

# Product Lifecycle Policy

THE LINK22 PRODUCT LIFECYCLE POLICY HELPS YOU PLAN FOR PRODUCT RELEASES AND STANDARDIZE PRODUCT SUPPORT EXPECTATIONS. THE LINK22 PRODUCT LIFE CYCLE POLICY INDICATE PURCHASE AVAILABILITY, SUPPORT DURATION, MIGRATION PATH AND POSSIBLE END OF LIFE OF PRODUCTS.

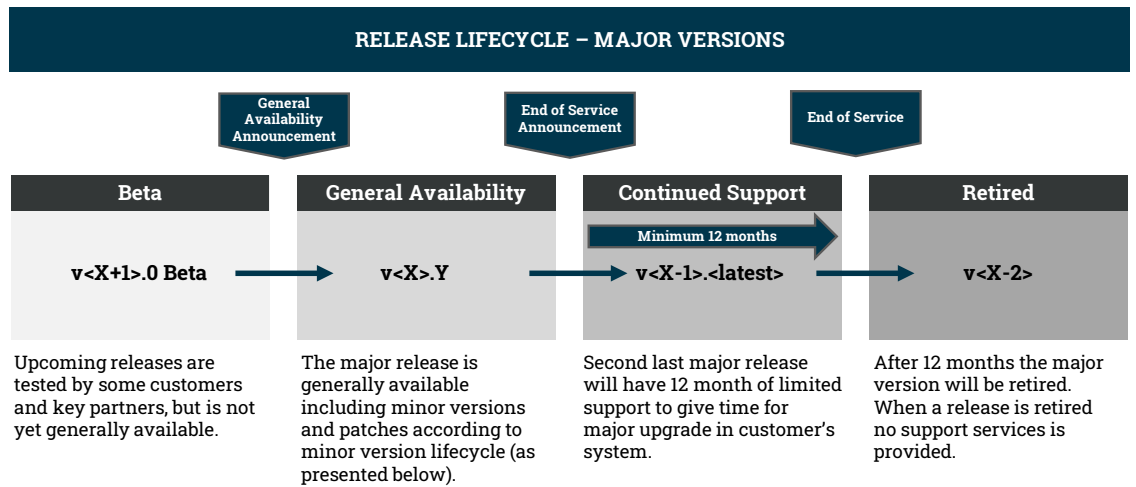
OUR GOAL IS TO PROVIDE STRAIGHTFORWARD PRODUCT LIFECYCLE POLICIES THAT HELP CUSTOMERS BETTER DESIGN, DEPLOY, AND MANAGE THEIR IT INVESTMENTS AND UPGRADES.

## 1 RELEASE LIFECYCLE

Our products are made available to you as a series of major releases, minor releases and patches collectively called maintenance releases, if you are currently on a maintenance and support agreement service.

### 1.1 Major versions

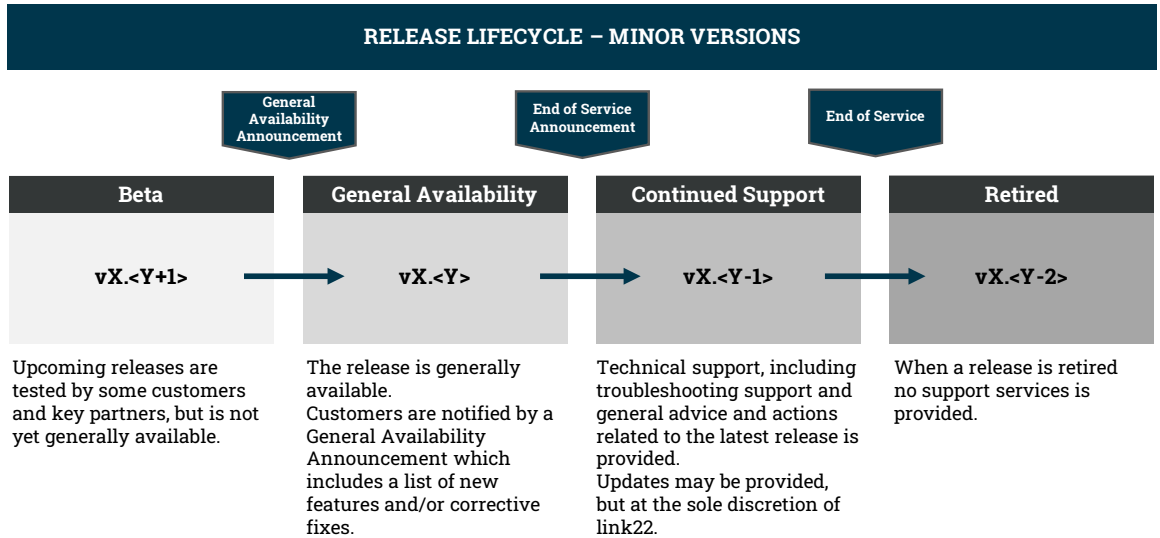
As a general rule we have full support for the latest major version and 12 months of limited support for second last major version.



# Product Lifecycle Policy

## 1.2 Minor versions

As a general rule we have full support for the latest minor release (General Availability) and limited support for second last minor release (Continued Support) according to below.



## 1.3 Maintenance Release Types

When link22 releases a new version of a product the release is categorized as either a Major Release, Minor Release or a Patch. These release types are described in more detail in the table below.

RELEASE TYPE	DESCRIPTION
Major Release	A major upgrade of the product, which includes new functionality and bug fixes and possibly also affecting compatibility with the previous versions of the product. Guidance documentation is updated.
Minor Release	A minor update includes new functionality and bug fixes, but not affecting compatibility with the previous version of the product. Guidance documentation is updated.
Patch	A patch includes bug fixes only. Patches do not affect compatibility with the previous version of the product. Guidance documentation is generally not updated.

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## 2 PRODUCT LIFECYCLE

Products reach the end of their Product Lifecycle for various reasons, which may include changes in market demands, or new technology innovation and development leading to improved replacement products. link22 is committed to communicating important milestones throughout the Product Lifecycle period. The product lifecycle phases and milestones are described below.

