

End of Service Life Policy



1. Introduction

This End Of Service Life Policy (this “Policy”) should be read in conjunction with the Experian QAS Standard Terms and Conditions entered into between Experian QAS and your organisation. The purpose of this Policy is to describe the length of time you can expect Experian QAS to provide Technical Support and Data Set Updates for Licensed Materials after they are no longer available for purchase.

2. Explanation of terms

Any capitalised terms in this Policy are to be interpreted as defined in the Experian QAS Standard Terms and Conditions, save where to the contrary below;

Term	Description
Defect	A fault with the Licensed Materials as reasonably determined by Experian QAS.
End Of Service Life	The point at which Experian QAS cease to provide Technical Support and Data Set Updates for the Licensed Materials.
Last Ship Date	The point at which Experian QAS ceases to physically or electronically ship the specific version of the Licensed Materials.
Policy	The End Of Service Life Policy, this document.
Technical Support	The support Experian QAS offer in relation to the Licensed Materials as detailed in the Worldwide Support Policy.
The Experian QAS Standard Terms and Conditions	The standard terms and conditions agreed at the point of sale of the Licensed Materials.

3. End Of Service Life

3.1 Description

Experian QAS will provide Technical Support and Data Set Updates for the Licensed Materials for a period of three years after the Last Ship Date, as described in section 3.2. After which the Licensed Materials will have reached End Of Service Life. Experian QAS reserves the right to shorten this period with the provision of 12 months notice. This Policy does not apply to all Experian QAS Licensed Materials. Licensed Materials that are exempt will be listed on a dedicated web page (<http://support.qas.com/eosl>).

3.2 Full Technical Support

For three years following the Last Ship Date, Experian QAS will provide Technical Support and Data Set Updates for the Licensed Materials. Experian QAS will accept Defect submissions in line with the Worldwide Support Policy and will endeavour to resolve major and critical Defects as described in section 3.3. This may involve the provision of New Releases, where appropriate.

3.3 Defect categorisation

On confirming a Defect submission, Experian QAS applies the following categorisation:

Category	Description
Critical	A Defect with the Licensed Materials that materially prevents you from using the Licensed Materials in accordance with the Documentation.
Major	A Defect with the Licensed Materials that materially prevents you from using the Licensed Materials in accordance with the Documentation, but is intermittent or has an available work-around deemed reasonable by Experian QAS.
Minor	A Defect with the Licensed Materials that does not materially prevent you from using the Licensed Materials in accordance with the Documentation.

4. Communication

4.1 Publication of Last Ship Date

For all versions of Experian QAS Licensed Materials, Experian QAS will publish the Last Ship Date on a dedicated web page (<http://support.qas.com/eosl>) on or prior to this date. Experian QAS will not issue separate communication via any other means.

4.2 After Last Ship Date

If the next Renewal Date falls beyond the End Of Service Life date, then Experian QAS will agree terms and a schedule with you to provide a New Version of the Licensed Materials.

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