



Product End of Life Policy

Introduction

This document lays out Pegasystems' policy with regard to "End of Life" of our software products.

This policy is crafted in response to customer need, providing flexibility in the timing of product upgrades, while encouraging customers to stay abreast of our latest capability, security, compliance, and correctness changes.

The policy addresses two aspects of Product Availability:

- **Availability to Purchase** addresses whether a Product/Version is available for purchase and/or delivery by/to an existing or new customer.
- **Availability of Support** addresses whether Pegasystems provides support services to an existing customer who has previously purchased and installed a Product/Version and who has continued to hold an up-to-date maintenance agreement for that Product.

This policy is general in nature. Where specific language concerning Product/Version support is contained within individual contracts, the language within the contract takes precedence. This policy is subject to change at any time and does not represent a binding commitment.

Availability to Purchase

Pegasystems withdraws Products and Product Versions from the available to sell list when newer versions become available and when newer products supersede the capabilities of older products.

When a Product has been withdrawn, it is no longer available for purchase by a customer who does not already own it. It is no longer available for delivery to any customer. Customers who own that specific product/version may purchase additional licence capacity to extend their usage of the product/version that they already have installed.

The following products/versions have been withdrawn from the available to sell list:

- **Antenna Product Family** – All Versions
AMP2, AMP Messaging, AMP 3, AMP 4, AMP 5, AMP Chroma, Concert, Vaultus, Volantis
- **Chordiant Product Family** – All Versions
Chordiant Foundation Server (CFS), Chordiant Decision Manager (CDM), Chordiant Marketing Director (CMD)
- **Pega Strategic Applications** – all versions except the latest as specified on the PDN
- **PegaWORKS Product Family** – All Versions
PegaTRACE, PegaSHARES, PegaCARD, PegaCLAIMS, PegaSEARCH, PegaREELAY, PegaINDEX, PegaWEB, PegaSTORAGEMANAGER, PegaVIEW ACE, PegaPRISM, PegaREACH
- **PegaRules Process Commander (PRPC)** – Versions 4, 5, and 6
PRPC V4.1, PRPC V4.2, PRPC V5.1 and all Service Packs, PRPC V5.2 and all Service Packs, PRPC V5.3 and all Service Packs, PRPC V5.4 and all Service Packs, PRPC V5.5 and all Service Packs, PRPC V6.1 and all Service Packs, PRPC V6.2 and all Service Packs, PRPC V6.3 and all Service Packs
- **Pega 7 Platform** – all versions except the latest, and latest-minus-1 (as needed for compatibility with Pega Strategic Applications) as specified on the Pega Discovery Network (PDN) <https://pdn.pega.com/documents/platform-support-guide> which is kept updated with current version information.

Availability of Support

Failure to stay up to date with the latest versions of a product entails potential risks to the customer, and may limit Pegasystems' or other technology providers' ability to provide effective support:

- Important security updates may be missing from the customer environment leading to possible exposure to exploits of vulnerabilities in third party components. Pegasystems continually monitors and tests against newly discovered threats and ensures that each new product version contains the best possible security capabilities.
- Features that enable and improve compliance with evolving standards, regulations, and legal requirements such as HIPAA, ADA, WCAG, and Section 508 are added in new releases. Customers may risk falling behind evolving compliance standards.
- Support, testing, and certification of compatibility with the newest versions of 3rd Party stack and infrastructure components are carried out in each new release. Older releases are not re-certified as newer versions of 3rd Party stack and infrastructure components become available. There is a risk that a customer upgrade of a 3rd Party component may result in problems, or incorrect operation of a Pegasystems product and that an upgrade will be required to remediate. The Platform Support Guide is available on the PDN for each Platform Version identifying the compatible 3rd Party components.
- Customer may miss out on new capabilities that would improve their applications and provide significant business benefit.

Until a notification of withdrawal of support has been posted on the PDN, Pegasystems will continue to make support services available to customers who have older versions deployed and who have a support agreement

in place. Such notifications will provide sufficient advance notice (typically 12 months) to facilitate customer planning.

As described above, and as laid out in the Platform Support Guide, there may be circumstances where incompatibility with 3rd Party Components, or a need for security or compliance capabilities which are not available in the older versions, requires that the customer must upgrade to the latest version. We work to actively identify these situations through Information posted on the PDN or alerts to customers regarding potential issues.

Questions/Concerns

Information is available on the PDN describing capabilities and compatibility of Pegasystems products and versions. Specific questions or feedback may be entered via the Support Forum <https://pdn.pega.com/community/pega-product-support> on the PDN.