Product Support and Maintenance Policy

February 2024

OneStream is committed to continually developing and enhancing our SaaS offering and software, providing customers with innovative solutions to meet ever growing requirements. As new versions are introduced, OneStream actively plans to retire older versions as well as specific MarketPlace solutions.

This Product Support and Maintenance Policy gives customers visibility into our future plans for current versions of the platform software and MarketPlace solutions, specifically how much advance notice customers can expect and what we include in our communications to customers.

In this policy "**Engineering Support**" means that OneStream will provide hot fixes and urgent patches as soon as possible, without waiting for the next version to be released. "**General Support**" means support with any functional, technical or operational issue that users experience, but does not include hot fixes and urgent patches.

Version Schedule

OneStream intends to release three versions (either major or minor, at OneStream's discretion) (i.e. v.**1**.x, **2**.x, **3**.x or v.x.**1**, x.**2** and x.**3**) of the platform software and core MarketPlace solutions each calendar year. Core MarketPlace solutions include Financial Close, and Application Control Manager. Other MarketPlace solutions will be updated as required and may not follow the same release cycle.

Two-stage approach

OneStream takes a two-stage approach to product support and maintenance. First, OneStream will provide Engineering Support as necessary to maintain the relevant version for 18 months after the product release date (as set out in the relevant release notes). At the end of the 18 months' Engineering Support period, OneStream will continue to provide General Support for a further 12 months, or such longer period in accordance with your agreement with OneStream. At the end of the General Support period, the version will no longer be supported, and customers will be required to upgrade to a supported version.

Non-SaaS Customers

Support for non-SaaS customer will end on **31 December 2027**, unless otherwise agreed in your contract with OneStream.
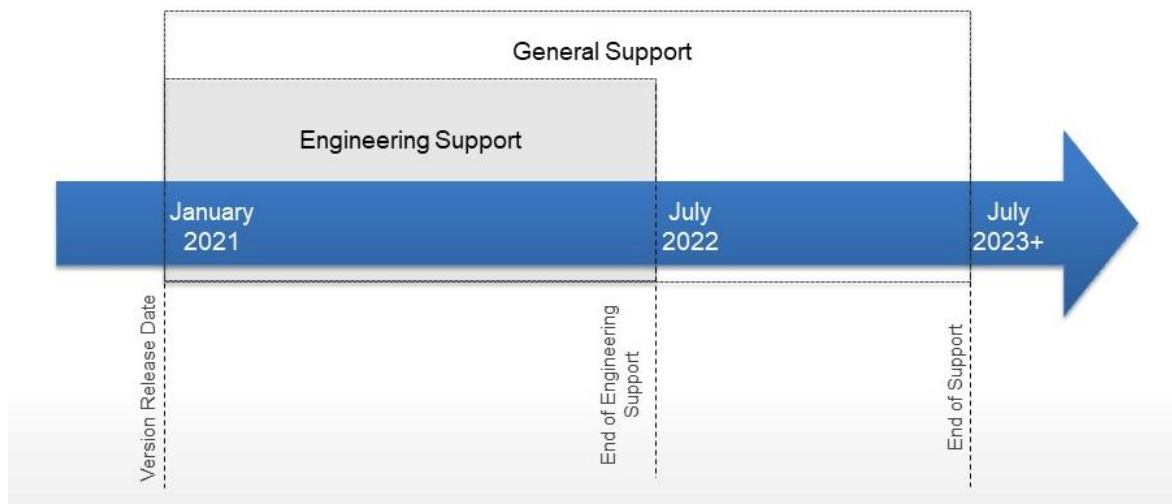
This policy is supplemental to the support services that are provided under your contract with OneStream in respect of software (including that which underpins SaaS services).

OneStream will endeavor to provide customers with the following information:

Notice: Notice to customers when the Engineering Support period and General Support period will come to an end.

Alternative functionality: Suggestion of new or replacement functionality in new versions.

Continued support: Continued support for the version until General Support has ended.

There may be circumstances where OneStream is unable to give the full notice periods for Engineering Support and General Support, such as:

- To protect the integrity and security of OneStream products and services generally
- Where there is an integration or dependence on third-party software or components
- Other legal or regulatory reasons

In such circumstances, OneStream will provide as much notice as possible to customers and provide advice to support a quicker transition to alternative functionality.

This policy shall not apply to US Government customers and contractors. OneStream may change this policy, including amending the notice period, by posting a revised policy to the customer portal.

If you have questions, please raise a support request, or contact your account manager. Please see previous release notes for Engineering Support and General Support end dates.

Moving from MarketPlace to OpenPlace

There may be circumstances where OneStream moves MarketPlace solutions to OpenPlace. The solution will still be available to customers, but it will no longer be supported under the terms of your agreement. OneStream will give customers **at least 12 months' notice** prior to the move taking place. If you are actively using the solution prior to the notice date, support will be provided in accordance with the terms of your agreement.

Notice that a solution will move from MarketPlace to OpenPlace will take priority over other end of support notifications. Any updates to a solution which are provided after the Administrator Notice Date (as set out in the table below) will not affect the Move to OpenPlace Date given in the original notice.

OpenPlace Solutions Schedule

Solution Code	Solution Name	Required MP Solution Version for 8.0 Compatibility	Move to OpenPlace
AWS	Actor Workspace	PV410 SV100	August 2024
CMR	Close Manager	N/A	August 2024
HDK	Help Desk	PV640 SV100	August 2024
PBL	Process Blocker	PV430 SV100	August 2024
PCM	Process Control Manager	PV430 SV100	August 2024
POW	PowerShell Scripting	N/A	August 2024
PRM	Provision Request Manager	PV440 SV104	August 2024

| TXP | Tax Provision | PV620 SV300 | August 2024 |
| TRM | Train Me (Video Help) | PV410 SV100 | August 2024 |