



To our customers,

Please be advised as of December 3, 2020, all of The SCE Group (“SCE”) intellectual property pertaining to SCE’s Outseer Fraud Manager (on-premise and cloud) Integration Enablement Kits (“IEKs”), Adapters, and related software components have been acquired by TLA Innovation, Inc. (“TLA”).

After much consideration, TLA has made the business decision to execute an End of Life (“EOL”) and End of Product Support (“EOPS”) process for these legacy products, effective June 30, 2024 (“EOL Date”), to focus on providing our customers with alternative and more advanced solutions.

We sincerely appreciate your use of these legacy products, and believe this notification allows sufficient time to complete existing projects with the legacy products and shift future designs to our advanced solutions that will match and supersede the legacy IEKs functionality.

Customers with active service contracts will continue to receive support from TLA until the earlier of (i) the EOL Date, or (ii) expiration of the support agreement.

EOL affected Products:

- F5 APM IEK
- Ping Identity IEK
- Siteminder IEK
- Juniper VPN SSL IEK
- Citrix Netscaler IEK

Support contracts:

- Product support going forward and until EOL Date will include:
  - Resolution of configuration and usage issues
  - Best-effort support for severity 1 (full outage) and severity 2 (partial) bug fixes.

Level	Description
Severity 1	Customer is unable to use any material part of the Software or the intended functionality is severely restricted.
Severity 2	Customer has the ability to use the Software, however, such use is restricted, or Users identify degraded system performance

- Updates for Moderate, Major and Severe security vulnerabilities as defined below:

Level	Description
Moderate	Some damage or loss to business operation or reputation with some cost exposure but not affecting future prospects
Major	Serious but not complete damage to business operation or reputation with large cost exposure and affecting future prospects
Severe	Severe damage to business operation or reputation with very large cost exposure and leaving no future prospects



- No future developments or customizations will be performed after the effective date of this notification letter.
- No support will be provided after the EOL Date

A TLA account specialist will be reaching out to you, but you are most welcome to contact your SCE or TLA account specialist for more information on this notice and TLA's advanced solutions offerings.

Thank you for your understanding and attention to this matter and we are looking forward to working with you on future engagements.