

June 30, 2026

Saison Technology Co, Ltd.,
Development Div.

Dear Valued Customer,

Subject: Discontinuation of Product Module Provision and Product Key Reissuance for End-of-Support Products

Thank you for your continued support of our products.

We are informing you of our policy regarding products and versions for which technical support has ended (hereinafter referred to as “End-of-Support Products”) as part of our efforts to implement appropriate product lifecycle management.

We remain dedicated to expanding our portfolio of valuable software products and maintaining a secure and reliable data integration platform.

We appreciate your understanding in this matter.

Sincerely,

Details

1. Details of the Changes

As of the end date of the final support phase (Limited Support) for each product and version, we will discontinue the provision of downloads for all product modules related to that product and version (including installers, patches, etc.; the same applies throughout this notice) and the reissuance of product keys (license keys).

2. Handling of Licenses (Product Licenses) After the End-of-Support Date

You may continue to use the end-of-support products your company is currently using based on the licenses you have already obtained, even after the end-of-support date.

However, after the end-of-support date, we will no longer reissue product keys (license keys) in connection with hardware changes, upgrades, or machine relocation, nor will we provide product module downloads or any other support services or product offerings.

Therefore, we kindly ask that you back up and properly store the product modules, product keys (license keys), and configuration information for the products you are currently using in advance, in preparation for any system failures, future hardware upgrades, or other environmental changes.

3. Affected Products and Implementation Schedule

For products whose support is set to end in the future, in accordance with our product lifecycle policy, we will discontinue the provision of product module downloads and the reissuance of product keys (license keys) as of the respective end-of-support dates.

However, for products that have already reached their end-of-support date, as well as those scheduled to reach their end-of-support date within this fiscal year (by March 31, 2027), we will continue to provide product module downloads and reissue product keys (license keys) as before for one year from the date of this notice, to allow your company time to consider migrating to the latest version.

#	End of Support Date	Date of Termination of Product Module Provision and Product Key Reissuance
1	On or after April 1, 2027	End of Support Date
2	On or before March 31, 2027 (Applicable Products: HULFT versions 7 and earlier, DataMagic Ver. 2, HULFT-SAN Ver. 5, PIMSYNC, Thunderbus, etc.)	July 31, 2027

[Supplementary Information Regarding DataSpider Servista]

For versions of DataSpider Servista 4 and earlier, even if the end date of the final support phase (migration support) has passed, we will continue to provide product module downloads and reissue product keys if you maintain a currently valid technical support contract.

We kindly ask for your understanding regarding the intent of this notice. Please check our Product Lifecycle website for the end-of-support dates and applicable product numbers for each product, and consider taking appropriate action, including a planned migration to the latest version.

■ Product Lifecycle Website

<https://www.saison-technology.com/en-global/service/product/support/new-productpolicy/>

4. Contact Information

Please contact us using the inquiry form below.

■ Saison Technology Inquiry Form

<https://www.saison-technology.com/en-global/contact/select/>