



END OF LIFE

END OF LIFE & END OF SUPPORT POLICY STATEMENT

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1. End of Life Policy

1.1 Introduction

TISCOR is the pre-eminent provider of equipment management and inspection solutions. These solutions are brought to market as on-premise or SaaS products. The individual components of each solution can be software products or software and hardware products.

Products reach the end of their Product Life Cycle for a number of reasons. These reasons may be due to market demand, technology innovations or product maturity resulting in replacement with richer technology. TISCOR continually enhances its software products to provide customers with new functionality and improved performance. To continue to provide next-generation software, TISCOR will discontinue older software and/or hardware products as they reach the end of their Product Life Cycle and replace them with newer versions.

This document provides the procedures and policies associated to End-of-Life notifications.

1.2 Applicable Products

This End of Life Policy document is effective as of November 1, 2009, and is applicable to all TISCOR products.

1.3 Definition of Terms

End of Life

End of Life takes place when a product or product version comes to an end. TISCOR will provide an EOL notice at least three months prior to the EOL date. EOL will coincide with End of Sales.

End of Sale

End of Sale takes place when a product or product version has been discontinued and removed from the price list. End of Sale is also the date at which End of Life is announced.

End of Support

TISCOR will continue to support three versions of software: the current version and the two previous progressive versions (or five years from the original release date, whichever comes first). Six months notification will be provided prior to an EOS date.

Transition Period

At the End of Sale date, the product enters a transition period. The transition period is the time between the end of sale and the end of support. During the transition period, the following conditions apply:

- TISCOR will continue to provide support to customers holding valid support contracts.
- During this time, the product or product version will not be enhanced with new features or functions; only updates with critical bugs fixes or minor changes will be released.

1.4 General Policy

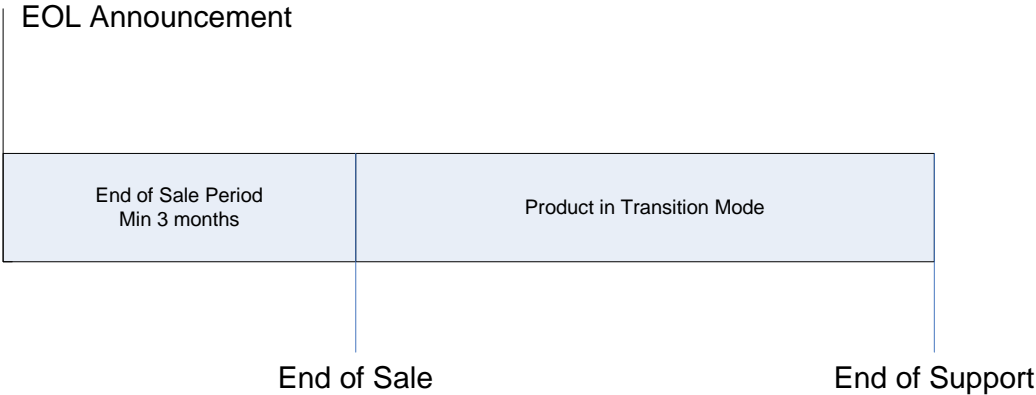
The End of Life Policy defines and explains the period of time and milestones regarding a product’s End of Sales and End of Support.

TISCOR will provide customers, distributors and authorized resellers with a minimum 3-month notice prior to the effective date of a product or product version End of Sale. The advanced notice will include the product information, product version, the End of Sales date and the target End of Support date.

The EOL notice will be distributed via email, standard mail for those without email addresses, and will be published on the TISCOR website (www.tiscor.com) or related micro sites.

When the product EOL is announced, customers are advised to upgrade or migrate to the newest product or product version. TISCOR will provide recommendations accordingly.

After the End of Support date, no support for the product will be provided. If a customer holds a valid support contract that extends beyond the End of Support date, support for the particular customer and product will continue until the end of the contract has been reached. In certain cases TISCOR may agree to establish an Extended Support Contract to guarantee continued support for EOL products.



1.5 End of Life Schedule

Milestones	Description	Period
End of Life Announcement	Notification that a product or product version has reached End of Life.	At least 3 months prior to the End of Sale date.
End of Sale Announcement	Notification that product sales will be discontinued after the End of Sales date	Same as EOL
End of Support Announcement	Notification that customer support for a product or product version will be discontinued after the End of Support date.	Same as EOL
End of Sales Date	Final date of sales for the product. Product will be removed from the price list and will enter the transition mode.	
End of Support Date	Final date of Technical Support assistance for a product or product version.	Five years from the original release date.

2. Frequently Asked Questions

Why is there an End of Life policy?

TISCOR established a general End of Life policy in order to better communicate and set proper customer expectations about the availability and support for its products.

Why is TISCOR defining the End of Life policy?

Customers have asked TISCOR to be consistent and demonstrate predictability. The EOL policy establishes a clear guideline that will assist customers in managing their software requirements.

Is the End of Life process the same for all TISCOR software products?

The TISCOR End of Life policy is a general set of guidelines. There may be differences in the End of Life transition details for certain products. Any differences from the general policy will be noted as part of the product's End of Life announcement.

I have a hand-held computer that works with the current version of software that I own. Will I be able to use the same hand-held computer with new versions of the software?

Due to changing technology, some hand-held devices may also reach End of Life in their product cycle. If this is the case, you will be notified as part of the software product's End of Life announcement. If it is necessary for you to upgrade your hand-held computer, TISCOR will work with you to determine the option that works best for your company and your budget.

How long can I legally use my TISCOR software product after the EOL has taken effect?

EOL does not affect your right or ability to use the software. It only affects your ability to access technical support for the EOL version.

Does this policy affect U.S. customers only?

The TISCOR policy is a worldwide policy.



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11/18/09