FORTRA

GoAnywhere End of Support Life Policy

GoAnywhere End of Support Life (EOSL) Policy

Officially Supported Products and End of Support Dates

Rapidly changing technologies, as well as competitive pressures, influence the level, timing, and nature of demand for a particular product or group of products. Additionally, an evolving security landscape and growing threats pose a unique challenge to the file transfer industry. These factors drive the need for new products and services, and proactive planning of End of Support Life ("EOSL") for older software versions and specific product lines. With this in mind, we have detailed below the GoAnywhere End of Support Life policy to help customers better manage their deployments. This EOSL Policy explains the type of Maintenance Services that Fortra will provide for Licensed Software at various points during the applicable product's life cycle.

1. **General:** The scope of Support Services that we provide for Licensed Software depends on where the product is in its life cycle. We typically publish a Major Release of our Licensed Software every three (3) to six (6) months, depending upon the product functionality, content, and associated software development cycle. A Major Release End of Support Life cycle begins on the date the next Major Release is made generally/commercially available ("**GA Date**") or as otherwise provided herein. See below for information on the level of support provided for Licensed Software as new versions are released. Support Services are usually provided for each Major Release of Licensed Software for a period of up to two (2) years from the initial GA Date, as described below.

2. **Definitions:** The terms used herein are defined as follows:

   2.1 **Case** refers to a customer inquiry via phone, email, or online submission to report an issue, where the request has been logged and assigned a ticket identification number within our support ticket tracking

system.

2.2 **End of Support Life**, or **EOSL**, indicates that Fortra has ceased providing Full, General, and Partial Support for a particular Licensed Software product. At the end of the period described under Support Levels and Support Period, the applicable Licensed Software product and its related releases have reached EOSL, and Fortra will cease providing any Support Services for those releases or products. The EOSL applies regardless of the Severity Level of the issue for which Support Services are requested, and regardless of the Maintenance Plan purchased by the customer. Acceleration of the EOSL may be implemented for reasons such as high severity security vulnerabilities and is fully at the discretion of Fortra. Once EOSL has been reached, the applicable version of the software is not sold, manufactured, improved, repaired, maintained, or supported in any way. However, at Fortra's discretion, we may elect to resolve legacy open Cases for Licensed Software that has reached EOSL. In such cases, the solution may involve recommending an upgrade to a Full Support version of the applicable Licensed Software product.

2.3 **Knowledge Base Site** refers to the GoAnywhere online knowledge sharing site called Knowledge Base, located at https://www.goanywhere.com/forum. The content of the Knowledge Base Sites is provided on an "as is" basis, and Fortra assumes no responsibility for any typographical, technical, or other inaccuracies in the information provided therein.

2.4 **Licensed Software** indicates the GoAnywhere software product Customer purchased, which is governed by the applicable end user license agreement.

2.5 Releases for Licensed Software are categorized as Major Releases or Patch Releases.

a) **Major Release** indicates a new release of the Licensed Software that incorporates the last Maintenance Services Release(s) (if any) and may include additional enhancements to the Licensed Software. Major Releases may include architectural changes and major feature changes, as well as new features and functionality. Major Releases are designated by the numbers immediately to the left and right of the decimal point, such as 1.0, 2.0, 2.1, etc. Fortra strives to issue a Major Release every three (3) to six (6) months.

b) **Patch Release** indicates a release of the Licensed Software that provides cumulative bug fixes for a particular Major Release. A Patch Release typically does not contain new features or new functionality. Patch releases are made available to our customers via the GoAnywhere Customer Portal and are provided as full versions of the Licensed Software that can be deployed as a new install or as an upgrade. Patch Release nomenclature adds a decimal and additional number to the right of the Major Release version number (e.g. 5.2.3, 6.7.1, etc.). Fortra issues Patch Releases on an AS NEEDED basis.

2.6 Maintenance Services refers to the maintenance support services for the Licensed Software provided pursuant to, and as defined in and governed by, the GoAnywhere Customer Care Manual. All maintenance fees must be fully paid (or have an active subscription) to receive GoAnywhere Maintenance Services.

3. **Support Levels and Support Period:** Customers must have purchased Maintenance Services for the Licensed Software for which they are requesting support to receive Full Support, General Support, or Partial Support as defined below. Additionally, Customers are only eligible to download and install Patch Releases if the maintenance fees are current (paid up or subscribed) for the Licensed Software.

3.1 **Full Support:** Fortra provides Full Support for the latest Major Release of the Licensed Software. Full Support includes general support questions, assistance in reproduction of issues, escalation to development as needed, and patches/updates to the current Major Release of the Licensed Software. For issues identified during the Full Support Period, Fortra will either (i) provide a workaround, (ii) address the issue through a regularly scheduled Patch Release to the current Major Release of the Licensed Software, or (iii) delay resolution and determine whether the issue will be addressed during the normal development of a future release. Fortra will determine when it will be most effective to develop a Patch Release. Once a new Major Release of the Licensed Software is made generally/commercially available, the previous version of the Licensed Software is now in General Support.

3.2 **General Support:** Fortra provides General Support for the latest Major Release of the Licensed Software after the Full Support period has ended. General Support usually lasts about twelve (12) months, and while the support process remains the same, patches or updates are only applied to the latest Major Release currently in Full Support. It may be necessary to upgrade to the latest Major Release to correct a reported problem. At the end of the General Support period, the Licensed Software will enter a wind-down period known as Partial Support.

3.3 **Partial Support:** Fortra provides "Partial Support", a limited level of Support Services, for approximately six (6) months during the Partial Support wind-down period, regardless of the nature of the case or the severity level. With Partial Support, our technical support engineers provide customers with known workarounds, existing Patch Releases, and access to the Knowledge Base Sites in response to requests for assistance. During the period where Partial Support is provided, Fortra personnel will not attempt to reproduce the case or escalate issues to our engineering resources. Partial Support will be subject to the availability of resources and limited at Fortra's sole discretion. If it is

determined that customers should not be using a particular version of the Licensed Software, Fortra may expedite, or shorten, the six (6) month wind-down period. Discovering a critical security vulnerability in a particular version would be an example of when the wind-down period would be expedited to move that version into End of Support Life.

3.4 **End of Support Life:** After the Partial Support period, versions of the Licensed Software will be transitioned into End of Support Life. This is applied to versions of the application approximately two (2) years following its GA date. The EOSL date may be delayed if no new Major Release has been issued for a product and the product has not reached End of Life. Versions in this state are no longer supported. Any assistance provided will be best effort and it is strongly recommended that these installations are upgraded to a supported version as soon as possible.

4. **Additional Information:** Fortra may update, revise, supplement, modify, or amend this Policy at any time. Any updates, revisions, supplements, modifications, or amendments are effective immediately upon posting on the GoAnywhere website and will only be applicable to disputes arising out of events occurring after such posting has been made. This EOSL Policy is subject to, and governed by, the terms of any such written agreement between Customer and Fortra. In the case of a conflict between the terms of this Policy and the terms of any purchase documents or other written agreements with Fortra, the terms of the purchase documents or the other written agreements shall control.