

Digital Products and Services Lifecycle Policy

Version: v2026.08

Effective Date: August 18, 2026

1. Introduction

This Digital Products and Services Lifecycle Policy (“Digital Lifecycle Policy”) describes how Panasonic Avionics Corporation (“Panasonic”) manages the lifecycle of its digital products and services, including their introduction, support, and retirement.

This Digital Lifecycle Policy applies to Panasonic digital products and services that have reached General Availability, including software, platforms, applications, APIs, cloud-hosted services, and related tools. It applies whether those offerings are deployed on Panasonic hardware, integrated with customer environments, hosted by Panasonic, or hosted through third-party cloud infrastructure.

2. Purpose

Panasonic digital products and services evolve over time due to changing technology, market conditions, product enhancements, or strategic direction. In some cases, products, services, or specific versions may be replaced or discontinued.

Panasonic recognizes that lifecycle changes may impact customer operations. This Digital Lifecycle Policy establishes a consistent framework for lifecycle milestones, support expectations, and transition planning so customers can prepare for and manage those changes.

3. Definitions

Active Support Phase

The primary support period for supported versions of a digital product or service. During this phase, Panasonic provides standard post-delivery support services in accordance with the Support Policy. Support may include Major Releases, Minor Releases, Patch Releases, and other support services.

Critical Issue

A material issue that causes a supported version of a digital product or service to be unavailable, substantially inoperable, or materially unable to perform a core function, as determined in accordance with the Support Policy.

Digital Portfolio Terms

Specific product, service, portfolio, commercial, technical, operational, support, lifecycle, or usage terms provided or made available by Panasonic that apply to one or more digital products or services. Digital Portfolio Terms are made available at www.panasonic.aero/legal/documents.

End of Life (EOL)

The date after which an affected digital product or service, including all versions, is fully retired and discontinued and Panasonic will provide no Major Releases, Minor Releases, Patch Releases or support, maintenance, access, availability, or assistance of any kind unless expressly required by a signed customer agreement.

End of Sale (EOSL)

The date after which Panasonic will no longer accept new orders, renewals, expansions, add-ons, or other new commercial commitments for an affected digital product or service, unless otherwise stated in a Lifecycle Notice or signed customer agreement. Existing customer agreements may continue through their current term, subject to their terms.

End of Support (EOSP)

The date after which Panasonic will no longer provide standard or extended technical support, including bug fixes, regular updates, security updates, upgrades, or other maintenance for an affected digital product or service or version. Any technical support, security update, or related assistance after this point is discretionary, subject to resource availability, may require a separate written agreement, and may be subject to additional fees.

Extended Support Phase

A transitional support period following the Active Support Phase during which support for a version of a digital product or service is reduced and may be limited to Critical Issues, selected bug fixes, or security updates. Extended Support does not include regular updates, upgrades, new features, or functional enhancements unless expressly stated in a Lifecycle Notice or signed customer agreement. Extended Support may also be subject to additional fees, defined service scope, limitations, and other restrictions.

General Availability (GA)

The point at which a version of a digital product or service is made broadly available for commercial customer use and supported in accordance with the Support Policy. GA does not include beta releases, pilots, proofs of concept, evaluation versions, limited trials, or other pre-release offerings unless Panasonic expressly states otherwise.

Lifecycle Notice

Panasonic's formal communication about lifecycle status, lifecycle milestones, applicable dates, support changes, transition expectations, required customer actions, migration guidance, and any available successor or replacement offering for a digital product or service. A Lifecycle Notice may identify affected products, services, or versions; applicable EOSL, EOSP, and EOL dates; last order, renewal, or support eligibility dates; support scope changes; customer action deadlines; compatibility or dependency considerations; migration paths; and successor or replacement offerings.

Major Release

A major version change, successor version, or other release that introduces new or materially changed functionality, architecture, interoperability, performance, user-facing capabilities, or platform capabilities and that may require customer planning, implementation, configuration, testing, migration, validation, or acceptance activities.

Minor Release

A minor version change intended to improve functionality, performance, compatibility, reliability, or operability and may include added or modified features.

Patch Release

Updated code released to fix specific issues, improve functionality, or address identified security vulnerabilities or enhance security in existing software after it has been installed, but it does not normally add any new functionality. A "Combined Patch Release" means a group of patches (bug fixes and/or security patches) released together.

Product-Specific Lifecycle Terms

Product- or service-specific lifecycle requirements, timelines, supported-version rules, support scope, migration expectations, customer obligations, or implementation requirements provided or made available by Panasonic for a digital product or service. Product-Specific Lifecycle Terms may be included in Digital Portfolio Terms, Lifecycle Notices, customer documentation, or other Panasonic-designated lifecycle materials.

Support Policy

Panasonic's then-current post-delivery support policy, terms, procedures, classifications, service-level commitments, exclusions, and support-request requirements provided or made available by Panasonic for supported digital products or services. Support Policy Terms are made available at www.panasonic.aero/legal/documents.

Version Support Standard

Unless otherwise specified in a Lifecycle Notice, Digital Portfolio Terms, Product-Specific Lifecycle Terms, or signed customer agreement, Panasonic's default Version Support Standard is to support the then-current major version and two preceding major versions of a digital product or service during the Active Support Phase. Panasonic may define different supported-version requirements for specific products or services where a different approach is appropriate based on product architecture, operational requirements, security considerations, third-party dependencies, customer environment constraints, or commercial terms.

4. Lifecycle Progression and Timelines

Digital products and services may move through lifecycle milestones and support phases such as GA, the Active Support Phase, the Extended Support Phase, EOSL, EOSP, and EOL. These milestones may differ by product, service, version, deployment model, or commercial offering and may be combined, omitted, inapplicable, or occur in a different order depending on the offering. For example, EOSL relates to new sales or renewals, while EOSP and EOL relate to support, maintenance, and discontinuation.

Panasonic provides lifecycle timelines through official Panasonic channels, which may include Lifecycle Notices, Panasonic-designated customer lifecycle or support portals, account management communications, or other Panasonic-designated lifecycle documentation or communication channels. These communications may identify key milestones, applicable dates, support changes, transition expectations, required customer actions, migration guidance, and available successor or replacement offerings.

Unless otherwise stated in a Lifecycle Notice or signed customer agreement, Panasonic will use commercially reasonable efforts to provide customers with at least **12 months' notice prior to EOSL, EOSP, and EOL.**

A single Lifecycle Notice may announce or describe one or more lifecycle milestones, including EOSL, EOSP, and/or EOL, in the same communication.

The notice periods described above are targets based on commercially reasonable efforts. Shorter notice periods may apply where required or reasonably necessary due to legal or regulatory requirements, security risks, service integrity concerns, third-party dependencies, emergency circumstances, or other factors outside Panasonic's reasonable control.

Customers are responsible for monitoring designated lifecycle and support channels and, where available, subscribing to applicable digital products or services notices, lifecycle announcements, security advisories, or similar notification services. Customers should plan for, as applicable, major releases, minor releases, and patch releases as described in the Active Support Phase definition, including any necessary migrations. Availability of major releases, minor releases, and patch releases may depend on compatibility with the customer's hardware, software, architecture, or deployment environment.

To remain eligible for support, customers must use supported versions and complete required major releases, minor releases, and security releases, including necessary migrations, within applicable timeframes. Customers are also responsible for maintaining compatible hardware, software, network, connectivity, and deployment environments; following applicable digital product or service documentation, system requirements, and support procedures; using designated support contacts where required; and reasonably cooperating with Panasonic during support investigations.

For cloud-hosted services, APIs, continuously operated platforms, and other offerings maintained by Panasonic or its service providers, Panasonic may implement major releases, minor releases, security releases, configuration changes, dependency changes, service-integrity changes, or other changes more frequently or on an accelerated basis, including outside ordinary lifecycle timelines. Panasonic may provide shorter notice, or notice at the same time as the change, when it determines that the change is required or reasonably necessary for security, legal or regulatory compliance, service integrity, availability, interoperability, third-party dependency management, or protection of Panasonic, customer, or end-user environments.

5. Support Phases and Retirement

5.1 Active Support Phase

During the Active Support Phase, Panasonic provides standard post-delivery support services, as applicable, for supported versions of a digital product or service in accordance with the Version Support Standard and the Support Policy.

Depending on the applicable product, service, version, deployment model, support plan, and customer agreement, the Active Support Phase may include the following:

- Major Releases
- Minor Releases
- Patch Releases
- Other support services, as applicable

Older versions may continue to operate, but they may not be eligible for standard support, including Major Releases, Minor Releases, and Patch Releases.

Customers must submit support requests via KONOS tickets using Panasonic's designated support channel through a registered KONOS account and provide reasonable information and cooperation needed for Panasonic to investigate, validate, classify, and address the reported issue. Panasonic may classify or reclassify support requests in accordance with the Support Policy. Customers must register for a KONOS account at <https://support.panasonic.aero/csm> to open a KONOS ticket.

5.2 Extended Support Phase

After the Active Support Phase ends and before EOSP, Panasonic may, but is not required to, offer an Extended Support Phase for a version of a digital product or service. Any such phase, including its duration, scope, fees, limitations, and restrictions, must be expressly stated in a Lifecycle Notice or signed customer agreement.

During this phase:

- Support is reduced and may be limited to **Critical Issues** and selected bug fixes or security updates through Patch Releases, in each case only to the extent expressly stated in the applicable Lifecycle Notice or signed customer agreement and classified or made available under the Support Policy.
- Major Releases and Minor Releases are not provided unless expressly stated in the applicable Lifecycle Notice or signed customer agreement.

Unless expressly stated in the applicable Lifecycle Notice or signed customer agreement, Extended Support does not include non-critical fixes, custom development, customer change requests, compatibility work for unsupported customer environments, certifications for new third-party products or platforms, issues caused by customer systems or connectivity, or support for unsupported third-party dependencies.

Extended Support remains subject to the Support Policy, applicable support-request procedures, service-level terms, exclusions, customer obligations, lifecycle limitations, applicable Lifecycle Notices, and any signed customer agreement.

5.3 Security Updates

During the Active Support Phase, Panasonic will provide security updates through Patch Releases for supported versions, when Panasonic determines that a security update is appropriate, to address identified or reasonably suspected security vulnerabilities, in accordance with the Support Policy, applicable priority classifications, and commercially reasonable release practices. A different approach may apply where required or reasonably necessary due to product architecture, third-party dependencies, customer-controlled environments, emergency circumstances, or other factors outside Panasonic's reasonable control.

During Extended Support, Panasonic will provide security updates through Patch Releases only if expressly stated in the applicable Lifecycle Notice or signed customer agreement.

After EOSP, Panasonic has no obligation to provide security updates. Any security update or related assistance after EOSP is discretionary, subject to resource availability, may require a separate written agreement, and may be subject to additional fees.

5.4 End of Support and Retirement

After EOSP and before EOL, Panasonic has no obligation to provide any maintenance or other support, including any Major Releases, Minor Releases, or Patch Releases, for an affected digital product or service or version. During that period, any support after EOSP is discretionary, subject to resource availability, may require a separate written agreement, and may be subject to additional fees.

After EOL, an affected digital product or service, including all versions, is discontinued, and Panasonic will provide no support or assistance of any kind, unless expressly required by a signed customer agreement.

6. Migration Assistance

Customers should complete all applicable Major Releases, Minor Releases, and Patch Releases, including necessary migrations to supported versions or replacement offerings, before EOSP or EOL. Doing so is strongly recommended to ensure access to all available bug fixes, updates, enhancements, and corrections before support ceases. Where an ATP is required, Customer is encouraged to coordinate the update during an already scheduled ATP. Any ATP-related costs shall be the responsibility of Customer. Where available, Panasonic may identify successor products, replacement offerings, migration paths, or other transition options in a Lifecycle Notice or related digital product or service documentation.

Identification of any successor product, replacement offering, migration path, or other transition option does not obligate Panasonic to provide that offering, migration path, transition assistance, or a backward-compatible alternative unless expressly required by a signed customer agreement.

If offered, Panasonic may provide migration assistance, as applicable, through professional services, which may include:

- Migration planning guidance
- Implementation recommendations or technical guidance
- Implementation support, if separately agreed
- Other transition support

Migration assistance may be subject to resource availability, applicable fees, defined service scope, limitations, and other restrictions stated in the applicable professional services terms, statement of work, Lifecycle Notice, or signed customer agreement.

Customer use of unsupported digital products, services, or versions is at the customer's risk and may result in increased operational risk, including compatibility issues, reduced performance, security exposure, and limited support availability. Customers relying on unsupported versions may also experience delayed issue resolution and higher costs associated with custom or emergency interventions.

Panasonic does not guarantee, and has no obligation to maintain, backward compatibility with all customer systems, configurations, integrations, data formats, hardware, software, or deployment environments unless expressly required by a signed customer agreement.

For cloud-hosted services or other offerings that involve customer data, applicable data export, data retrieval, data retention, data deletion, or transition obligations will be governed by the applicable Lifecycle Notice or signed customer agreement. Customers are responsible for completing any available data export, retrieval, migration, or transition activities within applicable timeframes and before access ends or any stated deadlines expire.

7. Supplements

Digital Portfolio Terms, Product-Specific Lifecycle Terms, Lifecycle Notices, the Support Policy, and other Panasonic-designated product, service, support, or lifecycle documentation may supplement this Digital Lifecycle Policy for the applicable digital product, service, version,

deployment model, support arrangement, lifecycle milestone, customer obligation, or implementation requirement. Where applicable, those supplemental terms apply together with this Digital Lifecycle Policy, subject to the order of precedence in Section 9.

8. Exceptions

Any exception to this Policy must be expressly documented in, or expressly authorized by, a signed customer agreement and must clearly define:

- Scope of support or lifecycle deviation
- Applicable product, service, version, or deployment model
- Duration and applicable lifecycle dates
- Fees or other commercial terms
- Any applicable conditions, limitations, exclusions, or approval requirements
- Customer obligations, dependencies, or implementation requirements

9. Revisions

Panasonic may update this Digital Lifecycle Policy periodically to reflect changes.

Panasonic will communicate material changes to this Digital Lifecycle Policy through appropriate official Panasonic channels, which may include Lifecycle Notices or Panasonic-designated customer support or lifecycle portals, and will use commercially reasonable efforts to provide reasonable notice of those changes. Panasonic will not materially shorten a previously announced EOSP or EOL date unless required or reasonably necessary due to legal or regulatory requirements, security risks, service integrity concerns, third-party dependencies, emergency circumstances, or other factors outside Panasonic's reasonable control.

10. Order of Precedence

If there is a conflict between this Digital Lifecycle Policy and a signed customer agreement, the signed customer agreement will control to the extent of the conflict.

Subject to the preceding paragraph, if there is a conflict between this Digital Lifecycle Policy and applicable Digital Portfolio Terms, Product-Specific Lifecycle Terms, Lifecycle Notices, the Support Policy, or other Panasonic-designated product, service, support, or lifecycle documentation, those more specific terms will control for the applicable digital product, service, version, deployment model, support arrangement, lifecycle milestone, customer obligation, or implementation requirement, unless a signed customer agreement expressly provides otherwise.

11. Contact Information

For questions regarding this Digital Lifecycle Policy or the lifecycle status of a digital product, service, or version, customers should contact Panasonic through the applicable official Panasonic support, lifecycle, or account management channel identified in the applicable Lifecycle Notice, Panasonic-designated customer support or lifecycle portal, customer documentation, or signed customer agreement.