

END-OF-LIFE POLICY

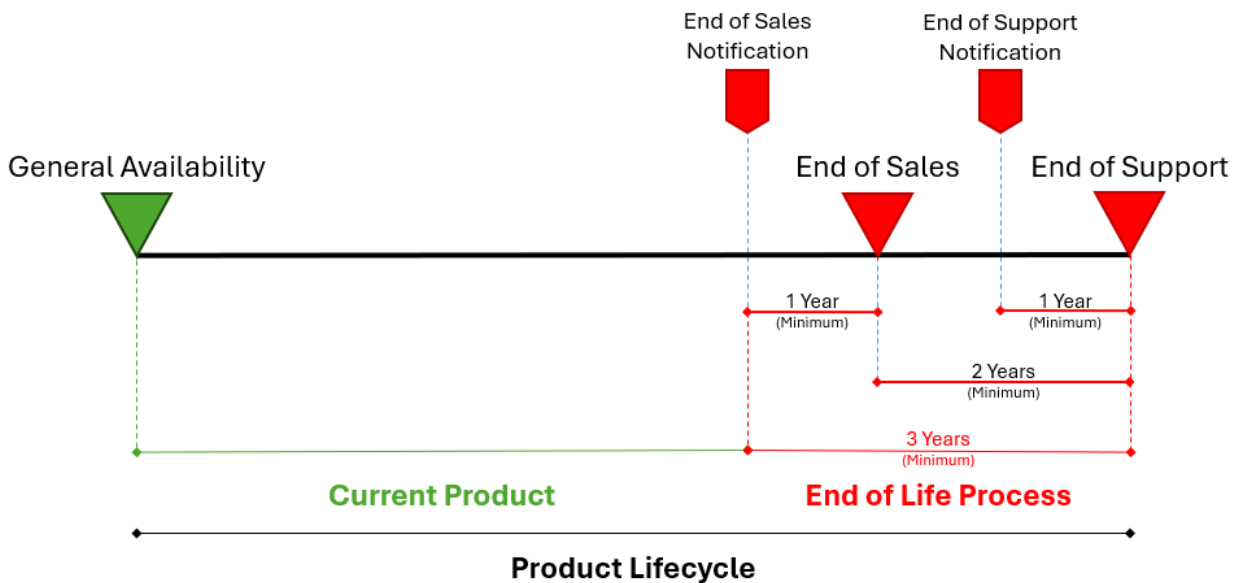
EVS has high-quality standards for the Products, Solutions & Services delivered to Customers. As part of their lifecycle, Products & Solutions will reach their End-of-Life due to different reasons, such as technology updates, Customer needs and requirements, components no longer being available, among others. Associated Services and functionalities offered in the product also are impacted by the End-of-Life of the Products & Solutions. The scope is reduced gradually until the End-of-Life is fulfilled.

End-of-Life process marks the end of the lifecycle of a Product, Solution or Service. It's the combined fulfilment of the milestones [1] End of Sales and [2] End of Support that results in the Product, Solution or Service no longer being sold, improved, maintained or supported.

To facilitate the understanding of EVS End-of-Life Policy, a few milestones are defined:

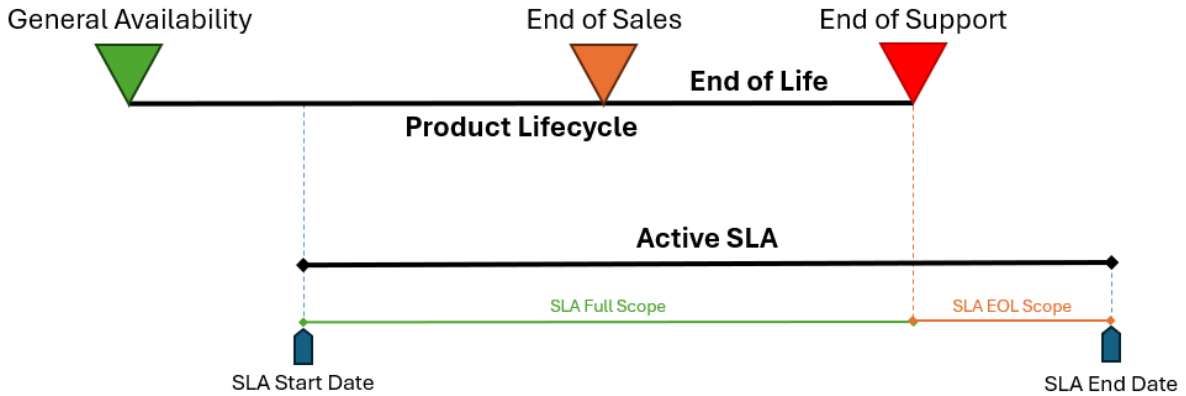
- General Availability: Date when the Product, Solution or Service is released and made available for Customers to order.
- End of Sales Notification: A communication is published announcing the End of Sales of a Product, Solution or Service, normally 1 year before the End of Sales date.
- End of Sales: Last date when the Product, Solution or Service can be ordered from EVS.
- End of Support Notification: A communication is published announcing the End of Support of a Product, Solution or Service, normally 1 year before the End of Support date.
- End of Support: Last date to receive Maintenance & Support Services on the Product or Solution, including any Security obligation. Normally after 2 years of the End of Sales date.

Below an indicative timeline of the Product & Solutions lifecycle, providing the standard timing between the milestones described above:



EOL notifications are done via EVS website at <https://evs.com/services/support>

SLA Services for Products & Solutions which are covered by an SLA beyond End of Support shall be provided as follows:



- Support Services according to SLA giving priority to restoration,
- Hardware Services on a best effort basis (replacement and repair of parts only if parts are still available in EVS inventory), and
- Software Services are no longer applicable (no patch, no maintenance update, no upgrades, only workaround will be provided if available).

The above timelines are indicative: EVS reserve the right to amend them notably based on strategic or external reasons.

This End-of-Life Policy is applicable to all EVS Products, Solutions and Services.

