

To all Unify customers / partners / distributors and consultants

OpenScape Solution Portfolio Support

Dear Sir or Madam,

The purpose of this letter is to reassure you that your investment in the OpenScape Solution Portfolio is well placed and appreciated by Unify. As you know, our award-winning OpenScape Solutions serve as the foundation for Unify's Unified Communications offering.

We therefore reassert to you:

1. Continued general availability of the OpenScape product portfolio in accordance with Unify's Product Lifecycle Policy, which can be viewed at our Internet homepage: <https://unify.com/en/support/portfolio-lifecycle-policy>, as amended from time to time.
2. To supply sustained support in terms of provision of major and minor releases, fix releases and hotfixes as well as security fixes, until at least end of 2030 for the OpenScape Solution Portfolio shown in the appendix. Note that any 3rd party solutions are excluded from this commitment.
3. Pursuit of a 12–24-month refresh window for our OpenScape product portfolio and adherence to an agile development process that contributes to deliver enhanced features meeting the dynamic needs of our customers.

Due to the pace of change for hardware and software components, we are continually augmenting and enhancing our products by the introduction of new software versions. Therefore, our above confirmations are contingent on you ensuring the solution components remain on a supported software version covered by a valid software support contract.

Further to the above, the Unify Product House reserves the right to propose a new technological solution at a chargeable basis when the End-of-Support/End-of-Life time has arrived for some particular products (i.e. OpenScape 4000, OpenScape Contact Center, OpenScape UC Application and OpenScape Xpressions); we also reserve the right to migrate any premise-based solution to a cloud-based replacement solution on a chargeable basis when the End-of-Support/End-of-Life time has come to them.

Hardware is always subject to industry-wide component end-of-life issues and so Unify reserves the right to provide similar hardware as part of a replacement under an existing service/support agreement. Hardware replaced due to upgrades is chargeable.

Please refer to your specific purchase contract(s) for details on any contractually binding commitments since these are only made as part of specific purchase contracts.



Unify offers its customers security and flexibility, while providing a logical and elegant path to the latest state-of-the-art innovations. We would like to emphasize our firm commitment to evolve our portfolio to deliver both Private Cloud and UCaaS solutions with investment in our OpenScape products and through our technology partners. At the same time, we continue to progress our on-premise portfolio as well. As proof of our promise and dedication is our product support covenant stating an industry-leading product support term until at least end of 2030.

For all reasons explained above we strongly believe that our OpenScape Solution Portfolio is an excellent choice as a communications answer for your enterprise. We would be delighted to see you as a satisfied customer, today and in the future and remain committed to providing you with superior solutions and services.

Yours sincerely

Unify Software and Solutions GmbH & Co. KG

A handwritten signature in blue ink that reads "Marcus Hänsel".

ppa. Marcus Hänsel
Chief Sales Officer & Head of Service at Mitel

A handwritten signature in black ink that reads "Martin Bitzinger".

i.V. Martin Bitzinger
SVP Product Management & Marketing at Mitel



Appendix:

OpenScape Solution Portfolio consists currently of the following components:

- OpenScape Voice
- OpenScape Enterprise Express
- OpenScape SBC
- OpenScape Branch
- OpenScape 4000
- OpenScape Business
- OpenScape Cordless Classic / IP
- OpenScape Management Applications
- OpenScape Contact Center
- OpenScape UC Application
- OpenScape Xpressions
- OpenScape Desk Phones CP