

“Authorized Partner” means any of Accu-Tech’s authorized resellers, subcontractors, integrators, agents, or other business partners.

“Cloud Services” means those Accu-Tech-branded cloud services that Accu-Tech (or an Authorized Partner) shall offer and provide to Customer via the internet from servers that Accu-Tech either owns or manages and are subject to Accu-Tech’s Cloud Services Terms made available at www.accu-tech.com/termsandconditions.

“Combination Solutions” means those purchased solutions made up of a combination of Accu-Tech-branded Products.

“Customer” means the means the customer entity that Accu-Tech authorized to download, install, copy, access, and/or use the Software and/or access and use the Cloud Services.

“End-of-Life Date” means the last day a version or release of a Product will be supported per its standard support terms.

“End-of-Sale Date” means the last day a Product is made generally available for purchase.

“Software” means any software program(s) or otherwise made available to Customer and owned or licensed by Accu-Tech, as the context requires, in object code format, which may be required for Customer to access the Cloud Services and are subject to Accu-Tech’s End User License Agreement made available at www.accu-tech.com/termsandconditions.

EOL Policy

Software End of Life Support. For one (1) year after the Software’s End-of-Sale Date, Customer shall receive the maintenance and technical support equivalent that Company makes generally available for the Software, even when that one year of support extends past the overall lifespan of such Software’s initial release.

Cloud Services End of Life Support. Accu-Tech shall only support the then-current release of the Cloud Services.

Combination Solutions End of Life Support. Support for each component Product of the Combination Solution (e.g., Software or Cloud Service) will follow the relevant EOL policy as provided herein for such component Product, and the End-of-Life Date for one component Product will not extend the End-of-Life Date of another component Product.

Notifications.

This Policy covers all new EOL notifications for Accu-Tech-branded Products made in all theaters. EOL notifications are generally published six (6) months prior to the End-of-Sale Date. Such notice will be made available on www.accu-tech.com/termsandconditions. Please visit this site regularly as it contains useful information regarding Accu-Tech's Products and EOL program.