

## EXTENDED SUPPORT TERMS

### 1. INTRODUCTION

- 1.1 These Extended Support Terms set forth the description and terms for Extended Support where purchased or to be made available according to these terms.

### 2. EXTENDED SUPPORT AND EXTENDED SUPPORT TERM

- 2.1 Except as explicitly provided for in section 2.2 below, subject to payment of the fees for Extended Support, during the Extended Support Period IFS will provide Extended Support for the release of the Application Software and IFS Middleware Server software (where applicable) specified in the Order Form ("Covered Software"). Where section 2.2 applies the Covered Software release will be IFS Applications 10, IFS Field Service Management (FSM) 6 or IFS Alliance 15.4.
- 2.2 Provided Customer has purchased IFS Cloud product and is in the process of upgrading to IFS Cloud from IFS Applications 10, IFS FSM 6 or IFS Alliance 15.4, IFS will make available Extended Support for IFS Applications 10, IFS FSM 6 or IFS Alliance 15.4 as applicable according to these terms for Extended Support for either:
  - 2.2.1 In the case of IFS Applications 10 a maximum of 2 years from start of Extended Support therefor (currently 28 March 2025), or until Customer's go live on IFS Cloud, or end of maintenance and/or Subscription Term, whichever comes earlier; or
  - 2.2.2 If Customer has not completed its upgrade to IFS Cloud by 27 March 2027 but can demonstrate it has an active IFS Cloud upgrade and migration plan in place, until the end of Extended Support for IFS Applications 10 (currently 27 March 2028), or until Customer's go live on IFS Cloud, or end of maintenance and/or Subscription Term, whichever comes earlier.
  - 2.2.3 In the case of IFS FSM 6 a maximum of 2 years from start of Extended Support therefor (currently 1 February 2026), or until Customer's go live on IFS Cloud, or end of maintenance and/or Subscription Term, whichever comes earlier; or
  - 2.2.4 If Customer has not completed its upgrade to IFS Cloud by 31 January 2028 but can demonstrate it has an active IFS Cloud upgrade and migration plan in place, until the end of Extended Support for IFS FSM 6 (currently 31 January 2029), or until Customer's go live on IFS Cloud, or end of maintenance and/or Subscription Term, whichever comes earlier.
  - 2.2.5 In the case of IFS Alliance 15.4 a maximum of 2 years from the start of Extended Support therefor (currently 1 October 2026), or until Customer's go live on IFS Cloud, or end of maintenance and/or Subscription Term, whichever comes earlier; or
  - 2.2.6 If Customer has not completed its upgrade to IFS Cloud by 30 September 2028 but can demonstrate it has an active IFS Cloud upgrade and migration plan in place, until the end of Extended Support for IFS Alliance 15.4 (currently 30 September 2029), or until Customer's go live on IFS Cloud, or end of maintenance and/or Subscription Term, whichever comes earlier.
- 2.3 Except where section 2.2 applies where the terms of such section will govern, Extended Support will commence on the start date specified in the Order Form and end on the earlier of the end date specified in the Order Form or the date on which the Customer goes live with a standard supported release of the applicable IFS Application Software. If Customer goes live with a standard supported release prior to the applicable end date, IFS will provide Customer with a pro-rata refund of any fees paid for Extended Support which relate to the period after such expiration date.
- 2.4 Extended Support shall comprise of standard support as purchased by Customer and made available by IFS except as limited below;
  - 2.4.1 IFS will accept reports of suspected or proven Security Vulnerabilities as determined by IFS acting reasonably and use commercially reasonable efforts to fix such proven Security Vulnerabilities;
  - 2.4.2 IFS will accept reports of a demonstrated Error;
  - 2.4.3 IFS will use commercially reasonable efforts to provide a resolution to Cases of Severity Level of 1 and 2 only, which may consist of a temporary solution to restore the affected functionality. IFS will have no obligation to backport a resolution from a later version of the applicable software to correct an Error in the Covered Software;
  - 2.4.4 IFS will make available to Customer pre-existing resolutions and Fixes to known Errors and Improvements to the Covered Software in the form of Service Updates or Updates or other solutions e.g. Fixes.
  - 2.4.5 IFS will make available to Customer selected Improvements, as determined by IFS acting reasonably, due to legal changes in the countries supported by IFS;
  - 2.4.6 IFS will certify new platforms such as server OS, database, client OS and browsers as necessary, in order for there to be at least one certified version of each platform component that is still supported by the respective platform component vendor;
  - 2.4.7 IFS may optionally reduce the cadence of Service Updates and/or Updates during extended support period compared to standard support; and
  - 2.4.8 IFS will not provide application translations for the Covered Software nor translations of applicable documentation.
  - 2.4.9 Extended Support is delivered as remote services. Any reporting, communication and documentation hereunder will be provided in English. IFS may use personnel from IFS Affiliates or partners around the world to provide the Extended Support.

2.4.10 Extended Support Cases must always be registered in the IFS case management portal before IFS will commence any work hereunder.

### **3. FEES**

3.1 Where chargeable, fees for Extended Support will be set out in the applicable Order Form.

### **4. DEFINITIONS**

Defined terms used in these terms shall have the meaning given to them in the IFS Support Terms found at [ifs.com/legal](https://ifs.com/legal).