

Technical Support LifeCycle EOL/ESL/EOSL

Update on the changes

EOL : End Of Life
EOSL: End Of Support Life
ESL : Extended Support Lifecycle

Document Version 6.6.0
Published on 16 Sept 2020

Cut-Off Dates for EOL, EOSL and ESL

| Product | Version | Release Date | EOL | EOSL | ESL |
|------------|---------|--------------|-------------|-------------|-------------|
| Ambience | 2020 | 01 May 2020 | 01 May 2025 | 01 May 2030 | 01 May 2030 |
| Ambience | 4.6.x | 01 Jan 2019 | 01 Jan 2024 | 01 Jan 2029 | 01 Jan 2029 |
| Ambience | 4.x.x | 01 Apr 2015 | 01 Apr 2020 | 01 Apr 2025 | 01 Apr 2025 |
| Repertoire | 8.8.0 | 18 Nov 2016 | 18 Nov 2023 | 18 Nov 2028 | 18 Nov 2028 |
| Repertoire | 8.7.x | 17 Apr 2015 | 17 Apr 2020 | 17 Apr 2025 | 17 Apr 2025 |
| Repertoire | 8.x.x | 02 Aug 2010 | 02 Aug 2015 | 02 Aug 2020 | 02 Aug 2020 |
| Repertoire | 7.x.x | 01 Jun 2007 | 03 Nov 2010 | 03 Nov 2017 | 03 Nov 2017 |

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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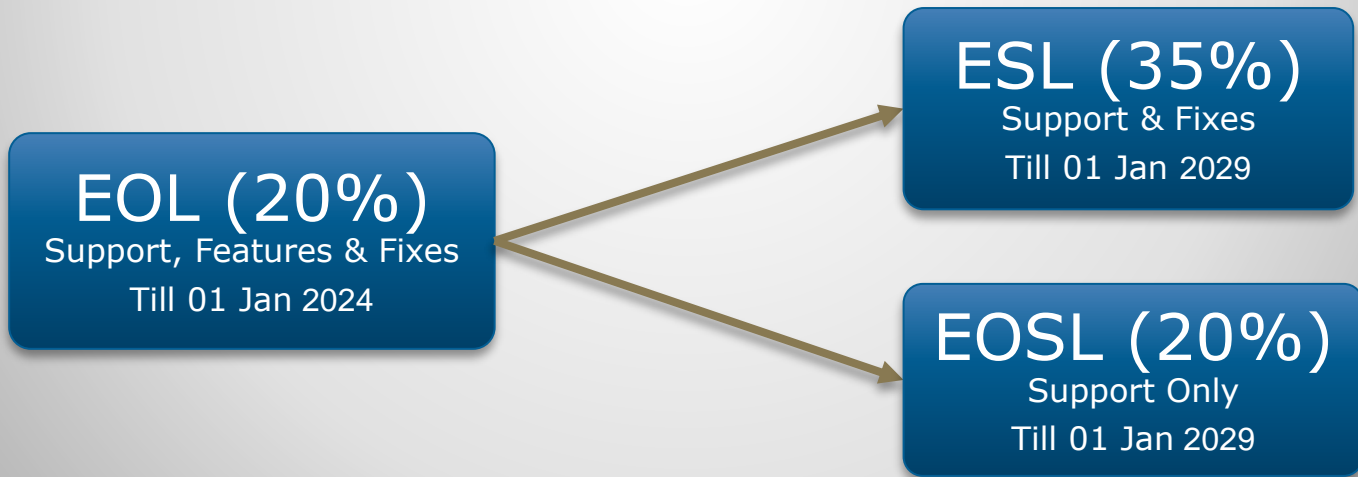
Ambience Version 2020

| Support | EOL (20%) | ESL (35%) | EOSL (20%) |
|-----------------------------------|----------------------|------------------|------------------|
| Lifecycle Policy | 5 years from release | 5 years from EOL | 5 years from EOL |
| Timeframe | 01 May 2025 | 01 May 2030 | 01 May 2030 |
| Technical Support | X | X | X |
| Software Patches for Bug Fixes | X | X | |
| Software Upgrade for New Features | X | | |



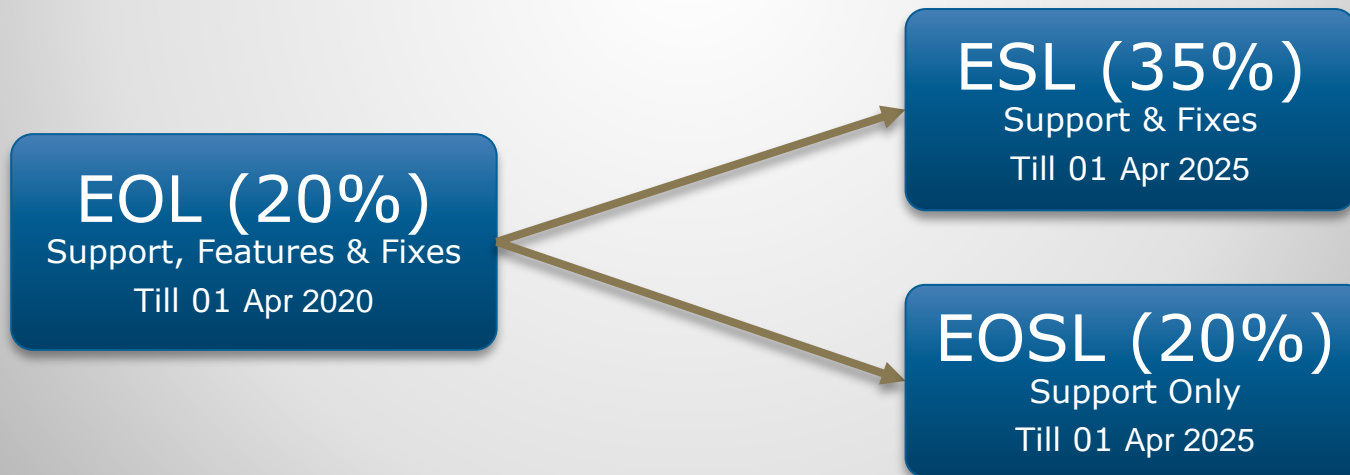
Ambience Version 4.6.x

| 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 | | |



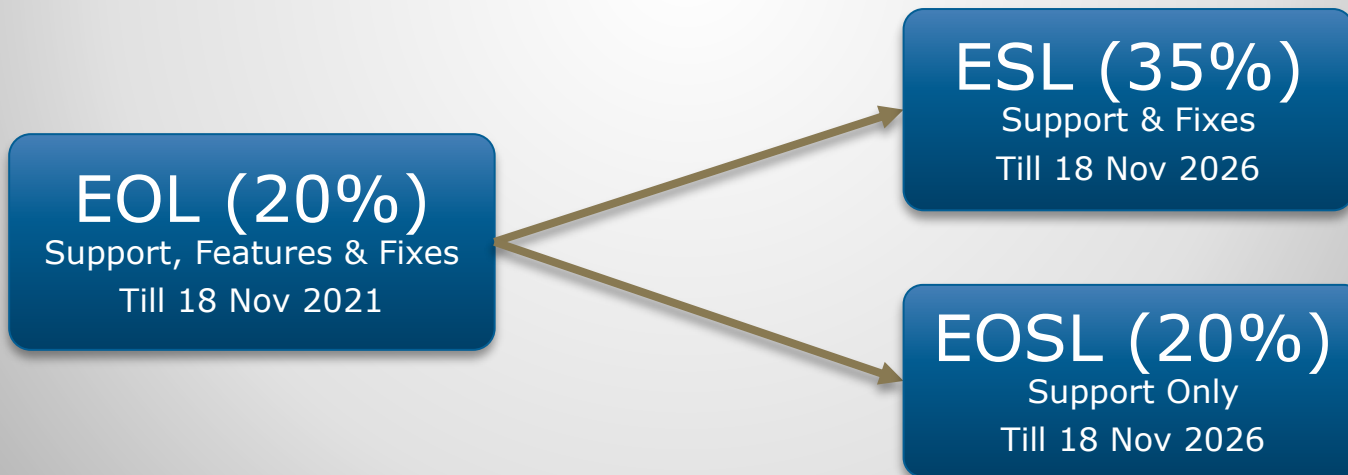
Ambience Version 4.x.x

| 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 | | |



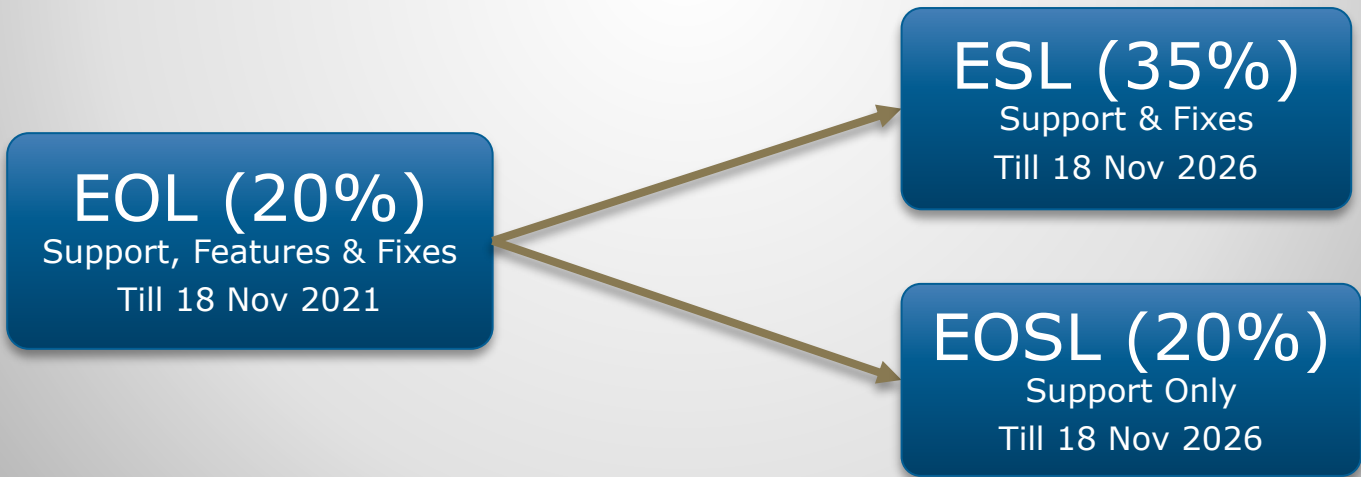
Repertoire Version 8.8.0

| Support | EOL (20%) | ESL (35%) | EOSL (20%) |
|-----------------------------------|----------------------|------------------|------------------|
| Lifecycle Policy | 5 years from release | 5 years from EOL | 5 years from EOL |
| Timeframe | 18 Nov 2023 | 18 Nov 2028 | 18 Nov 2028 |
| Technical Support | X | X | X |
| Software Patches for Bug Fixes | X | X | |
| Software Upgrade for New Features | X | | |



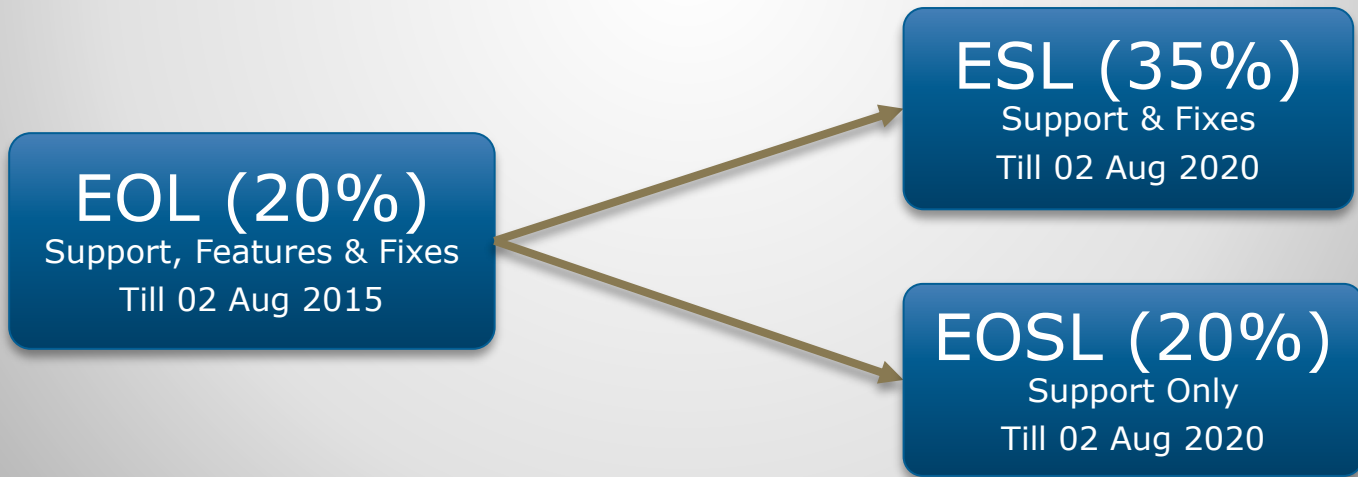
Repertoire Version 8.7.x

| Support | EOL (20%) | ESL (35%) | EOSL (20%) |
|--|----------------------|------------------|------------------|
| Lifecycle Policy | 5 years from release | 5 years from EOL | 5 years from EOL |
| Timeframe | 17 April 2020 | 17 April 2025 | 17 April 2025 |
| Technical Support | X | X | X |
| Software Patches for Bug Fixes | X | X | |
| Software Upgrade for New Features | X | | |



Repertoire Version 8.x.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 7.x.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 | | | |

