

Technical Support LifeCycle EOL/ESL/EOSL

Update on the changes

Cut-Off Dates for EOL, EOSL and ESL

Product	Version	Release Date	EOL	EOSL	ESL
Repertoire	7.x.x	01 Jun 2007	03 Nov 2010	03 Nov 2017	03 Nov 2017
Repertoire	8.x.x	02 Aug 2010	02 Aug 2015	02 Aug 2020	02 Aug 2020
Repertoire	8.8	18 Nov 2016	18 Nov 2021	18 Nov 2026	18 Nov 2026
Ambience	4.x.x	01 Apr 2015	01 Apr 2020	01 Apr 2025	01 Apr 2025

EOL : End Of Life

EOSL: End Of Support Life

ESL : Extended Support Lifecycle

POLICY DEFINITIONS

EOL: Cut-off date for accepting new support incidents for development of patches for bug fixes. Feature enhancements can be requested but the release schedule and version are at full discretion of Elixir. Releases will not be initiated after this date, except for bug fixes for customers on ESL.

ESL: Cut-off date for accepting new support incidents for development of patches for bug fixes to cover an extended period beyond EOL. Feature enhancements can be requested but the release schedule and version are at full discretion of Elixir. Releases will not be initiated after this date.

EOSL: Cut-off date for providing technical assistance to cover an extended period beyond EOL. Different from ESL, this support package does **NOT** include developing of patches. Instead it is mainly to provide assistance in workarounds or in migrating to a supported version.

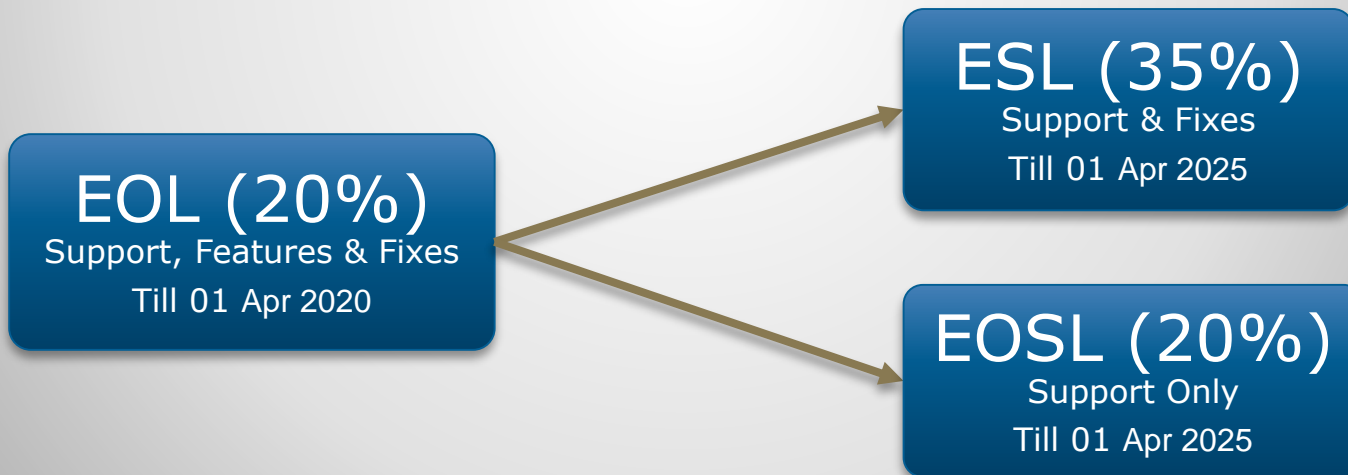
RELEASE DATE: Official date of release is based on the English version of the product. International versions are subjected to local partners' official release date for their respective versions. Alternate language builds may have been released on a different date.

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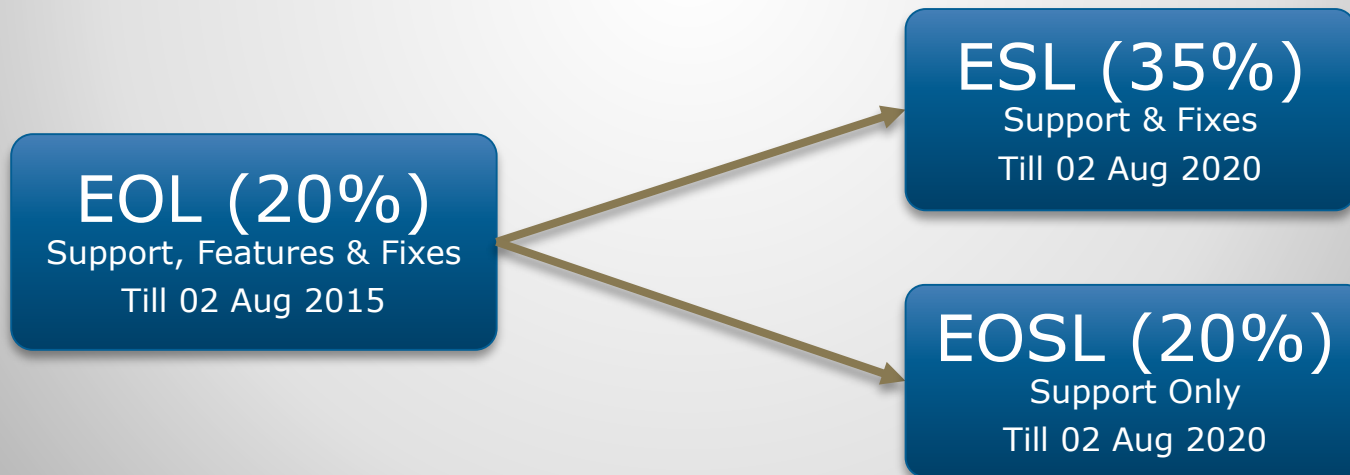
Ambience Version 4.x

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	01 Apr 2020	01 Apr 2025	01 Apr 2025
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



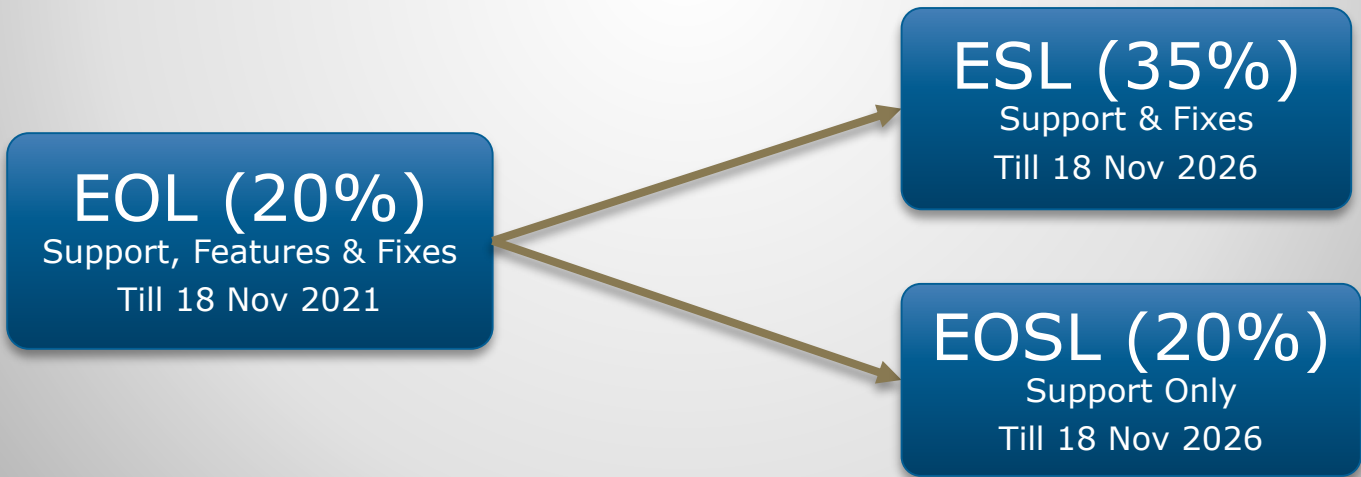
Repertoire Version 8.x

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	02 Aug 2015	02 Aug 2020	02 Aug 2020
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



Repertoire Version 8.8

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	18 Nov 2021	18 Nov 2026	18 Nov 2026
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



Repertoire Version 7.x

Support	EOL (20%)	ESL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	3 years from release	5 years from release	Additional 5 years from EOL	5 years from EOL
Timeframe	03 Nov 2010	03 Nov 2012	03 Nov 2017	03 Nov 2017
Technical Support	X	X	X	X
Software Patches for Bug Fixes	X	X	X	
Software Upgrade for New Features	X			



Report Version 4.x

Support	EOL (20%)	EOSL (35%)	Ext EOSL (35%*)
Lifecycle Policy	5 years from release	5 years from EOL	Extended from EOSL
Timeframe	Sept 2007	Sept 2012	After Sept 2012
Technical Support	X	X	X
Software Patches for Bug Fixes			
Software Upgrade for New Features			

