QPR PRODUCT LIFE CYCLE POLICY

Status: Approved
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Products: QPR ProcessDesigner, QPR EnterpriseArchitect, QPR Metrics, QPR ProcessAnalyzer

1   OVERVIEW

This document applies only to Products listed above, not to any other products.

QPR products are continuously developed to increase the benefits for QPR customers, make implementation, usage and maintenance of the software more efficient and resolve product issues. QPR strongly recommends customers to begin new projects with the Active (most current) release of the QPR product and upgrade existing projects and installations as soon as possible.

Each product release moves through a certain life cycle. It is important for customers to understand the level of support that will be provided at each phase in this life cycle. This policy outlines the types of support available at different phases of the product life cycle.

This QPR product life cycle policy is designed to protect a customer's investment in QPR software products and provide information to customers that will give guidance in upgrade and deployment decisions. This policy will be applied for all future releases until further notice. QPR Software reserves the right to change the product life cycle policy for future releases at any time.

2   LIFE CYCLE PHASES

The technical support and product maintenance offerings vary somewhat through the different product life cycle phases. The four phases in QPR product life cycle are:

1. **Active.** The Active phase begins when the product becomes generally available for sale. General availability is announced on www.qpr.com and in press releases. During the Active phase, products enjoy the highest level of technical support and product maintenance. Maintenance packages and hotfixes are released during the Active phase when deemed necessary by QPR. The product transitions from Active phase to Mature phase, when a newer Product release enters the Active phase.

2. **Mature**. The Product is available only on a limited basis. The level of technical support provided is the same as in the Active phase, but new Product maintenance releases are no longer provided. Hotfixes will be provided to resolve critical issues when deemed necessary by QPR. The Product transitions from Mature phase to Retired phase, when a newer Product release enters the Mature phase. However, there is a Product specific grace period from the original release to the transition to Retired phase.

3. **Retired**. Product maintenance is very limited. The level of technical support provided is the same as in the Active phase, but maintenance releases and hotfixes are no longer available, and only workaround type of resolutions to Product issues are given. The Retired phase gives you some time before End-of-Life to plan an orderly transition to a newer release that is best for you. There is a Product specific grace period from the original release to the transition to End-of-life phase.

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4. **End-of-Life.** Once a Product has reached this phase, you may continue to use the Product within the terms of the Product license agreement, but the support options are very limited. No technical support or Product maintenance service is available for releases that have reached End-of-Life phase.

Phase	Technical Support	Product Maintenance
Active	Respond to all requests according to the level of QPR maintenance and support agreement.	Maintenance releases fixing issues reported by customers issued when deemed necessary by QPR. Hotfixes delivered to *critical issues* reported by customers issued when deemed necessary by QPR.
Mature	Respond to all requests according to the level of QPR maintenance and support agreement.	Hotfixes delivered to *critical issues* reported by customers when deemed necessary by QPR.
Retired	Respond to all requests according to the level of QPR maintenance and support agreement.	No maintenance releases or hotfixes.
End-of-Life	Support not available.	No maintenance releases or hotfixes.

A *critical issue* is defined as follows:

- Data loss in more than one user transaction
- Data loss without notifying user
- Database corruption or model cannot be opened
- Security risk regarding unauthorized access to data without special hacking skills
- Loss of key feature
- Server crashes or deadlocks repeatedly or cannot be started

3   RELEASE TYPES AND IDENTIFICATION

QPR Software has the following types of releases identified using release identifiers of the form A.B.C.D:

- **A.B** identifies a **Feature Release** (e.g. QPR EnterpriseArchitect **2016.1**), which introduces new features and improvements of existing features. **A** stands for the release year and **B** for a feature release sequence number within that year.
- **C** identifies a **Maintenance release** (e.g. QPR EnterpriseArchitect 2016.1.**1**), which fixes software defects. Maintenance releases do not require database transformation. **C** stands for the maintenance release sequence number within the feature release. Value 0 means the feature release and greater than 0 a maintenance release.
- **D** identifies a particular software build.

4 GRACE PERIODS FOR LIFE CYCLE PHASE TRANSITIONS

The grace periods for life cycle phase transitions given below are applicable for Products that are in normal continuous development mode. Grace periods for Products that are discontinued are announced together with the discontinuation decision.

4.1 QPR Metrics, QPR EnterpriseArchitect, and QPR ProcessDesigner

- Product release will not enter Retired stage before 24 months have passed since the Product version entered the Active phase.
- Product release will not enter End-of-Life stage before 5 years have passed since the Product version entered the Active phase.

4.2 QPR ProcessAnalyzer

- Product release will not enter Retired stage before 12 months have passed since the Product version entered the Active phase.
- Product release will not enter End-of-Life stage before 18 months have passed since the Product version entered the Active phase.

4.3 Software as a service life cycle

Customer has an option to purchase some Products with a software as a service delivery model. Unless otherwise agreed, QPR will upgrade the Product to the latest version as soon as it is technically beneficial for the users of that particular Product instance. QPR typically keeps 1-2 older releases of the Product available.

5 QPR CUSTOMER CARE PROGRAM

QPR is committed to delivering the tools and resources customers need to achieve long-term success with their QPR implementation. Our comprehensive Customer Care Program delivers maintenance, support, and Product updates to customers and partners. The services are available to all customers and partners with a valid QPR Software Maintenance and Support Agreement in the following general categories:

1. **Technical Support – QPR Customer Care:** QPR Customer Care provides support that allows our customers and partners to fully utilize QPR software products and achieve performance excellence. The QPR customer care team works in close co-operation with QPR product development and consultants to provide solutions to questions regarding e.g. deployment and use of the product, as well as general troubleshooting to isolate potential causes and perform issue resolution (usually through workarounds).

2. **Online Support – QPR Community:** QPR's online support service QPR Community (https://community.qpr.com/) is available 24 hours a day, seven days a week. It contains e.g. downloads of feature releases and maintenance releases, technical information, troubleshooting documents, discussion forums, as well as self-learning resources.

3. **QPR Product Maintenance:** QPR Product Maintenance involves Product modification to resolve issues, and Product repairs to resolve failures. Modifications and fixes are delivered at no additional cost as maintenance releases and hotfixes.

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