VISIATIV SOFTWARE PRODUCTS (ON PREMISE) – LIFE CYCLE & SUPPORT LEVELS

1

TABLE DES MATIERES

I.   TERMS AND CONDITIONS

All terms and definitions are specified hereafter.

Terms and conditions are defined into General Terms and conditions, and SLA services agreement and Software documentation. These documents are available through *visiativ.com,* or through *Visiativ Hub* accessible to any Client or User with a subscription access code.

Support for the development of customization, on site implementation services, new applications, third party software (customization, APIs etc) support and/or software development can be arranged under a separate agreement.

Support levels are described in the customer contract that supersedes this document.

II.   SCOPE

This document (Visiativ Software products on premise – life cycle & support levels) only applies to the On Premise software listed on the online support site.
Third party software Life cycle and support levels are described in the software editor documentation and are excluded from the scope of the document. Third party software, API (with the exception of the APIs provided in the standard software), specific development and customisation, customer environment are not included. Standard software is defined by the applicable product documentation. Consequently, anything that is not provided for in the aforementioned documentation is considered to be specific development.
SaaS software are not concerned.

III.   DEFINITIONS

3

Critical Vulnerability : a vulnerability is critical if it can be exploited in the context of the software or hardware component and if the CVSS V3 score is greater than or equal to 9 according to **CVSS (**Common Vulnerability Scoring System **-** https://nvd.nist.gov/vuln-metrics/cvss#**)**.

Defect or Non Conformity: means any reproducible non conformity of the Software Product that prevents it from being used in accordance with the Product Documentation.

End of software: means the end of the last support level by Visiativ for each release of Visiativ On Premise software, as defined on the online support site. After the end of the last level of support, the versions concerned will no longer be supported by Visiativ.

On Premise : means a software installed in the customer's IT environment**.**

Update : means an evolution of the Software Products that includes possible corrections of Defect or Non Conformity and/or provides improvements.

Upgrade : means any new version of the software with a numbering change (for example, 1.0 to 2.0 or date of the year).

Vulnerability: a vulnerability means a weakness in the computational logic (e.g., code, design, or implementation) found in software components that, when exploited, results in a negative impact to confidentiality, integrity, or availability**,** according to NVD (National Vulnerability Database" https://nvd.nist.gov/vuln).

IV.   SUPPORT LEVELS

The following support offers are available for standard On premise Visiativ Software (excluding any specific developments, specific API or specific software code) subject to:

1. Customer has subscribed and **compliant with** the applicable support contract and attached fees payment**.**

2. And customer has paid the relevant additional charge, if applicable.

It belongs to Visiativ to decide at its sole discretion the delivery of support services for each of the releases of its software products. The last version of "Visiativ Software products –Life Sycle & Support Levels" is the only one applicable.

Please refer to "Visiativ Software Product Line Support Dates" for detailed information regarding support phases coverage and dates for the releases of the Visiativ Software products. As a reminder, the Standard Support phase duration is up to 12 months post n+1 software version publication.

4

Standard Support – Standard Support Phase	
The Standard Support offering consists of two phases: Standard Support and Support Assistance. Also known as Mainstream and Standard Support, Standard Support is the first phase of the Standard Support offering and is the initial phase of a release software product's lifecycle. Within this period specifically defined for each release, the standard support permits to cover general support service requests and requests concerning critical Defects impacting production or Critical security vulnerabilities. It includes:	
Software updates	updates to patch Defect (non-conformity with Software Product Documentation) and improve performance. Implementation services for updates in customer environments require additional fees and optional support.
Security updates	updates to protect against major and Critical Vulnerabilities. Implementation services for updates in customer environments require additional fees and optional support.
Remote technical support	Access to technical experts for troubleshooting, assistance, and workaround solutions (1st level support) as defined in the Visiativ SLA services agreement
Self-help support	Access to online resources, including knowledge bases, forums, technical information, and documentation
Everything that is not included in this offer is excluded, in particular:	
No upgrades	No new software version. Access to new version are subject to prerequisites and specific conditions and require implementation services and attached fees
No third-party support:	Implementation services for specific updates in customer environments require additional fees and optional support. Third party software, API support are not included.

Standard Support - Assistance Support Phase	
The Standard Support offer consists of two phases: Standard Support and Support Assistance. Support Assistance is the second phase of the Standard Support offering. This offer is available and starts following the Standard Support phase ends up to end of software support and provides technical assistance. It includes:	
Remote technical support:	Access to technical experts for troubleshooting and assistance, workaround solutions (limited to remote access to the support ticketing service) - in conditions as defined in Visiativ SLA services agreement and according to third party software conditions. Remote technical support does not include software code correction or modification.
Consulting services	Access to assistance services with planning and implementing technology refreshes or migrations to newer systems subject to additional fees.
Everything that is not included in this offer is excluded, in particular:	
No upgrades	No new software version. Access to new version requires implementation service fees, prerequisites and specific conditions.
No updates	No software updates (in particular, no new features or enhancements are added during this phase) nor security updates.
No patches	No patches (technical nor security)
No third-party support:	Implementation services for specific updates in customer environments require additional fees and optional support. Third party software, API support are not included.

5

Extended Support	
This offer is available and starts following the standard support period and covers critical security vulnerabilities. This offer is subject to subscription by the client of the Assistance Support phase and associated fees. Extended Support is a new support option available for certain eligible software solutions version "2025" and above, and is subject to a specific additional subscription fee, in addition to the Assistance Support subscription. It includes:	
Critical Security Software updates:	Updates limited to Critical security patches to protect systems against Critical security incidents and vulnerabilities.

Remote technical security updates support:	Access to support services specifically and only for critical security software updates.
Everything that is not included in this offer is excluded, in particular:	
No upgrades	No new software version. Access to new version require implementation service fees, prerequisites and specific conditions.
No updates	No software updates (in particular, no new features or enhancements are added during this phase) nor security updates, with the exception of Critical security patches as specified above
No patches	No patches (technical nor security), with the exception of Critical security patches as specified above
No third-party support:	Implementation services for specific updates in customer environments require additional fees and optional support. Third party software, APIs support are not included.

6