

## **END OF LIFE POLICY**

First Reference Inc. is committed to providing high quality, cost-effective solutions to our customers, and offering our customers prompt notice regarding changes or updates to our products. To achieve this, we have established the following End-of-Life (EOL) policy.

In order to offer our customers the level of service they demand, it is necessary to limit our support to current products. Therefore, as new versions of products are introduced, it is necessary to transition the previous versions to obsolete and unsupported (EOL) status.

### **Definitions**

A First Reference product reaches its “**end of life**” when the company will no longer develop, sell or support the product. After this date, customers must upgrade if they wish to receive support.

The time between a product update notice and the product’s end of life is the “**end of sales**” period. During this period, customers are advised to upgrade, migrate or change to an alternative or replacement product. First Reference will provide recommendations accordingly.

### **Reasons for updates**

The main reasons that we will update our products are:

- Structural changes to the product, to fix deficiencies or bugs in the product
- Regular content updates, for example, to incorporate or remove relevant legislative changes

Obviously, these changes are essential and regular in nature.

### **Notice of update and end of life of previous version**

Upon release of a new version of a product, First Reference will provide customers with three (3) months notice in order to allow users to obtain and implement the update. The notice will include product information, the product version, and pertinent information regarding support for the previous version, if any. Customers will be able to access support on upgrading the product during regular business hours.

### **Availability of updates**

Product updates will be available to existing customers. Support for new product versions may require hardware enhancements to memory, disk capacity, etc. First Reference will specify the minimum hardware requirements for supported software operation at each product release. While it is the customer's responsibility to purchase any needed enhancements, First Reference may be able to support customers in determining an alternative solution to hardware upgrade.

## **Access to support for EOL versions**

First Reference will not support EOL versions of software after the date defined in the notice of update.

First Reference will not fix defects in EOL products. If customers report a defect which has been fixed in a later release, they will be encouraged to migrate to the later release. The customer must pay any cost associated to that upgrade.

First Reference will deliver no future minor or maintenance releases for EOL products.

First Reference will not investigate or provide workarounds for EOL products.