End of Product Life Cycle: Overview

Products reach the end of their Product Life Cycle for a number of reasons. These reasons may be due to market demands, technology innovation and development driving changes in the product, or the products mature over time and are replaced by functionally richer applications. While this is an established part of the overall product life cycle, Scholastic Education recognizes that life cycle milestones often prompt our customers to review the way in which such end-of-sale and end-of-support dates impact their use of Scholastic products. With that in mind, we have set out below Scholastic Education's end-of-support policy to help Schools and Districts better manage their end-of-support transition and to understand the role that Scholastic Education can play in helping to upgrade or migrate to alternative Scholastic Education platforms and products.

> **Product Life Cycle:** A process that guides the final business operations associated with the product life cycle. The end-of-support process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, patched, maintained, or supported.
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> **End-of-Sale date**: The last date to order the product through any Scholastic Channel. The product is no longer for sale.
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> **End-of Support date**: The last date Customer Support or Technical Support will address questions about the product.
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> **Application Software**: Scholastic software applications sold and certified to run on specific hardware platforms and operating systems (e.g., but not limited to *READ* 180, SRI, SRC! ReadAbout, Zip Zoom English, WiggleWorks).
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> **Software Maintenance Support**: The time period that Scholastic may release any software maintenance releases to the application software. After this date, Scholastic will no longer develop, repair, maintain, or test the application software.

The Software Life Cycle Policy only applies to End-of-Support and End-of-Sale announcements made on the Scholastic.com web site (www.scholastic.com/techsupport/life_cycle_policy) on or after January 1, 2006 for all Scholastic Education product lines.

The policy guidelines are:

1. As a general rule, Scholastic Education will provide 6 months' notice of the affected product's end-of-sale date and/or the last day when the affected product can be ordered. This notice will appear on Scholastic Education's web site (www.scholastic.com/techsupport/life_cycle_policy) and we encourage you to visit this site regularly as it contains useful information regarding Scholastic Education 's end-of-support program.

2. With a current Technical Support Plan in place for the district/school, access to Scholastic Education Technical Support is available Monday – Friday, 7am – 8pm EST for a period of 2 years from the end-of-sale date for application software. During this period, replacement CDs, installation guides and software manuals will continue to be in print and available.

3. Where available, we will provide workarounds, bug fixes, patches or maintenance releases for critical bugs reported via our Help Desk or Field Technical Support Team for a period of 1 year from the end-of-sale date for application software. Note, however, that it may be necessary to use a software upgrade release to address a feature request or critical fix.

4. Past the End-of-Sale date, Scholastic Education is under no obligation to upgrade the affected product to maintain compatibility with versions of system software (e.g., operating systems, browsers, plug-ins) that are released after the End-of-Sale date.

5. Support for products in the end-of-support transition is only extended to customers with current Technical Support Plans. Schools/School Districts will need to ensure that they have a current and fully paid Technical Support Plan with Scholastic Education. Please contact your Scholastic Account Executive regarding fees payable during the end-of-support period so that Scholastic can support the product through the end-of-support transition period.

6. Following are guidelines that should be followed to ensure that you receive effective support for the affected products within your district:

- For software that is not covered under a Technical Support Plan, customers may add the product(s) to a current plan or purchase a new plan until 12 months after the end-of-sale date.

- Technical Support Plans that have not been renewed or have lapsed after 12 months of the end-of-sale date are not renewable.

- Renewal of your Technical Support Plans will generally be available until the last year of support, but will not extend beyond the end-of-support date.

7. Please note that Scholastic software products remains protected under copyright laws and governed by the End User License Agreement included with the product even past their end-of-support date.

Exceptions to this policy

1. Expansion sales. Customers who previously have purchased more than 5 site licenses, stages, or school packs of a particular product may purchase additional site licenses, stages, or school packs of the last available version for a period of 1 year following the End-of-Sale date.

2. Adoptions. In the event that a product is acquired as part of an adoption program, Scholastic will continue to make the purchased software available for the length of term specified in the adoption irrespective of the End-of-Sale date for non-adoption customers. Please note that any software acquired through an adoption is only guaranteed to operate on the operating systems and hardware platforms specified at the time of the adoption.

The end-of-support milestones and Scholastic Education's commitments are presented in Table 1.

Table 1: Standard Guidelines for End-of-Support Milestones					
	⇐====== End-of-Support Transition Phase ======⇒				
Milestone	- 6 months	Day 0	Year 1	Year 2	Year 3
Announcement period	▓▓▓	End-of-Sale Date			End-of-Support Date
Availability of Expansion Sales to existing customers			▓▓▓		
Availability of Technical Support for application software support questions			▓▓▓	▓▓▓	
Availability of patches and maintenance releases			▓▓▓		
Add a new service contract			▓▓▓		
Renew Technical Support contracts for Application Software			▓▓▓	▓▓▓	