Genesys Engage™ and PureConnect™ Lifecycle Policy

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GENESYS™
moments connected

Names	Modifications	Date
Walter Sun, Chris Lee	Updated to new format Added terms for Genesys Engage™ cloud	8/12/20

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1 Overview

1.1 Purpose of this Document

This worldwide lifecycle policy applies to the following Genesys Engage™ and PureConnect™ products.

- Genesys Engage™ on-premises
- Genesys Engage™ cloud
- PureConnect™ on-premises
- PureConnect™ cloud
- Hardware products

This Policy ensures that Partners and Customers have ample notice regarding Genesys plans to retire, stop selling, and stop supporting features, products, or product versions. This policy allows customers to plan the evolution and migration of their Genesys deployments well in advance of products reaching End of Support (EOS)[1]. This policy is effective from the effective date set forth above. It will not impact any existing End -of-Life (EOL) announcements.

1.2 General Lifecycle Guidelines

All information, including this policy, can be found via the Genesys Customer Care portal (link)

A listing of retired and EOL products and services is maintained at:

- Genesys Engage on-premises EOL table (link)
- Genesys Engage cloud feature/service deprecations (link)
- PureConnect EOL table (link)

[1] Genesys reserves the right to revise this policy from time to time; provided that any substantive changes shall become effective sixty (60) days from and after the "First Posting Date" (i.e., the first date such revisions were made available to Genesys Customers and Partners through the Customer Care Portal). It is each Customer's and Partner's responsibility to visit the Customer Care portal from time-to-time to learn about lifecycle policy changes and new EOL announcements.

Retirement/EOL notifications will be provided to customers via Genesys Customer & Partner newsletters and the Customer Care Portal. In some cases, customers may be contacted directly by the account team.

When retirement/EOL is announced for a product, a recommended migration path to alternative products and/or services will be provided in the announcement when applicable. However, Genesys makes no representations or warranties concerning whether the alternative product will offer all or some of the same or similar features.

Customers of premise products with a current Maintenance contract may be offered replacement product, as an update to EOL product, at no cost if, in Genesys' reasonable determination, the replacement product is equivalent to the EOL product, and the replacement product contains no additional features or functions

Certain costs may not be included in a replacement migration, such as (but not limited to): third party product; ancillary licenses; implementation; and, other professional services. Customers of premise products must be under a current Maintenance contract to obtain Maintenance and/or Support, as applicable, from Genesys during the entire End of Life schedule. Customers of premise products need to ensure that they have fully paid for their current Maintenance contract and continue to meet all applicable requirements and responsibilities as set forth in their Master Software License and Support Agreement. If you have questions about your current Maintenance and Support status, please contact your account manager.

Genesys will make reasonable efforts to follow the same timing for any 3rd party products that it uses or resells; however, Genesys is unable to guarantee that 3rd party suppliers will comply.

1.3 Lifecycle Milestone Definitions

Announcement Date: This is a general announcement, announcing the Last Order Date (LOD) of commercially available Genesys products, and the corresponding End of Maintenance (EOM) and End of Support (EOS) dates.

From the Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the products to new Customers. Up until LOD, it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed. Notwithstanding the foregoing, outstanding quotes issued prior to the Announcement date will be honoured until expiration of their validity date.

Last Order Date (LOD): The ultimate date on which any additional units of a retired/EOL product can be ordered. From and after the LOD, no new quotes for such units will be issued or accepted.

End of Maintenance (EOM) Date: From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL premise product. Should a product related issue be identified after EOM, it may be necessary to use software upgrade release or a replacement product to correct the problem.

End of Support (EOS) Date: From this date, all Genesys Maintenance and Support obligations cease for the retired/EOL product. It is recommended that customers who wish to migrate to a newer version do so before the EOS date. After the EOS date, upgrades are generally available to customers of premise products with current maintenance agreements however some exceptions may apply.

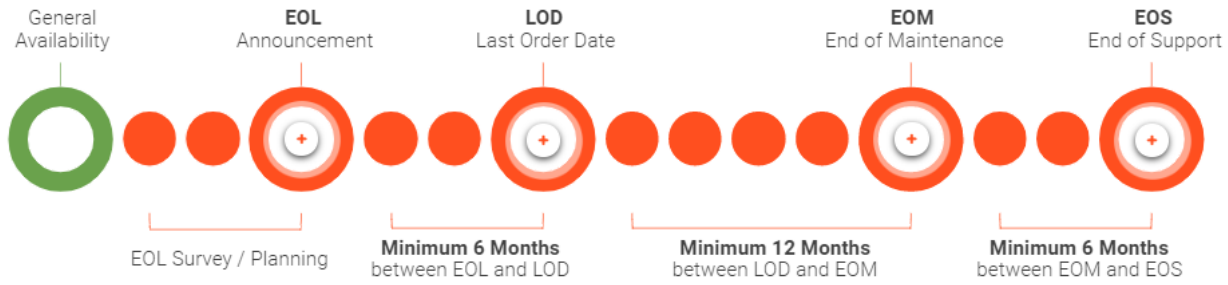
2 Genesys Engage™ on-premises

For the Genesys Engage on premise platform, the release model follows the sequence-based versioning, for example, 7.5, 8.5 and 9.0. Each individual product and solution carry its own product life cycle. Genesys supports and maintains the last release of the previous major version, plus all releases of the current major version for our customers. (For example: If the latest product release is v9.1, Genesys will support v8.5, v9.0, and v9.1 versions).

End of Life types

- Product End of Life (EOL) - Retirements due to availability of new versions, or product obsolescence
- End of Platform Support (EOPS) - Retirements due to obsolescence of underlying platform technologies (e.g., Operating Systems, Databases, etc.)
- End of Component Support (EOCS) - Retirements of software components that underpin Genesys products

End of Life schedule



3 Genesys Engage™ cloud

For cloud feature/service retirements, customers will receive following information:

- Key dates
    - Retirement Announcement - This is a general announcement for cloud feature/service retirements, specifying the critical dates of commercial availability. From this date onwards, it will no longer be possible to quote affected cloud product(s) to new Customers
    - End of Sale - Only applicable to Genesys Engage cloud sellable items, this represents the last date for sales and renewal sales of the affected feature/service
    - End of Renewal - Only applicable to Genesys Engage cloud sellable items, this represents the last date for renewal sales of the affected feature/service
    - Retirement / End of Service - From this date, the cloud feature/service will no longer be available
- Recommended service alternatives
- Continuous support up until the End of Service date

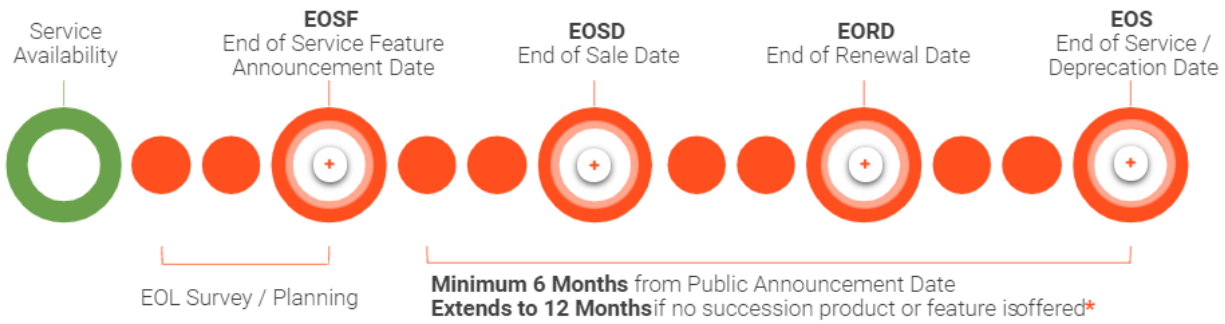
There will be a minimum of 6 months from the day of the Retirement announcement before the feature or functionality is retired.

There can be circumstances requiring the accelerated retirement of functionality:

- Essential Changes: These represent changes necessary to ensure the integrity of our services, and therefore need to occur as quickly as possible. In these situations, customer communications will be issued with as much advance notice as possible.
- Third-party Software: Features and functionalities integrated with third-party software may need to be retired due to the third-party vendor making their piece of the integration unavailable. In these situations, the timing and pace of the retirement is determined by the third-party vendor, and customer communications will be issued with as much advance notice as possible

Prior to ending support, Genesys will provide a minimum of 12 months notification from the day of the Retirement Announcement if no successor or alternative is available for the cloud feature/service being retired.

Retirement schedule



* Product Management has the discretion to set dates according to business needs.

4 PureConnect™

The PureConnect release model follows the Year (20##) + Release number (R#) model for product versions. As a result, the end-of-life policy has been revised for 4.0 and 20## R# product versions. Generally, Genesys provides PureConnect platform updates for 18 months from the date of release of the product version (e.g., CIC 2017 R2 on 7 Feb 2017).

Once the 18-month period of software updates expires on a product version, Genesys continues to provide technical support on that version for an additional 18 months. New software change requests (SCRs) after the End of Maintenance (EOM) period require you to update to a newer version of the software that contains the change.

For PureConnect Maintenance and Support Cycle, please visit PureConnect Software Maintenance Updates page (link).

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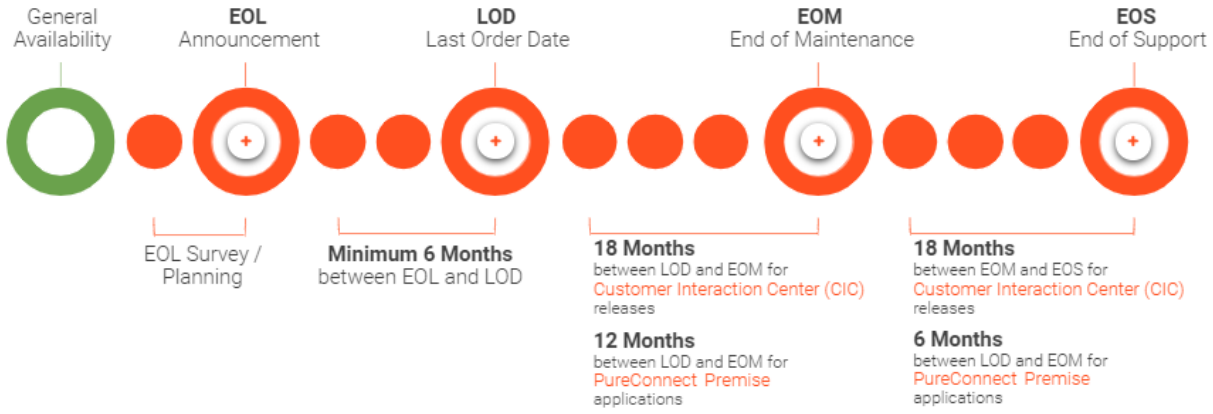

5 Hardware Products

For 3rd-party vendor hardware sold by Genesys, end-of-life policies are determined by the manufacturer's life cycle and warranty/maintenance offerings. Genesys end of life notices will follow the vendor's schedule. Genesys will provide 90-day announcement of Last Order Date (LOD) if logistically feasible. Support will be provided by any hardware warranty and maintenance contract purchased for the hardware, and maintenance contract extensions if available.

All PureConnect hardware products that are listed with a specific part number on the price list are covered by a 3 years warranty from the original ship date. There is no guarantee that an equivalent hardware product will be available for migration once the maintenance contract has expired.