# End-of-Life Policy

Kore.ai Product Versions for All Deployment Models

*Abstract:*

This document provides an overview of the purpose and content of the EOL of our XO Platform 10.x version and XO Contact Center (XOCC) 3.x version, emphasizing its role in supporting customers through the end-of-life phase of products and services until the said period.

# Document History

| Sl.No | Authors | Reviewer | Publish date | Version | Change log |
|-------|---------|----------|--------------|---------|------------|
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# Introduction

## Purpose

The purpose of this Article is to provide notice to our customers about the Kore.ai Product versions (On-premise Deployments) reaching their end of life. And, Kore.ai's role in supporting customers through the end-of-life phase of products and services.

## Scope

The scope of this Article applies only to the following:

Deployment Type:

1. Kore Managed Multi-Tenant SaaS Deployment - Includes and covers Kore.ai managed multi-tenant cloud environment - irrespective of cloud service provider, which is managed by Kore.ai team(s), with all control(s) being with Kore.ai.
2. Kore.ai Managed Single Tenant SaaS Deployment - Includes and covers Kore managed cloud environment - specifically for one customer only and irrespective of cloud service provider, which is managed by Kore.ai team(s), with all control(s) being with Kore.ai.
3. Customer Managed On-premise Deployment - Includes and covers any deployment under the sole control of the Customer at a Customer-determined and Customer-controlled location. Kore.ai's role is restricted only to the provision of the product, and providing any fixes to the product(s) provided or licensed out.
4. Customer Managed Private Cloud Deployment - Includes and covers any deployment under the sole control of Customer on any cloud service provider. Kore.ai's role is restricted only to the provision of the product, and providing any fixes to the product(s) provided or licensed out.

Products and Versions covered by this Policy:

1. AI for Service (XO Platform) (Up to v10.8.1 version)
2. AI for Service (SmartAssist) (Up to v3.7.1 version)
3. AI for Service (AgentAssist) (Up to v3.7.1 version)

# Objectives

- This Policy outlines the guidelines and procedures related to the lifecycle management of products, services, and software solutions, as detailed above.
- It aims to address and clarify the phase when a product is deemed to have reached its end of life and associated support, transition, and discontinuation processes.
- This Policy sets guidelines and rules for Customers and provides clarification(s) for internal stakeholders regarding the duration of support, available support levels, and, if applicable, the plan for transitioning to alternative solutions when a product or service nears its End of Life date, and is not replaced or sunsetted out.

# End-of-Life Policy

## End-of-Life Timeline

The standard support for on-premise deployments of all Kore.ai products and solutions is 18 months from the go-live date of a product version on our cloud or until the release of 2 major versions, whichever is earlier.

Release Versioning Details:

X.Y.Z

- X = Major release is defined as the major releases of the platform that deliver new features and capabilities that expand our platform's functionality and enable additional use cases for our customers. These releases involve technology or architectural enhancements that strengthen the platform's performance, scalability, and security foundations. These releases maintain backward compatibility for core features and may require upgrades to access new features. We deliver major releases approximately once per year, timed with the introduction of significant new functionality and capabilities.

- Y = Minor release is defined as the minor releases that provide incremental improvements, bug fixes, and targeted enhancements that continuously optimize the platform experience. These releases maintain full backward compatibility while delivering performance improvements, feature refinements, and quality updates. Minor releases occur monthly, with additional releases deployed as needed to meet evolving customer needs.

- Z = Patch update - Fixes bugs or minor issues

**Hotfixes**: A Hotfix is a quick, targeted update to software, usually released outside the regular release cycle, to address critical issues that are either reported internally and/or reported by Kore's customers. These issues could include Critical bugs, security vulnerabilities, and/or urgent defects affecting system stability or user operations.

## Product Versions Reaching End of Life

In accordance with our standard as stated above, the following product versions will reach end-of-life on 31st of December 2025:

1. AI for Service (XO Platform) (Up to v10.8.1 version)
2. AI for Service (SmartAssist) (Up to v3.7.1 version)
3. AI for Service (AgentAssist) (Up to v3.7.1 version)

Starting 1st Jan, 2026, the above-mentioned product versions will not be eligible to get:

1. Product support
2. Feature updates
3. Maintenance support

## Current Transition Strategy

- We earnestly request all our customers using on-premise versions of the above-mentioned products to promptly initiate the process of migrating to our latest product offerings that are thoughtfully designed to meet evolving needs and industry standards.
- By planning the transition to our latest solutions before the EOL date, you can ensure a seamless and hassle-free upgrade process, maintaining the continuity and efficiency of your operations.
- For more details about our latest offerings, please visit our [Documentation website](#) and get in touch with your Kore.ai point of contact to start the upgrade process.
- We are committed to providing all the necessary support and resources to facilitate a smooth migration to our latest offerings, and our dedicated support team is readily available to assist you throughout this transition.
- Please be informed that the said versions would have completed 18+ months since the time the GA versions were available in the market.
- We will no longer be able to provide support for the said product versions as per the standard SLAs for the issues reported between 1st Jan 2026 and 30th June 2026. However, we will ensure to resolve these issues on a best-effort basis.

## Future End Of Life Policy

- For Kore.ai Managed Multi-Tenant SaaS Deployment and Kore.ai Managed Single Tenant SaaS Deployment(s), all older versions of the products shall be deemed to have reached End Of Life upon every Major or Minor Update as defined above.
- For Customer Managed On-premise Deployment or Customer Managed Private Cloud Deployment, a version shall be deemed to have reached End of Life upon the earlier of release of the last two (2) Major and last two (2) Minor updates, or completion of a term of eighteen (18) months from the signature of the contract.

## Impact of reaching End of Life

- As and when a product reaches End of Life, the applicable SLA timelines - as listed out in the license agreement or applicable contract detailing product support - shall not be applicable for any errors faced.
- Any issues faced shall be addressed on a best efforts basis, without any commitment to timelines.

## Contact Information

- Should you require any assistance, have questions, or need further guidance in planning your migration, please do not hesitate to reach out to our Customer Support team or your Customer Success Manager.
- Alternatively, you can reach out to Kore's Release Management team (kore-releasemanagement@kore.com) for more clarity on the EOL support-related queries.
- We are here to ensure your experience with Kore.ai continues to be both exceptional and productive.

Thank you for your continued trust in Kore.ai