TNS CAS Product Lifecycle Process Document

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1 Scope

TNS CAS products, solutions and the services that support the Products (Support Services) move through natural product lifecycle phases which include introduction, deployment, growth and ultimately End of Product Sale (EOPS) and End of Support Life (EOSL). The movement through these lifecycle phases is based on speed of innovation, market demand, component availability and customer requirements. This Policy focuses on the latter stages of the TNS lifecycle management, the End of Product Sale (EOPS) process for Products, Solutions and Support Services. This Policy applies to all TNS CAS Products and related Support Services.
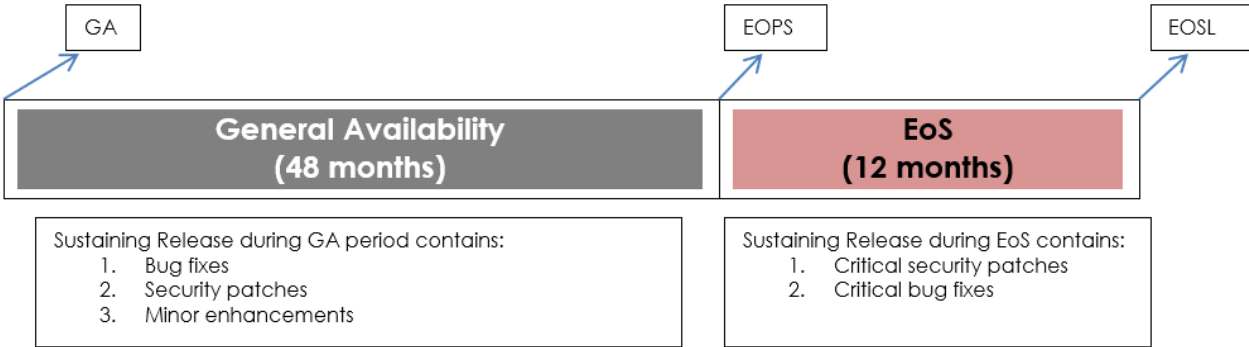
TNS reserves the right to amend or change this Policy in its sole discretion at any time. This Policy shall not be interpreted to create any contractual obligation by TNS to provide Products or Support Services to any specific customer, channel partner, service provider or other purchasers (except if agreed otherwise under an executed individual purchase agreement).

2 General Software Product Lifecycle Timeline

All TNS CAS Products have a lifecycle during which the Product is introduced and generally available for purchase for a period until TNS discontinues manufacture of the Product on the TNS announced End of Product Sale (EOPS) date. After the EOPS date, the Product is no longer available for purchase. Although Support Services for an EOPS Product will continue to be available for a period until the TNS announced End of Support Life (EOSL) date for that Product. After the EOSL date, Support Services are no longer available for that Product. TNS provides EOPS status notifications as a Product moves through its lifecycle.

There are three key dates involved in product lifecycle:

- GA or General Availability refers to the time that a Product is available for purchase and use in production by a specific customer.
- EOPS or End of Product Sale means the period that the Product is still supported but is no longer available for purchase.
- EOSL or End of Support Life means the time when the Product is no longer supported by TNS.

GA		EOPS	EOSL
General Availability (48 months)		**EoS** (12 months)	
Sustaining Release during GA period contains: 1. Bug fixes 2. Security patches 3. Minor enhancements		Sustaining Release during EoS contains: 1. Critical security patches 2. Critical bug fixes	

3 End of Product Sale & End of Support Life Policy

TNS generally supports a Major Release deployed in a customer network for a maximum duration of 5 (Five) years. The clock starts on the next business day the software release has gone through ATP (Acceptance Test Procedure) completion in production environment and the customer has confirmed the event via email or a written letter.

TNS shall issue EoPS notification on this Software release to this customer in event of completion of 4-year duration of deployment and the customer is current in annual maintenance support fee payment.

TNS support obligation shall cease within twelve (12) months from the date of EoPS notification for this customer.

4 End of Product Sale Notification

The End of Product Sale notification for an TNS Product for a specific customer will be distributed via an EOPS bulletin generally one year before the EOSL (End of Support Life) The EOPS bulletin includes the following information:

- End of Product Sale (EOPS) Notification Date
- Last Order Date
- End of Support Life Date (EOPS +1 Year)
- Replacement product release (if applicable)
- Recommended migration options

5 Release Support Matrix

TNS supports the Major Release and all Minor Releases respectively there under for the deployed Product.

New bug fixes will only be created for Minor releases within the supported Major Release for the deployed Product. Existing bug fixes and technical support will continue to be provided for all Minor Releases within the supported Major Release.

At a minimum, for a deployed product for a specific customer, the support for the last Minor Release or Maintenance Release will continue for one (1) year following the End of Product Sale Date of the Major Release of a Software Product.

6 Definitions

Term	Definitions
End of Product Sale (EOPS)	Date on which TNS stop selling a product to a specific customer
EOPS Notification Date	Date on which EOPS notification is released to customer by TNS
End of Support Life (EOSL)	Date on which TNS customer services discontinues support for a product/solution
General Availability (GA) release for a customer	Date on which ATP is completed on a customer environment and announced ready for production deployment
Major Release	A release of Software that provides additional software features and/or functions. Major Releases are designated by TNS as a change in the "x" digit(s) of the software version number [(x).y.z]
Minor Release	An incremental release of Software that provides additional software features. Minor releases are designated by TNS as a change in the "y" digit(s) of the software version number [x.(y).z]
Sustaining Support	Support Service where SLA for only Severity Level 1 is enforced