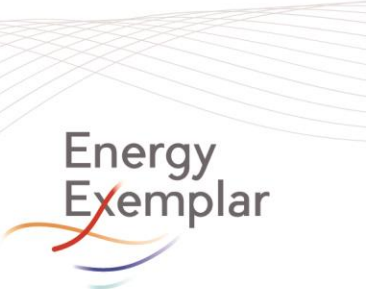# Energy Exemplar Software Lifecycle and Maintenance Policy

For software products delivered through traditional desktop installations

Last updated: 06 November 2023

Contents

Energy
Exemplar

Introduction

This Software Lifecycle and Maintenance Policy (the "Policy") defines the update and support timeline for Energy Exemplar's traditional software products (the "Lifecycle Timeline"). The Lifecycle Timeline is determined by the Product Category listed below. The Lifecycle Timeline applies to major versions and their associated minor versions.

The Policy applies to the following Energy Exemplar versioned desktop software including (the "Product Categories"):
1. PLEXOS desktop
2. PLEXOS engines
3. PLEXOS Connect
4. Aurora
5. Other Desktop Software Utilities
6. Cloud Integration Utilities

Phases of the Lifecycle Timeline

The Lifecycle Timeline includes the following phases:
A. Update
B. Support
C. End of Support

The Lifecycle Timeline for a released product under the Policy generally begins on the date that the first Generally Available (a.k.a., Gold) release of that Major Version is released. For PLEXOS this is typically the "X.Y R01" (e.g., 9.2 R01) version, while for Aurora this has historically been the "X.Y.1001" version (e.g., 15.0.1001).

Energy
Exemplar

The Update phase begins at the same time as the Lifecycle Timeline. When the Update phase begins, the Support phase automatically begins. Likewise, the end of the Support phase automatically begins the End of Support phase.

NOTE: The Policy only applies to Generally Available releases of the Products referenced above. Any Beta releases, Release Candidates, Patches are not covered by the Policy.

Support Activities

During each phase of the Lifecycle Timeline, Energy Exemplar offers certain types of product support for relevant products.

The Policy applies to the following Support Activities.
- Cloud Engine Available
- Development Requests
- Maintenance Updates
- Security Updates
- Standard Support
- Required Resimulation
- Premium Support

Support Activity	Update Phase	Support Phase	End of Support Phase
Cloud Engine Available	☑	☑	Discretionary
Development Requests	Available	☒	☒
Maintenance Updates	☑	☒	☒
Security Updates	☑	☑	☒
Standard Support	☑	☑	☒
Required Resimulation	☑	☑	☑
Premium Support	Available	Available	Discretionary

In the table above, the check mark denotes that this is an anticipated activity in the phase. The x mark means that this is an excluded (not offered) activity in the phase. "Available" indicates that the activity is an option for the licensee. "Discretionary" means that it is not generally "Available" but in particular

circumstances Energy Exemplar may exercise the option to make this available to users. Energy Exemplar's decision to exercise this Discretionary option at one point in time does not have any impact on any other past, current, or future situations.

Policy A – Desktop & Engine Software

Policy A covers Product Categories 1, 2, 4, and 5 as noted in the Introduction above. The start and end are measured in months relative to the Lifecycle Timeline commencement (T=0). Note that this policy includes Desktop GUI and also related "engine" versions.

Phase	Starts	Ends	Notes
Update	T+0	T+12	Active development
Support	T+12	T+36	Continued support. Users should upgrade.
End of Support	T+36	---	Allows required resimulation.

Policy A – Application of Policy to date[1] - In this table, the desktop and engine software of any particular version are on the same Lifecycle timeline.

Major Version	Timeline Start	Update Ends	Support Ends	Notes
PLEXOS 8.3	2020-11-18	2021-11-18	2023-12-31	Extended
PLEXOS 9.0	2021-10-19	2022-10-19	2024-10-19	
PLEXOS 9.1	2022-07-05	2023-07-05	2025-07-05	
PLEXOS 9.2	2022-12-29	2023-12-29	2025-12-29	
Aurora 13.5	2020-07-15	2021-07-15	2023-07-15	
Aurora 14.0	2021-03-31	2022-03-31	2024-03-31	

---

[1] Note that PLEXOS 8.2 and all prior versions are already in End of Support phase. Moreover, Energy Exemplar can no longer provide any software components for those versions due to distribution restrictions from 3rd party vendors. This was announced on 01 Dec 2022 effective 31 Dec 2022. https://energyexemplar.my.site.com/customers/s/article/PLEXOS-82-End-of-Support-Notice

Major Version	Timeline Start	Update Ends	Support Ends	Notes
Aurora 14.1	2021-12-03	2022-12-03	2024-12-03	
Aurora 14.2	2022-07-29	2023-07-29	2025-07-29	
Aurora 15.0	2023-09-04	2024-09-04	2026-09-04	
Gurobi Tuner 3.0	2023-01-20	2024-01-20	2026-01-20	
PLEXOS API	Varies	Varies	Varies	See relevant PLEXOS version

Policy B – PLEXOS Connect

Policy B covers section 3 above e.g., all PLEXOS Connect Components. These software products focus more on the communication of data and hence the Lifecycle is different than Policy A due to the attention to security updates. ***Unlike Policy A, Policy B Lifecycle begins when each version is released.*** Users should plan to update this software at least quarterly, because update releases may address security vulnerabilities if they arise, as well as implementing software licensing features that may be mandatory upgrades.

Phase	Starts	Ends	Notes
Update	T+0	T+6	Active development
Support	T+6	T+12	Continued support. Users should upgrade.
End of Support	T+12	---	At this point it is likely that upgrades are required for continued use of the Product.

Fixed Lifecycle Policy B Applied

Version	Timeline Start	Update Ends	Support Ends	Notes
Connect 3.50R08	23 Jun 2023	23 Dec 2023	23 June 2024	
Connect 3.50R07	01 Mar 2023	01 Sep 2023	01 Mar 2024	
Connect 3.50R06	16 Sep 2022	16 Mar 2023	16 Sep 2023	

Policy C – PLEXOS Cloud Components

Policy C covers section 6 above esp., PLEXOS Cloud Toolkit a.k.a., the CLI. These software products focus more on the communication of data and hence the Lifecycle is different than Policy A due to the attention to security updates. ***Unlike Policies A & B, Policy C Lifecycle begins when each version is released and has monthly releases in line with our PLEXOS Cloud release schedule.*** Users should plan to update this software with **every** PLEXOS Cloud release, because update releases may address security vulnerabilities if they arise, as well as implementing software licensing features that may be mandatory upgrades.

At present, support and backward compatibility for PLEXOS Cloud components is provided from one release until the next release. As noted above, it is highly recommended that users upgrade for every PLEXOS Cloud release. It is not absolutely required to upgrade, unless one of the following is true:

- New features are added to the software that the user requires.
- A major structural change was introduced that breaks prior versions. (Energy Exemplar attempts to minimize these.)
- The user experience technical issues that have been resolved in more recent updates.

A more comprehensive Policy C will be provided when available.

Detailed Description of Phases

Update Phase

The Update phase is the period during which a Major Version Release is in active development. There will generally be one Major Version of each major product that is in the Update phase.

During the Update phase, Energy Exemplar may modify the software for the purpose of adding or amending features, resolving support issues, etc. These

Energy
Exemplar

modifications are released as minor version releases (e.g., "X.Y R02+" or "X.Y.1002+"). Minor version releases such as these are considered as part of the Lifecycle of their associated major version release. As such for example, PLEXOS 9.2 R01, 9.2 R02, etc. are all part of the PLEXOS 9.2 Lifecycle Timeline.

Support Phase

During the Support Phase, Energy Exemplar Support staff provide excellent support to answer questions, support model diagnosis, and similar for all Support tiers. Users who discover issues or request improvements will be advised to upgrade to the Major Version that is in the Update phase.

End of Support Phase

No support services will be provided. Requests for support will be acknowledged and generally declined.

Some of our users are required by law, regulation, or contract to provide resimulation after initially producing results for a regulatory filing, consulting report or similar. This requirement may continue for many years after the initial filing.

Users who need Required Resimulation support (please refer to this topic under Support Activities) and need support of any kind from Energy Exemplar will be required to demonstrate that they have such a qualifying requirement by presenting some form of documentation for both

- The request for resimulation (originating from a 3rd party who was a party to the original work), and
- The legal basis for the request.

General Description of Support Activities

Cloud Engine Availability

PLEXOS Cloud is specifically not included in the Policy. It is constantly evolving and requires features from the PLEXOS software that is covered by this Policy.

Energy Exemplar

For this reason, not all versions of PLEXOS engine are available on PLEXOS Cloud.

Development Requests

Users may submit development requests as Ideas in Energy Exemplar's xChange program. xChange Ideas are reviewed by Energy Exemplar. Energy Exemplar does not implement all xChange Ideas. When xChange Ideas are implemented, Energy Exemplar implements them in the manner and timing that Energy Exemplar deems most appropriate. Energy Exemplar retains all intellectual property rights for any such developments.

Maintenance Updates

Energy Exemplar makes software updates to address items arising from the Standard Support process.

Security Updates

Energy Exemplar is committed to providing products with improved security. Although we strive to remove vulnerabilities during development, software vulnerabilities remain a fact today and we must be prepared to respond when they are discovered. Energy Exemplar advises customers to install the latest product releases and security updates to remain as secure as possible. Older products may not meet today's more demanding security requirements. Energy Exemplar is often unable to provide security updates for older products.

Standard Support

This is support as defined by the End User License Agreement (EULA). The terms of the EULA for Desktop support apply to the Policy in the sense of the access to a supported version of PLEXOS for active licensees in good standing. This policy does not supersede any terms in the EULA, but only defines the policy in the absence of any specific EULA terms.

Standard Support includes asking questions, assistance with problem resolution, and the like.

Required Resimulation

Many of our users are required by law, regulation, or contract to provide resimulation after initially producing results for a regulatory filing, consulting report or similar. Required Resimulation is specifically for the purpose of allowing this activity. Users engaging in Required Resimulation, should be in possession of the software installer, computing resources capable to run the software, and staffed with users that know how to utilize the software as this is primarily a self-supported activity. Specifically, due to our use of 3rd party software, there may be some past versions of our own software that we can neither use nor distribute due to contractual requirement.

Energy Exemplar Support may be able to provide some services in support of this Required Resimulation and will if reasonable. Those services - if any - will be very limited by comparison to Standard Support. Users requiring additional support can consider requesting Premium Support.

Premium Support

Please consult your Account Manager. Some services may be available.

FAQs

Q   What if I find a bug during the Support or later phase? A: Consider upgrading to the latest major version. Report the issue as usual. If the issue exists in the latest major version, it will be addressed there.

Q   What if I have a special support clause in my EULA? A: This policy doesn't override the EULA.

Q   What if I urgently need a new feature? A: Create an xChange idea and let your support representative know! We will look into adding it to the version that is in Update phase.

Q   What if my production version is in End of Support phase? A: Please upgrade urgently.

Q   What if my my regulator is asking for resimulations and the version used is in End of Support? A: This is a supported activity although the support for this is minimal.

Updates to the Policy

Energy Exemplar reserves the right to update, change or otherwise modify the Policy on a going-forward basis at any time and in Energy Exemplar's sole discretion. If Energy Exemplar updates the Policy, Energy Exemplar may provide notice of such updates, such as by sending an email notification to the email address listed in your account, posting the update to our client portal and/or updating the "Last Updated" date at the beginning of the Policy. Updates will be effective on the date specified in the notice.

Energy
Exemplar