



PureConnect End of Life Policy

Summary of Announcements

This email summarizes all End of Life Policy changes made in the past 15 days. The content found here will provide you with not only a list of announcements, but also with a brief description and link to the public PureConnect Product and Support pages where you will find more details.

UPDATED END OF LIFE & SUPPORT POLICIES

This worldwide End of Life (EOL) Policy applies to Genesys PureConnect On-Premise and Cloud products. The EOL Policy ensures that Partners and Customers have ample notice regarding Genesys plans to stop selling and supporting products or product versions. The EOL Policy allows Customers to plan the evolution and migration of their Genesys deployments well in advance of products reaching End of Support (EOS)¹.

Please note the following:

EOL Information

Genesys EOL information, including this EOL policy, can be found through the [Product Information](#) portal. (OneLogin account is required.) After login, Customers and Partners can enter “eol” from the Knowledge Search page to access this EOL policy as well as:

- **EOL Life Cycle Tables.** The EOL Life Cycle Table lists the EOL schedule for all products and releases that have been announced as End of Life, product versions, and the dates of the milestones leading up to the EOS date.

EOL Migration Path

When EOL is announced for a product, a recommended migration path to alternative products and/or services will be provided in the announcement when applicable. However, Genesys makes no representations or warranties concerning whether the alternative product will offer all or some of the same or similar features.

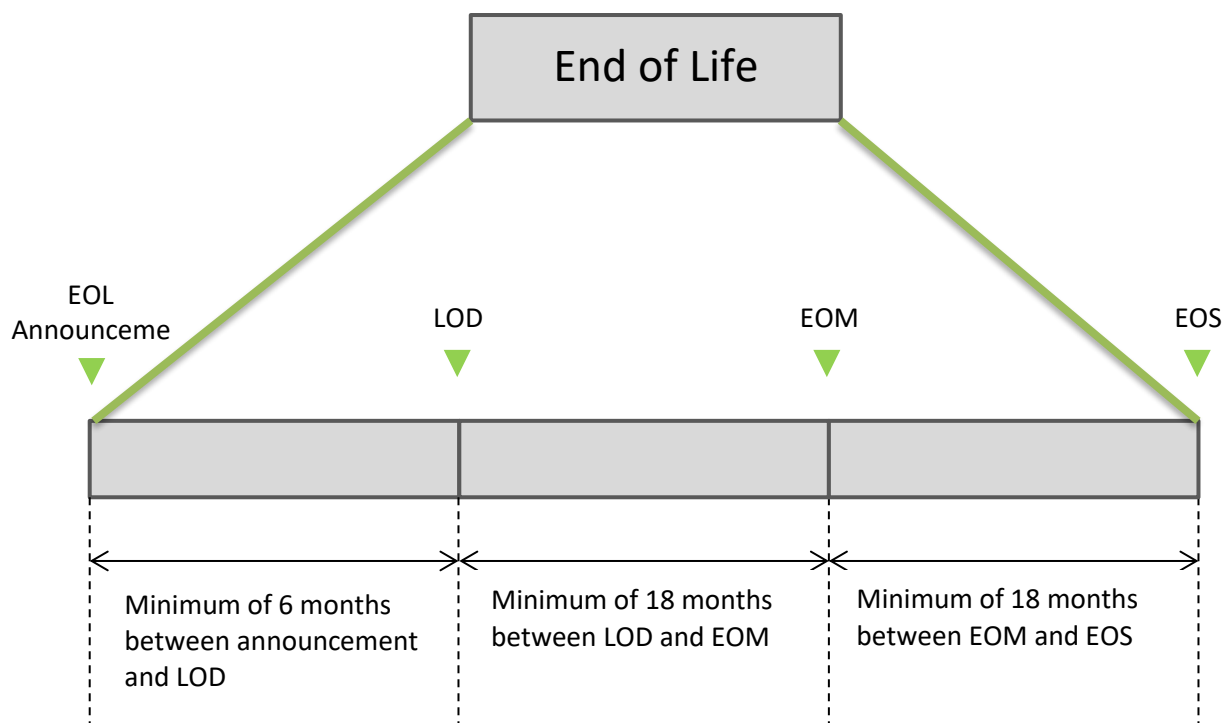
¹ Genesys reserves the right to revise this EOL Policy from time to time; provided that any substantive changes shall become effective sixty (60) days from and after the “First Posting Date” (i.e., the first date such revisions were made available to Genesys Customers and Partners through the Customer Care Portal). It is each Customer’s and Partner’s responsibility to visit the Customer Care portal from time-to-time to learn about EOL policy changes and new EOL announcements.

Customers then-under a Maintenance Term will be offered replacement product, as an update to EOL product, at no cost if, in Genesys' reasonable determination, the replacement product is equivalent to the EOL product, and the replacement product contains no additional features or functions.

Certain costs may, however, be included in an otherwise no-cost replacement migration, such as (but not limited to): third party product; ancillary licenses; implementation; and, other professional services. Customers must be under a current Maintenance Term to obtain Maintenance and/or Support, as applicable, from Genesys during the entire End of Life schedule. To this end, Customers need to ensure that they have fully paid for their then-current Maintenance Term, and continue to meet all applicable requirements and responsibilities as set forth in their Master Software License and Support Agreement. If you have questions about your current Maintenance and Support status, please contact your account manager.

End of Life Schedule

As a general rule, Genesys will adhere to the schedule outlined below for EOL products and/or versions²:



² Genesys will make reasonable efforts to follow the same timing for any 3rd party products that it OEM's or resells; however, Genesys is unable to guarantee that the 3rd party suppliers will comply.

- **EOL Announcement Date:** This is a general announcement, announcing the Last Order Date (“LOD”) of commercially available Genesys products and the corresponding EOM and EOS dates. From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers. Up until LOD, it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed. Notwithstanding the foregoing, outstanding quotes issued **prior** to the EOL Announcement date will be honored until expiration of their validity date.

LOD - Last Order Date: The ultimate date on which any additional Units of an EOL product can be ordered for new sales/quotes. From and after the LOD, no new sales for such Units will be issued or accepted.

- **EOM - End of Maintenance Date:** From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.
- **EOS - End of Support Date:** From this date, all Genesys Maintenance and Support obligations cease.

Existing customers can order expansion/additional user licenses until EOS.

PureConnect On-Premises Extended Care Option

Additional maintenance and support on an expired release can be purchased via the PureConnect Extended Care option which is documented in the [Technical Support Customer Handbook](#). The most efficient way to receive software updates and support is to update to a currently supported release. See the [PureConnect Maintenance and Support Cycle](#) for details about software maintenance releases.

Existing EOL Milestone Date Changes

Effective Immediately, for the products that have been declared EOL prior to 2017, we will honor the dates established for End of Maintenance but apply the new 18-month EOS post End of Maintenance date or from January 1, 2017 whichever date is later. Please note that while Genesys makes every effort for 3rd party vendors to comply with Genesys EOL policy, it cannot guarantee the vendors’ adherence to the policy. For existing EOL milestone date changes, see the [Genesys End of Life Products](#) page.

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Available to : PureConnect

EOL Policy : [Genesys PureConnect End of Life Policy](#)