

PRAIM PRODUCTS LIFE CYCLE, SUPPORT AND SERVICES

This document describes the policy and the procedure adopted by Praim regarding the provision of technical support and software maintenance services for all thin client devices produced and marketed by Praim.

Terms used

The document includes technical terms and abbreviations clarified hereinafter.

- **Active**

Indicates the product is currently in the product portfolio.

- **EoP = End of Production**

Indicates the end of production of a specific thin client model.

- **EoM = End of Maintenance**

Indicates the deadline for the release of software updates, Hot Fixes and Service Packs for a given thin client model.

- **EoS = End of Support**

Indicates the delivery term of all Support Services for a specific thin client model or family.

- **EoL = End of Life**

Indicates the end of the life cycle of a specific thin client model.

- **EoR = End of Repairability**

Indicates the delivery term of all hardware Support Services for a given model or thin client family.

Technical Support, Software Maintenance, Hardware Assistance

Technical Support Service, Firmware Software Maintenance, and thin client Hardware Assistance vary according to the life stage of the product.

The following are the phases identified:

- **Active**

Indicates the current production of the thin client model. Constant maintenance of the thin client device software is guaranteed during this phase, through releases of new firmware versions, bug correction with specific firmware releases that can be downloaded for free from the Praim website. Hot Fixes, Service Packs and specific patches are normally issued either on a preventive basis or on specific customer request, following the detection of a problem.

- **EoP phase**

Indicates the end of production of a specific thin client model. The announcement of EoP is usually formalized through an announcement or press release on Praim website.

- **EoM phase**

Indicates the period in which, after the announcement of EoP, the release of software updates, Hot Fixes and Service Packs for a specific thin client model, as well as Technical Support services are guaranteed.

As a rule, the EoM phase covers a period of 2 years. During these 2 years, all development, software maintenance and technical support activities are progressively slowed down.

PRAIM SRL

- **1st year - 1st semester**

The constant maintenance of the thin client device software is guaranteed, through the release of new firmware versions and bug correction with specific firmware releases. Hot Fixes, Service Packs and specific patches are normally released on both a preventive base and a specific customer request, following the detection of a problem.

- **1st year - 2nd semester**

The firmware update is guaranteed for both bug correction and any, if possible, software module updates (client), only on customer reporting. In case of firmware releases during this period, the final version released to the specific customer(s) will be made public on the Praim website and available to all customers.

- **2nd year**

During the 2nd year only requests for corrections are taken into consideration and evaluated bugs found by customers. These activities will still be subject to analysis and approval by part of Praim. The possible release of a new version of firmware, or a specific patch, will only be provided to the customer who has encountered the problem. There will be no releases of software module updates (client) or new implementations functionality.

- **EoS phase**

Indicates the deadline for the release of software updates, Hot Fixes and Service Packs. In this phase, only requests for bug correction found by customers are exceptionally taken into consideration and evaluated. The actual necessity and the possible development activity will in any case be subject to the analysis and approval by Praim. Updates of software modules (new versions of clients) and implementations of new features are not possible.

- **EoL phase**

Indicates the term of delivery of all technical support services and related software maintenance activities. Hardware assistance is guaranteed in the terms set out in the document that regulates the fixing of Praim products. For the period of repairability of a specific product, refer to the official document published on the Praim website.

- **EoR phase**

Indicates the deadline for the delivery of Technical Assistance Services. The product can no longer be repaired no spare parts are available.