

IntervalZero

RTX & ETS: Product Release Lifecycles

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Overview

Each release of IntervalZero's RTX and ETS software products has a 10-year lifecycle and there are **several important dates** to consider for each release. This includes the dates of:

1. General Availability
2. End of Sale of Software Development Kits (SDKs)
3. End of Purchasable Support & Maintenance
4. End of Support
5. End of Purchasable Extended Maintenance
6. End of Purchasable Upgrades
7. Purchasable Runtimes

IntervalZero maintains a schedule of these dates for each product release. An up-to-date chart is included at the end of this document. The schedule is available through IntervalZero's Partners worldwide as well as through IntervalZero Sales sales@intervalzero.com and IntervalZero Support support@intervalzero.com.

Product Release End Dates

1. The **General Availability** date is the date of first shipment of the product release for use in production.
2. The **End of Sale of SDKs** date is on or about the fifth anniversary of the General Availability date.
3. The **End of Purchasable Support & Maintenance** date coincides with the End of Sale of SDKs date and therefore is on or about the fifth anniversary of the General Availability date. Because an annual Support and Maintenance contract can be purchased up to the End of Sale of SDK date, customers may obtain Support and Maintenance for a product release for up to six years from the General Availability date. (See Chart)
 - During the period a Customer is covered by Support and Maintenance, IntervalZero agrees to provide support with respect to how to use the software, as well as troubleshoot Customer challenges related to their deployment of the software. Customers covered by Support and Maintenance will have access to the IntervalZero Support Portal and can initiate Support cases. Further, IntervalZero will provide corrected or modified versions of the product in the form of Service Packs, product updates, and engineering updates.

- Customers covered by a Support and Maintenance agreement that extends beyond the release's End of Sale of SDK date will not be able to renew the Support and Maintenance agreement for that release once their agreement period ends. At that point, Customers have two options:
 - i. They will have 30 days from the date the Support and Maintenance contract ends to receive the latest release of the product and sign a new agreement.
 - ii. They can sign an Extended Maintenance Agreement, which provides maintenance, including upgrade rights.
4. **End of Support** for a product release is on or about the sixth anniversary of the General Availability date. After this date, customers will no longer be able to open new cases, although IntervalZero's Support team will continue to investigate challenges and seek solutions to cases that are already pending.
5. The **End of Purchasable Extended Maintenance** date is on or about the seventh anniversary of the General Availability date.
- Effectively, this assures that Customers are able to have up to eight (8) years of maintenance from the General Availability date. (See Chart)
 - Extended Maintenance extends the timeframe for upgrade rights, enabling Customers to upgrade to new versions of the software during the agreement period.
 - If a Customer with Extended Maintenance encounters a known problem, for which there is a known patch, the Customer has the right to get that patch.
 - Extended Maintenance does not include support as described in #3 above.
6. The **End of Purchasable Upgrades** date is the date after which customers can no longer purchase upgrades for an end-of-SDK-sale release.
- Customers with a Support and Maintenance Agreement or an Extended Maintenance Agreement can upgrade to the latest product release and purchase/renew their contract within 30 days of the last day of their respective agreement's expiration date. Customers who do so will not be charged in arrears.
7. **Purchasable Runtimes** are available for all versions of RTX and ETS that are listed in this document. To purchase runtimes for versions of RTX and ETS not listed in this document, please contact your sales representative.

The chart below provides the key lifecycle dates for each release of RTX and ETS.

Product	General Availability	End of SDK Sale & End of Purchasable Support & Maintenance	End of Support	End of Purchasable Extended Maintenance	End of Extended Maintenance	End of Purchasable Upgrades
ETS						
10	4/15/2000	N/A	N/A	N/A	N/A	N/A
10.1	7/15/2001	N/A	N/A	N/A	N/A	N/A
11	12/1/2002	N/A	N/A	12/31/2010	12/31/2011	1/31/2012
12	12/19/2003	N/A	N/A	12/31/2010	12/19/2011	1/31/2012
13 *	12/22/2005	12/31/2010	12/31/2011	12/31/2012	12/31/2013	1/31/2014
14 *	11/1/2007	11/30/2012	11/30/2013	11/30/2014	11/30/2015	12/31/2016
14.1 *	8/24/2009	8/31/2014	8/31/2015	8/31/2016	8/31/2017	9/30/2017
RTX						
4.3.2	6/30/2000	N/A	N/A	N/A	N/A	N/A
5.0	12/30/2000	N/A	N/A	N/A	N/A	N/A
5.1.1	10/30/2002	N/A	N/A	N/A	10/31/2010	11/30/2010
5.5	2/15/2003	N/A	N/A	N/A	2/28/2011	3/31/2011
6.0	3/29/2004	N/A	N/A	3/31/2011	3/31/2012	4/30/2012
6.0.1	11/11/2004	N/A	11/31/2010	11/31/2011	11/31/2012	12/31/2012
6.1	4/19/2005	N/A	4/30/2011	4/30/2012	4/30/2013	5/31/2013
6.5	7/11/2005	7/31/2010	7/31/2011	7/31/2012	7/31/2013	8/31/2013
6.5.1	9/16/2005	9/30/2010	9/30/2011	9/30/2012	9/30/2013	10/31/2013
7.0	7/14/2006	7/31/2011	7/31/2012	7/31/2013	7/31/2014	8/31/2014
7.1	2/23/2007	2/28/2012	2/28/2013	2/28/2014	2/28/2015	3/31/2015
8.0	8/23/2007	8/31/2012	8/31/2013	8/31/2014	8/31/2015	9/30/2015
8.1, 8.1.1, 8.1.2	12/18/2007 11/17/2008 8/14/2009	12/31/2012	12/31/2013	12/31/2014	12/31/2015	1/31/2016
2009, 2009 SP1 2009 SP2	6/15/2009 2/26/2010 6/10/2010	6/30/2014	6/30/2015	6/30/2016	6/30/2017	7/31/2017

* Only renewals of existing maintenance contracts, new and reinstatements of expired contracts are not available.