



NovelVox Products

End of Life SOP Document

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Introduction

This document provides an overview about the product End of life cycle and SOP's

Document Audience

The intended audience includes:

- Business Users
- Operations & Management Team
- Technical Team

Confidentiality Statement

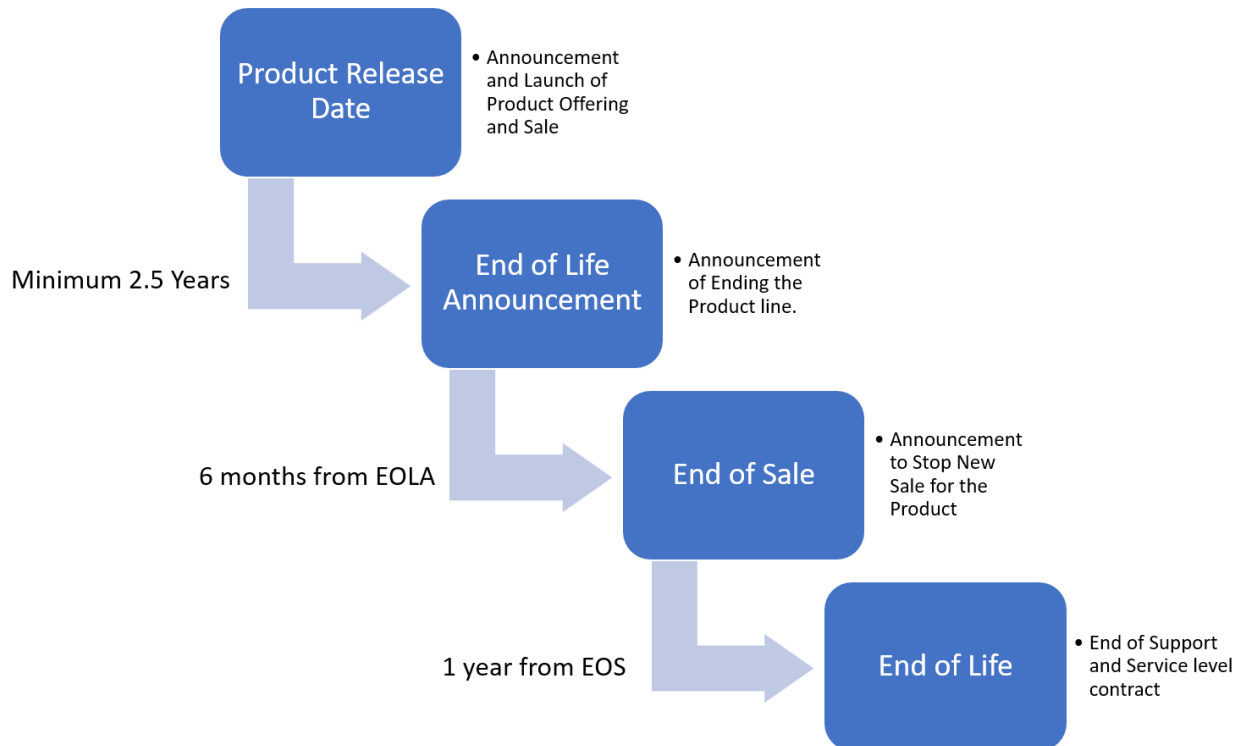
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1.0 Product End of Life Cycle



2.0 Standard Operating Procedure for Novelvox Products EOL Announcement

- Each product has at minimum a four-years life span, in operation and support.
- There will be no End Of Life Announcement for Software versions.
- End Of Life Announcement will be communicated to all customers through Email and Novelvox website.
- Annual Maintenance contract renewal will be last available on or before End Of Sale notification.
- Support is responsible to inform affected customers in case of an End Of Life.
- Marketing removes the product catalogue and information from Novelvox Website on End Of Sale date.

Note*: If a product is to be discontinued due to dependency on 3rd party API's or platform then life cycle with shorter period (Novelvox or 3rd Party) to be followed.

Appendix – Abbreviation Used

- EOLA - The date on which, the document, that announces the EOS and EOL of a product is distributed to the general public.
- EOS - The last date to order the product through Novelvox-sale mechanisms. The product is no longer for sale after this date.
- EOL - The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.