

To: Distribution

From: Solutions Management –Software Portfolio

Subject: EOL-TrueVUE-CLOUD-Express-Subscription

Bulletin Number: EOL-SW-Y2025M12D18-R0

Date: January 13, 2026

END OF LIFE NOTICE

This notice serves to formally announce the **End-of-Life (EOL)** of the Express subscription level of TrueVUE Cloud (Product Code: TVC-EXP-CHP-MO). Effective immediately, the Express tier is no longer available for new subscriptions.

As part of our continued focus on simplifying offerings and delivering greater value through enterprise-grade capabilities, TrueVUE Cloud is consolidating its subscription model to better align with customer needs and future platform investments.

Going forward, Premier and Ultimate tiers will be the supported and subscribable TrueVUE Cloud subscriptions, offering enhanced functionality, scalability, security, and long-term roadmap alignment. These tiers are designed to address a broad range of enterprise requirements, offering enhanced functionality, greater scalability, robust security, and clear long-term roadmap alignment. This approach ensures customers are positioned to fully benefit from ongoing enhancements, regulatory readiness, and future innovations across the TrueVUE Cloud platform.

To ensure a smooth transition, please find the key milestones and associated dates outlined below.

Milestones

Milestone	Date
End of Notification Date (EOND) – TrueVUE Cloud Express	January 13, 2026
End of Support (EOSupport) – TrueVUE Cloud Express	January 13, 2026
End of Life (EOL) – TrueVUE Cloud Express	January 31, 2026
End of Life (EOL) – TrueVUE Cloud Express	February 28, 2026

Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice.

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

After the **End of Support (EOS)** date, the Express subscription will no longer receive:

- Technical support
- Bug fixes or maintenance releases
- Security patches or updates
- Feature enhancements or roadmap investments

Effective post-EOL dates, only the following subscription tiers will continue to be fully supported and orderable:

- **Premier** (Product Code: TVC-PRM-DIR-MO)
- **Ultimate** (Product Code: TVC-ULT-DIR-MO)

Impact and Transition

- Existing customers on the Express subscription license may continue to use the service until the End of Support date.
- Customers are strongly encouraged to transition to Premier or Ultimate to ensure uninterrupted support, security, and access to ongoing enhancements.
- Migration and upgrade guidance will be provided to support a smooth transition with no expected service disruption.

Next Steps

Account and customer success teams will proactively engage impacted customers to discuss upgrade options and timelines.

Commitment

TrueVUE Cloud remains committed to delivering a secure, resilient, and innovation-driven platform. The retirement of the Express subscription allows focused value delivery and continued investment in Premier and Ultimate tiers, ensuring long-term value, improved customer experience, and accelerated delivery of strategic capabilities.