

# 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
Repertoire	8.9	Q2 2019	Q2 2024	Q2 2029	Q2 2029
Ambience	4.6	01 Jan 2019	01 Jan 2024	01 Jan 2029	01 Jan 2029

**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.

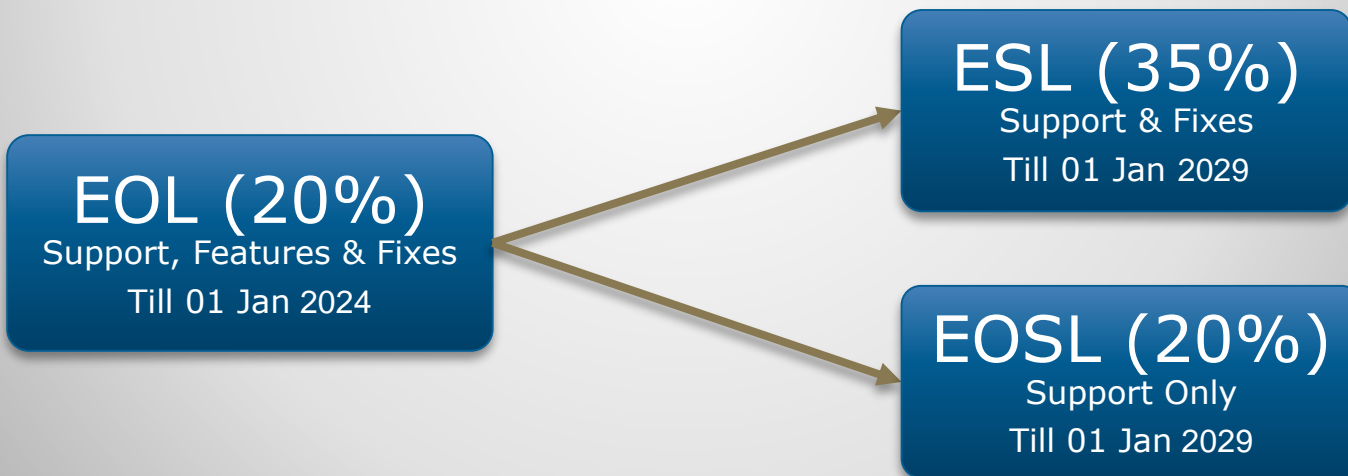
**RELEASE DATE:** Official date of release is based on the English version of the product. International versions are subjected to local partners' official release date for their respective versions. Alternate language builds may have been released on a different date.

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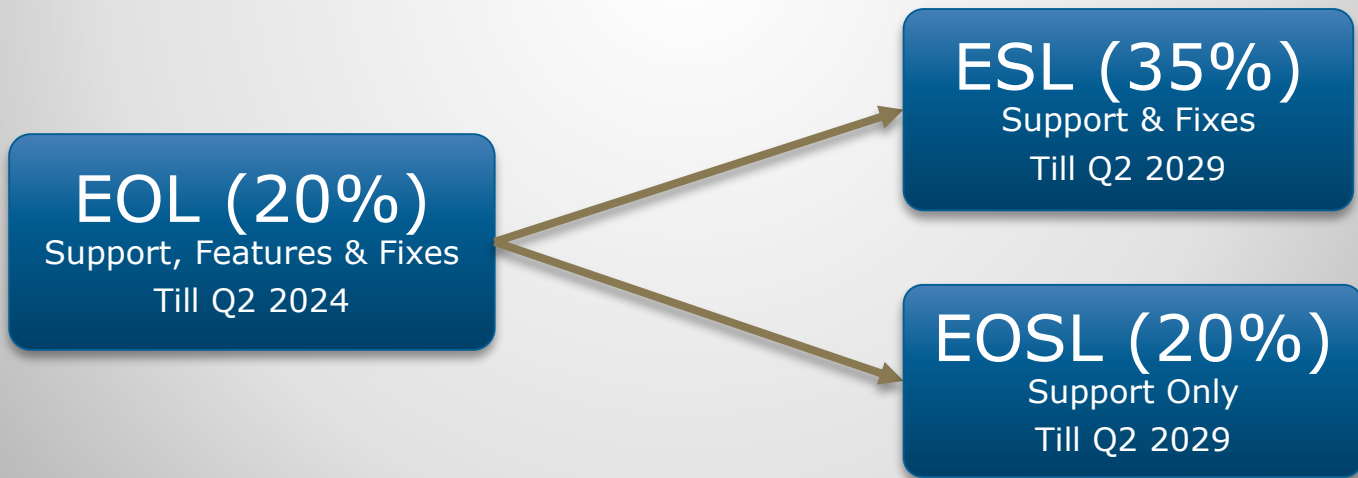
# Ambience Version 4.6

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	01 Jan 2024	01 Jan 2029	01 Jan 2029
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



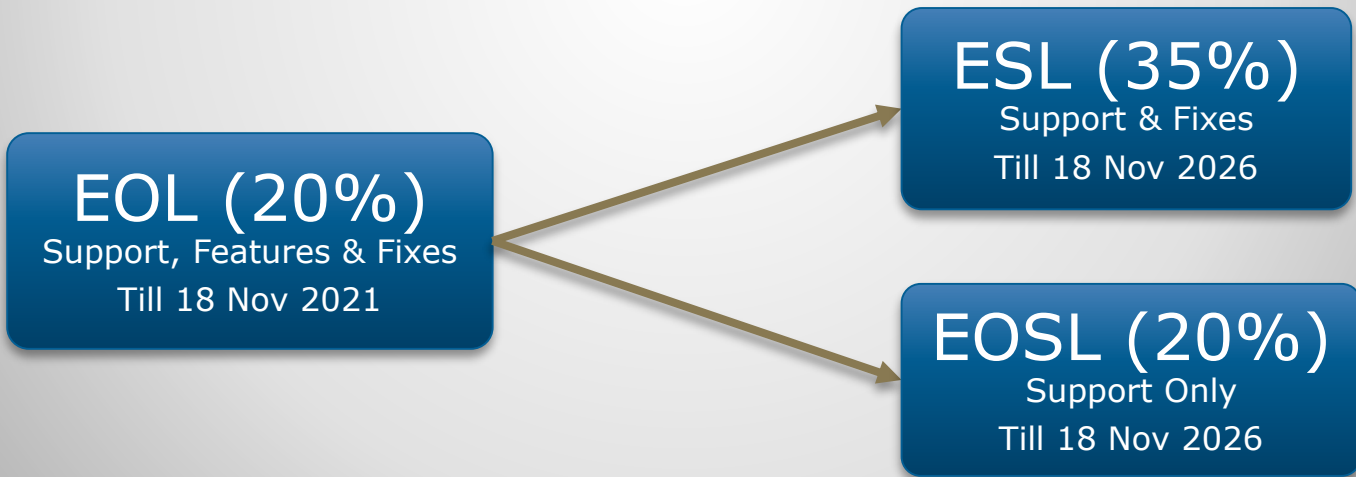
# Repertoire Version 8.9

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	Q2 2024	Q2 2029	Q2 2029
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



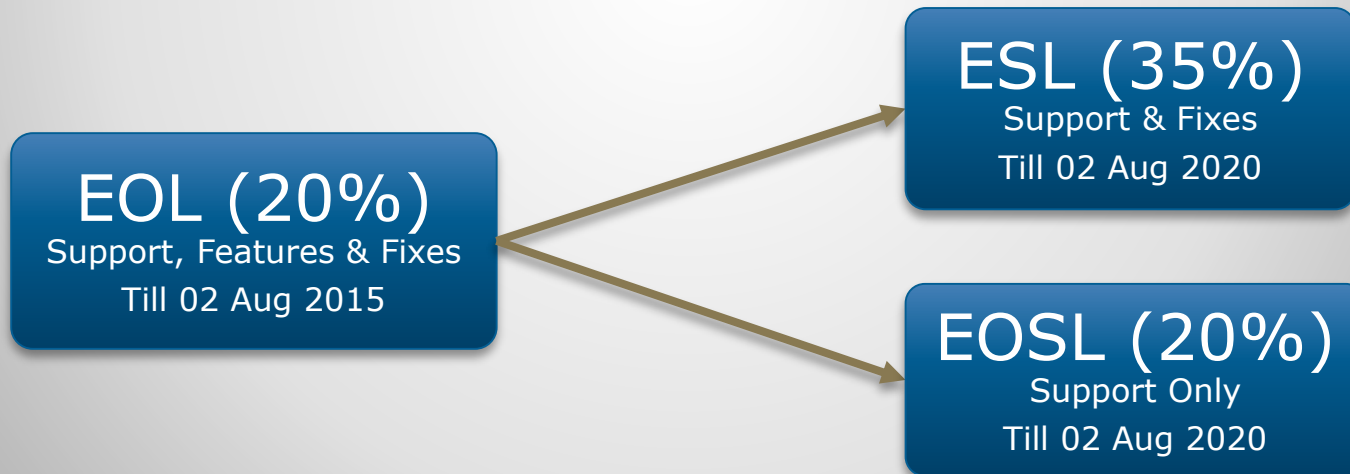
# Repertoire Version 8.8

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 8.x

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



# Repertoire Version 7.x

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

