



Maintenance Policy for Entuity Releases

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ENTUITY
SOFTWARE™

Entuity.com

Maintenance Policy for Entuity Releases

Entuity Releases are labeled with version numbers exhibiting the format <major version number>.<minor version number> (e.g. 16.5, 17.0, 18.0, 19.0).

We will provide Full Support for all Entuity Releases of the current major version number (CV), as well as Releases of the previous major version number (CV-1), as defined below. Additionally, we will provide Limited Support to CV-2 Releases for 12 months after a new major version has been made generally available.

Regardless of the number of supported Releases, we will always provide Full Support for at least 18 months and Limited Support for no less than 30 months from the date on which the Release becomes generally available. Unless Entuity at its sole discretion determines otherwise, earlier Releases will be considered End of Life and will not normally be supported. A summary of the support levels accorded to each Release category is shown in the final table below.

Release Category	Definition	Support Level
CV Release	A Release of the most recent generally available (GA) major version number of the Entuity software.	Full
CV-1 Release	A Release of the latest major version number to become GA prior to the current major version number.	Full
CV-2 Release	A Release of the latest major version number to become GA prior to the CV-1 major version number.	Limited
EOL Releases	All Releases prior to the CV-2 major version number.	None

Term	Definition
Release	A Release is a product that is fully functional and is installable on the targeted platform through a standard installation program. For the purpose of this support policy, a maintenance release or service pack is considered part of the main Release.
Full Support	<p>Provided to customers based on the terms and conditions of their license agreement which includes the following, if and when available:</p> <ul style="list-style-type: none"> • support via Web, Email and Phone • access to current Releases of the software • Entuity provides service patches, hot fixes or workarounds in order to cause the Release to operate substantially in accordance with its then-current operating documentation. • Entuity provides new Releases, and maintenance, to the extent they are furnished to other customers without additional charge. When applicable, Entuity Support may direct customers to upgrade to a more current Release or maintenance/service pack in order to resolve a reported problem.
Limited Support	<p>As a Release enters a limited support phase, the following principles apply:</p> <ul style="list-style-type: none"> • Entuity Support will direct customers to existing fixes/patches and workarounds applicable to the reported case. • Fixes will only be developed for problems of high technical impact or business exposure for the customer. The degree of impact and exposure and the consequent activities will be determined at Entuity's discretion, with customer input. • When applicable, Entuity Support may recommend customers upgrade to a more current Release in order to resolve a reported problem.

Summary of Support for Entuity Releases

Release	Major Version Number	GA Available or Planned	End of Full Support Planned	Current Support Level
Pre Entuity 18.0	Pre-18	Various	Various	None
ENA 18.0	18	Jan 2020	Apr 30, 2022	Limited
Entuity 19.0	19	Apr 2021	Apr 30, 2023	Full
Entuity 20.0	20	Apr 2022	Apr 30, 2024	Full

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