

## Lutron Commercial Product Lifecycle Policy

As all products reach the end of their lifecycle for reasons including technical advancements, innovation, changes in market demands, or enhanced functionality of alternative solutions, Lutron's Commercial Product Lifecycle Policy allows customers to prepare for end-of-life product transitions and plan appropriately for future product or software upgrades. Below, Lutron provides guidance and support timelines for our various product offerings.

### Commercial Software

Software Version	Software Lifecycle	Release Date	Retirement Date	End of Maintenance Updates	End of Critical Security Updates	Upgrade Options
GRAFIK 5000/6000/7000	Legacy	Various	5/16/2014	5/16/2014	5/16/2014	Athena
Quantum 2.7 and earlier	Legacy	5/24/2013	11/4/2014	4/1/2023	4/1/2023	Quantum 3.4 or Athena
Quantum 3.0	Legacy	11/5/2014	7/16/2015	4/1/2023	9/1/2024	Quantum 3.4 or Athena
Quantum 3.1	Legacy	7/17/2015	12/6/2016	4/1/2023	9/1/2024	Quantum 3.4 or Athena
Quantum 3.2	Legacy	12/7/2016	3/14/2019	4/1/2023	9/1/2024	Quantum 3.4 or Athena
KetraNet	Retired	10/1/2018	8/15/2022	9/1/2025	9/1/2026	Athena
Quantum 3.4	Mature	3/15/2019	-	Retirement + 5 Years	Retirement + 7 Years	Athena
Enterprise Vue	Mature	6/1/2020	-	Retirement + 5 Years	Retirement + 7 Years	-
Vive Vue	Mature	8/15/2018	-	Retirement + 5 Years	Retirement + 7 Years	-
Athena	Active	12/10/2020	-	Retirement + 5 Years	Retirement + 7 Years	-
Vive	Active	2/16/2017	-	Retirement + 5 Years	Retirement + 7 Years	-

### Hospitality Software

Software Version	Software Lifecycle	Release Date	Retirement Date	End of Maintenance Updates	End of Critical Security Updates	Upgrade Options
Stanza	Legacy	4/20/2011	12/31/2016	4/1/2023	4/1/2023	myRoom XC
myRoom Prime 11.5.7	Mature	7/14/2017	-	Retirement + 5 Years	Retirement + 7 Years	myRoom XC
myRoom Plus 3.3	Mature	7/14/2017	-	Retirement + 5 Years	Retirement + 7 Years	myRoom XC
myRoom XC	Active	10/1/2024	-	Retirement + 5 Years	Retirement + 7 Years	-

## Software Policy Definitions

### Software Lifecycle:

**Active** – Software is currently offered for sale. Active software is the latest version of software from Lutron and is under active development resulting in enhanced features and capabilities deployed in new releases. Maintenance and critical security updates will continue to be released.

**Mature** – Software is currently offered for sale. Mature software is not under active development by Lutron and will not have any new features or functionality deployed. Maintenance and critical security updates will continue to be released.

**Retired** – Software version is no longer offered for sale. Support for retired software is split into two phases: end of maintenance updates and end of critical security updates, as defined by this policy.

**Legacy** – Software version is no longer offered for sale. Additional maintenance and critical security updates are no longer available. An upgrade to a currently supported version of the software is highly recommended.

**Release Date** – Date first offered for sale

**Retirement Date** – Last date available for purchase on new projects. Lutron’s notification of software retirement is typically 12 months prior to the retirement date. Software support will continue to be honored as outlined in Lutron’s standard warranty policy and/or customer specific service contracts.

**Maintenance Updates** - Lutron will make available no more than two maintenance software releases per year that provide the following benefits:

- Able to run on a supported OS
- Bug fix support. Depending on severity of bug a workaround solution may be provided in advance of the next scheduled standard support release
- Update of 3<sup>rd</sup> party libraries (Lutron is not responsible for delays or technical issues in resolving that are outside of Lutron’s control)
- Updating IIS configuration
- Critical, high, and medium security vulnerabilities as defined by the Common Vulnerability Scoring System (CVSS v3) will be evaluated by Lutron engineering to determine if they apply to the system in question with the same severity. If Lutron determines the vulnerabilities in question need to be addressed, security patches will be developed and made available as part of the regularly scheduled maintenance updates

**Critical Security Updates** - Lutron will make available critical security support releases only on an as needed basis. A critical security vulnerability is defined as a 9.0 or higher rating by the Common Vulnerability Scoring System (CVSS v3) and has been evaluated by Lutron engineering to apply to the system in question with the same severity. No additional software updates will be offered during this phase. Customers are highly encouraged to upgrade to the latest software version and should contact Lutron to consult on available options.

**Legal Notice - This Product Lifecycle Policy is provided to offer guidance and support customers' planning, but Lutron reserves the right to modify this Product Lifecycle Policy at any time. Check back regularly for updates and changes. Before modifying the Product Lifecycle Policy, Lutron will endeavor to provide reasonable advance notice. Lutron provides no warranties for this Product Lifecycle Policy and expressly disclaims any liability for damages in connection with the information shown here.**