

OneSpan End-of-Life Policy

1. END OF LIFE POLICY STATEMENT

OneSpan provides support and maintenance during the lifecycle of its products according to OneSpan’s [Maintenance and Support terms and conditions](#). Support and maintenance eventually cease when a product reaches its end of life. Product life cycle ends for varied reasons such as evolving technological and business landscapes, component shortages or obsolescence, technical sustainability, changes in market demands and opportunities, or product maturity.

In this End-of-Life Policy, OneSpan describes its end of life milestones and notifications within its product retirement roadmap with the aim to assist customers in minimizing EOL interruptions and managing the EOL transitions.

2. SCOPE

This policy applies to EOL notifications published on OneSpan’s [product life cycle web page](#) on or after 1 December 2021 involving: (i) software, software version, and any component, feature or functionality of a software version, (ii) hardware (such as Digipass), any hardware version or model, and any component in any version or model, (iii) hosted services such as SaaS and other cloud solutions, and any component, feature, or functionality, and (iv) offerings of any combination of the foregoing (collectively “Products”).

It does not apply to Product that is already subject to earlier EOL notifications.

3. DEFINITIONS

Terms	Details
End of Life (EOL)	The end stage of a Product life cycle when the Product will no longer be developed, marketed, maintained, and supported.
End of Life Notification	The notification that a Product has reached End of Life and will be retired.
End of Sale Date	The last date to order the Product. After this date, sale of the Product is discontinued.
End of Support Date	Final date of customer support for the Product.
Maintenance Mode	The time window of one (1) year between End of Sale Date and End of Support Date. Product in Maintenance Mode will not be enhanced with new features, functions or content; only updates intended to solve major incidents (P1/P2) or security fixes may be released. No new certifications or updates to existing certifications for software sourced from third party providers.

4. POLICY

All the below apply only to customers with a valid maintenance and support contract or SaaS subscription at the time of the End of Sale Date.

OneSpan will exert commercially reasonable efforts to provide six (6) months’ notice of the End of Sale Date from the End of Life Notification.

Additional policy details specific to different types of OneSpan product offerings are outlined below:

Product	Policy Details
Hardware	<ul style="list-style-type: none"> Two (2) years of support for hardware related services such as repair or replacement of defective hardware under warranty and hardware refurbishment, from End of Sale Date.
On-premises/Client Software	<ul style="list-style-type: none"> One (1) year on Maintenance Mode for all on-premises software, client software and upgradable software embedded in hardware, from End of Sale Date.
Software versions	<ul style="list-style-type: none"> Unless otherwise published on OneSpan's product life cycle web page, the immediately preceding version of an on-premises software automatically enters Maintenance Mode on the date of release of the newest version. Ex. Upon release of v.5.5, v.5.4 enters into Maintenance Mode. Support for v.5.4 ends after One (1) year on Maintenance Mode.
SaaS / Cloud Solutions	<ul style="list-style-type: none"> OneSpan will maintain and support only the current release running on OneSpan cloud platform. From the End of Sale Date, maintenance and support will continue up to the earlier of the expiration of the subscription term or One (1) year.
Combined Solutions	<ul style="list-style-type: none"> From the End of Life Notification, OneSpan will exert commercially reasonable efforts to make support available according to the foregoing in respect of each component of any combined offering.

5. EXTENDED SUPPORT AND EXCLUSIONS

5.1 Extended Support

In exceptional circumstances that include contractual commitments existing as of the End of Support Date and in OneSpan's sole discretion, OneSpan may make available extended support for certain Products at an additional cost to customer.

Minimum conditions for extended support include:

- Customers' commitment to upgrade to the latest version of the OneSpan Product
- Extended support is limited to work around efforts for P1 incidents
- Product support is free from unsupported dependencies on components sourced from third party providers that are outside OneSpan's control
- Availability of technical support solely from within OneSpan
- Technical support on any issue resolution will be provided on commercially reasonable basis

5.2 Extended Support Exclusions

In any event where support is provided or made available on a Product after End of Sale Date, support excludes:

- Product enhancement
- Hot-fixes or engineering related support
- Support on any update dependencies external to OneSpan (e.g., new / changed operating system)

6. REFERENCES

- [OneSpan Maintenance and Support Terms and Conditions](#)
- [OneSpan EOL Notifications](#)