



## PRODUCT END OF LIFE POLICY

Last Updated January 3rd, 2022

### INTRODUCTION

As we continue to advance our technology, our products will go through a regular review to ensure that they are providing value to our customers. If the product becomes obsolete due to technology incompatibility or cannot meet its required revenue, we will retire it. Retirement can include a product replacement, certification downgrade or complete removal from the market. Below you will find the Amatis Notification Policy informing the impacted customers when we decide to retire a product or mobile application.

### NOTIFICATION PLAN

1 Year Prior to Retirement:

- All impacted customers will receive a detailed email including:
  - The product information, reason, and date for retirement
  - If the product is being replaced:
    - Steps to claim the upgrade will be provided
  - If the product is being removed from the market:
    - We will continue to provide technical support and security updates for at least 1 year from the date of the notification
- We will remove it from our quoting process for new projects

3 Months Prior to Retirement:

- We will place a general update on our website product page

The Week of Retirement:

- All impacted customers will receive a reminder email including:
  - The reason and date for retirement
  - If the product is being replaced:
    - Steps to claiming the upgrade



## **NOTIFICATION PLAN (MOBILE APPLICATIONS)**

All notices pertaining to mobile applications will be published in the release notes from the application store on the mobile device. The release notes will include:

- The product information, reason, and date for retirement
- If the application is being replaced:
  - The application that will be replacing it
- If the product is being removed from the market:
  - We will provide an end of life notice within a reasonable amount of time prior to removal from associated application stores and we will continue to provide technical support and security updates through application removal.