

To Our Valued Customers:

Saison Technology Co., Ltd.
Customer Success Department

Announcement of Migration of Technical Support Service Level and Products for End of Technical Support Service

As we have previously announced on our website, Standard Support for some products will be migrated to Limited Support in 2026, and Limited Support for some products will end in 2026. We would like to inform you again of the following.

Limited Support is an extended service for products of which Support Service ended and offers a different support level. Please note that the fee of Limited Service is 1.5 times that of Standard Support. Please read *1 for HDC-EDI Base.

We will continuously strive to expand our valuable software group, and we appreciate your continued support and patronage.

1. Products for Migrating from Standard Support to Limited Support in 2026

Product Type	Product Name	Standard Support Expiry Date	Limited Support Expiry Date
HULFT	HULFT6 for Mainframe Type VOS	03/31/2026	03/31/2031
	HULFT2 for K	03/31/2026	03/31/2031
HULFT-SAN	HULFT-SAN Ver.6	03/31/2026	03/31/2031
SIGNAlert	SIGNAlert Ver.3	05/31/2026	05/31/2031
	SIGNAlert Manager Ver.3	05/31/2026	05/31/2031
HULFT IoT	HULFT IoT Ver.2	11/30/2026	01/31/2030
HDC-EDI Base	HDC-EDI Base Ver.5	11/30/2026	11/30/2028
	HDC-EDI Apex Ver.1	11/30/2026	11/30/2028
HDC-EDI Manager	HDC-EDI Manager Ver.2	11/30/2026	11/30/2028

*1 Limited Support fee is 25% of product standard price for annual technical support (for business hours only) and 40% of product standard price for 24/7/365 support. The fee will be changed when the maintenance contract is renewed the day after Standard Support ended.

2. Products for Ending Technical Support Service in 2026 (HULFT Products)

Product Type	Product Name	Limited Support Expiry Date
HULFT7	HULFT7 for Windows	03/31/2026
	HULFT7 for UNIX	
	HULFT7 for zLinux/Linux	
	HULFT7 for zOS	06/30/2026
	HULFT7 for iOS	
HULFT7e	HULFT7e for Windows	03/31/2026
	HULFT7e for UNIX	
	HULFT7e for Linux	
	HULFT7e for iOS	06/30/2026
HULFT7 Manager	HULFT7 Manager	03/31/2026
HULFT7e Manager	HULFT7e Manager	03/31/2026
HULFT6e	HULFT6e for Mainframe OS390	06/30/2026
HULFT5	HULFT5 for Mainframe ACOS	02/28/2026
HULFT5 関連製品	HULFT スケジューラ for UNIX Ver.5	06/30/2026
HULFT-SAN	HULFT-SAN Ver.5	09/30/2026
HULFT1	HULFT1 for K	09/30/2026
DataMagic	DataMagic Ver.2	11/30/2026
	DataMagic (English edition) Ver.2	
HULFT DataSpider Connection Adapter	HULFT DataSpider Connection Adapter Ver.1	03/31/2026

3. Products for Ending Technical Support Service in 2026 (DataSpider Servista Products)

Product Type	Adapter Name	Support End Date
DataSpider Servista	DataSpider Servista 3.2	05/31/2026

4. Products for Ending Technical Support Service in 2026 (Other Products)

Product Type	Full Support	Mentenas Support	Assistance Support	Migration Support
Thunderous 1.3/1.2	11/30/2026	Not provided	Not provided	Not provided
Thunderbus 1.1	finished	11/30/2026	Not provided	Not provided
Thunderbus 1.0	finished	finished	11/30/2026	Not provided
PIMSYNC 2.2/2.1	11/30/2026	Not provided	Not provided	Not provided
PIMSYNC 2.0	finished	11/30/2026	Not provided	Not provided
PIMSYNC 1.3/1.2/1.1	finished	finished	11/30/2026	Not provided

5. End Date of Technical Support for Each Product

End date of technical support service for each product has been announced on our below website. Please check the support end date for each product and consider upgrading to the latest version.

- Expiry Date of HULFT Products Technical Support Service:
URL: https://www.hulft.com/download_file/10908 (Japanese only)
- Notice of End of Sales and Support for DataSpider Servista:
URL: <https://www.hulft.com/support/dss-lifecycle> (Japanese only)

6. Inquiries Regarding This Announcement

Information Center
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