



Pacific Biosciences® of California, Inc.

Software Obsolescence Policy

1. PURPOSE

The purpose of this policy is to define PacBio's procedural best practices for software obsolescence. This policy ensures that our customers benefit from the latest features, security updates, and performance enhancements, while also helping them plan for smooth transitions as technology evolves.

2. SCOPE

This policy applies to all software developed, maintained, or supported by PacBio including but not limited to instrument control software, data analysis tools, and related software components.

3. DEFINITIONS

Software version – A specific numbered release of a software developed or provided by PacBio

Obsolescence – The process by which a software version is retired and is no longer supported or updated by PacBio

End-of-life (EOL) – The date after which a software version is obsolete and no longer supported by PacBio

Long-term support (LTS) – A software version with extended technical support provided by PacBio

Support – Assistance provided by PacBio including technical support, software updates, security patches, and bug fixes

4. POLICY STATEMENT

4.1 Software version lifecycle management

- PacBio software versions have a defined lifecycle including its initial release, the active support period, and end-of-life (EOL).
- As part of our commitment to delivering high-quality, secure, and innovative software solutions, PacBio generally releases new software versions every 12 months. Typically, software versions are supported for 2 years after release. The active support period is extended if a newer software version is not available for the intended use.

4.2 Communicating the software version support period

- The software version support period (including the release date and estimated end of support date) will be communicated on the company website.
- If PacBio obsoletes a software version before the originally communicated end-of-life date, impacted customers will receive a notification communicating the new end-of-life date.

4.3 Software version end-of-life process

- Once a software version has reached EOL, technical support will be discontinued and the product will no longer receive updates including security patches, bug fixes, or compatibility updates.

- Customers are encouraged to transition to a supported version of the software or alternative solutions prior to the EOL to ensure to ensure they receive the most up-to-date features, security enhancements, and bug fixes.

4.4 Data retention and migration

- PacBio will provide guidelines and support to ensure a smooth migration to newer software versions or alternative solutions where applicable.
- It is the customer's responsibility to ensure that data is backed up and migrated.

4.5 Exemptions

- Exemptions to the obsolescence policy are considered on a case-by-case basis, subject to approval by PacBio. Exemptions may include extended support for critical systems or specialized deployments.

5. CUSTOMER RESPONSIBILITIES

- Customers are responsible for planning and executing the transition from obsolete software to newer versions or alternative solutions.
- Customers are responsible for maintaining up to date software systems to benefit from ongoing support, security patches, and new features.

6. REVIEW AND UPDATES

- This policy will be reviewed annually and updated as necessary to reflect changes in technology, customer needs, and industry best practices.