



Arctera Product Life Cycle

Effective 10 December 2024

Overview

The Arctera Product Life Cycle Policy (“Policy”), sometimes referred to as the EOL Policy, describes the sequence of phases our products go through from General Availability (GA) through maturity and decline. The value of identifying the phases and applying timeframes, i.e., actual dates to each phase, allows you to plan your upgrades and migrations without any gaps in support.

This policy and other helpful information is found at <https://www.arctera.io/license-agreements>. You will find each individual product, version, and known dates for each phase of the product life cycle at: [Arctera EOL website](#). You may also consult each product’s licensing guide for additional information.

This Policy describes how we typically handle the lifecycle of all our Arctera product offerings. We may need to deviate from the general timelines presented in this Policy in our sole discretion. This Policy supersedes all previous versions of this policy. We reserve the right to modify this Policy at any time.

SECTION One: Arctera Software Products

This Section describes Arctera’s general approach toward the provision of maintenance/support during the product lifecycle of Arctera software products. Arctera may deviate from the timelines and support offerings presented here based on various factors such as market conditions, inbound licensing restrictions, newly acquired product lines, emerging products, or Arctera’s decision to EOL a product line as a whole. Actual dates are listed by product and its versions and can be found here: [Arctera EOL website](#).

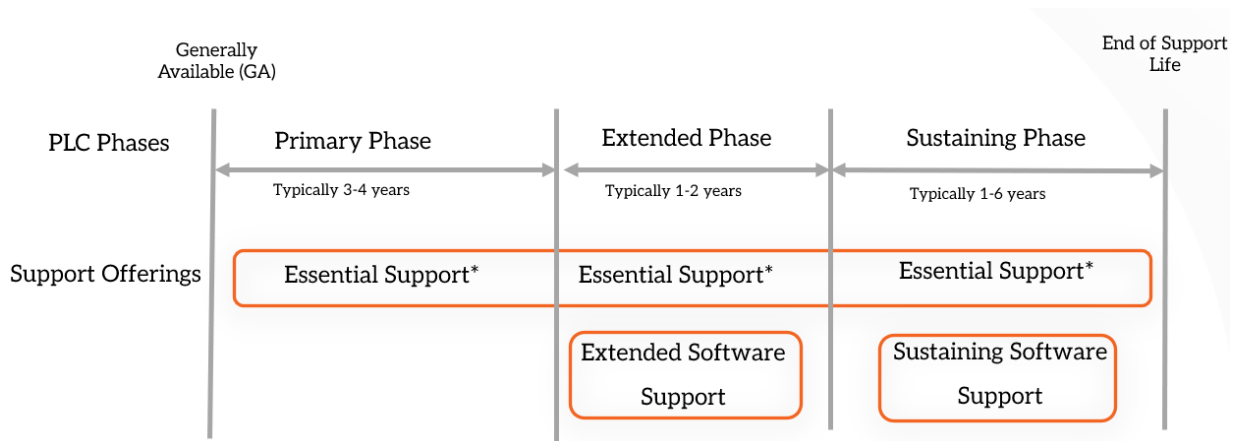
Maximizing Value

To help realize the maximum value from Arctera software products, you should install the latest version of your Arctera products. The latest versions allow you to benefit from the latest functionality and feature enhancements, are designed to handle modern workloads, and provide you access to our most complete technical support and engineering assistance and resources. We encourage you to visit arctera.io to see the exciting new features and capabilities of our latest software versions. We strive to make each version easier to upgrade, but we also have a talented team of professional services experts who can assist you with your upgrade plans as well (more information [here](#)).

We understand, however, that your business constraints may delay you from upgrading and that you need to have the flexibility either to upgrade to new versions or decide to remain on an older version for a while longer. When you are unable to keep current on your Arctera software products, we can provide you with additional support offerings that can extend certain limited features of maintenance/support coverage to you until you can upgrade. If you find yourself in this situation, please contact your Arctera renewal sales account manager to discuss support options to ensure your critical business systems remain supported.

Product Life Cycle Phases

There are three phases during the product life cycle of a software release: Primary, Extended, and Sustaining.



*Basic Maintenance may also be available alternatively for certain products in limited regions

The **Primary Phase** for a software release begins as soon as that software release is made generally available to you and our other end user customers (Generally Available or GA). If you have support during the Primary Phase you have the most complete level of support available, including bug fixes and patches for the software to establish or restore substantial conformity with the software’s documentation. The Primary Phase typically lasts for a period of 3 to 4 years following the GA date of that particular software release. When Arctera has determined an end date for the Primary Phase for a particular software release, it will update the online Product Life Cycle dates [here](#). You only need to purchase Essential Support during the Primary Phase to receive technical support. As Essential Support includes your right to access Upgrade Assurance (upgrades to software as they become generally available), an Essential Support subscription is required for support entitlement throughout the entire Product Life Cycle of that particular software release. For more information on what Essential Support includes, please see your support agreement or visit the ‘Maintenance Support’ section [here](#).

We strongly encourage you to upgrade to new releases in a reasonably timely manner, so you can continually receive all the benefits of Essential Support and take advantage of the new functionality and enhancements of those new releases.

As a particular software release ages, the costs to continue supporting it increase. During the Extended and Sustaining Phases we will continue to provide support on a commercially reasonable basis but will need to limit the level of effort invested into the older version, such as reducing personnel assigned to supporting this version or eliminating legacy in-house support environments and infrastructure for replicating customer issues.

The **Extended Phase** begins following the end of the Primary Phase. The purpose of the Extended Phase is to allow you additional time to receive support from Arctera on an older software version before you are able to upgrade to a current software version. The Extended Phase usually lasts for 1 to 2 years at Arctera's sole discretion. The final date for the Extended Phase will be posted online [here](#). Please note for some software products (usually our non-enterprise software) Arctera may not offer an Extended Support phase and the software will immediately enter the Sustaining Phase.

If you are unable to upgrade while the release you are using is still in the Primary Phase, we may choose to offer Extended Software Support for an additional fee. You must purchase Extended Software Support in addition to Essential Support to continue receiving support on an older software release. Extended Software Support extends many of the benefits of technical support, however our focus shifts in Severity 1 issues to service restoration or data retrieval rather than any engineering assistance. We only provide existing bug fixes or patches under Extended Software Support. For more information on what Extended Software Support includes, please see your support agreements or visit the 'Support Services – Software' section [here](#).

We may choose not to offer Extended Software Support for certain products or certain software releases. In that event, the Sustaining Phase will begin immediately after the Primary Phase. If Arctera does not offer Sustaining Software Support either, the software release for that product will immediately reach its End of Support Life.

The **Sustaining Phase** follows the Extended Phase and is meant for customers who are still struggling to upgrade to a current software version but depend on continued support. The Sustaining Phase usually lasts between 1 to 6 years at Arctera's sole discretion. The final date for the Sustaining Phase (where it will then enter EOSL) will be posted online [here](#).

For this phase, Sustaining Software Support is offered at Arctera's discretion for an additional fee. You must purchase Sustaining Software Support in addition to Essential Support to continue receiving support on the legacy software version. Sustaining Software Support represents the final level of support we can provide on a particular software release before no further support of any kind is available. Sustaining Software Support extends some of the benefits of technical support, and our focus for any Severity 1 issues will be service restoration or data retrieval and 24x7 continuous efforts will not be available. We will use commercially reasonable efforts to address any support issues and will provide any existing bug fixes or patches, but no engineering assistance is available for new bug fixes, patches or security fixes on this version. In addition, Arctera will likely have little to no support infrastructure for replicating any issues in-house. For more information on what Sustaining Software Support includes, please see your support agreements or visit the 'Support Services – Software' section [here](#).

We may choose not to offer Sustaining Software Support for certain products or certain software releases. In that event, the software release for that product will immediately reach its End of Support Life.

End of Support Life (EOSL) is the point at which the software version has reached the end of its maturity, and we no longer offer support of any kind. You must upgrade to a newer, supportable version to continue to receive any support.



We may, at our discretion, decide to End of Life an entire product line. If you have a current support agreement, you will be notified in advance of the End of Support Life date. Support will not be available for this product following the End of Support Life date.

Policy Usage

The Product Life Cycle Phases are listed [online](#) for each Arctera product and each product's versions.

Additional Fees

Fees for Extended Software Support and Sustaining Software Support are in addition to normal annual fees for Essential Support and will be calculated on an annual basis.

Characteristics by PLC Phase

	Primary Phase	Extended Phase	Sustaining Phase
	3-4 years (following GA)	1-2 years (following the Primary Phase)	1-6 years (following the Extended Phase)
Level of Support	Access to technical support	Continued access to technical support	Continued access to technical support
	Development of bug fixes	No new bug fixes (access to existing only)	No new bug fixes (access to existing only)
	Security vulnerability fixes (at Arctera's discretion)	Limited critical security vulnerability fixes (at Arctera's discretion)	No new security vulnerability fixes
	Normal severity level support	Severity 1 will focus on service restoration or data retrieval Severities 2-4 as normal	Severity 1 will focus on service restoration or data retrieval but 24x7 Continuous Efforts are not available Severities 2-4 as normal
	Standard support personnel	Limited support personnel	Minimal support personnel
	Standard support infrastructure	Limited support infrastructure	Minimal to no support infrastructure
Offerings and Pricing	Essential Support	Essential Support + Extended Software Support	Essential Support + Sustaining Software Support
	Standard essential pricing	Standard essential pricing + Year-on-year premium	Standard essential pricing + Higher year-on-year premium



SECTION Two: Arctera Software as a Service (SaaS)

Arctera SaaS offerings are comprised of dynamic sets of features and functionalities to which many customers subscribe. Consequently, we cannot guarantee that a specific feature or functionality will be provided to you in a SaaS offering at any given time. All customers enjoy the current features and functionality provided by Arctera for each SaaS offering. A subscription to a SaaS offering also includes support for that offering. A SaaS offering will reach its End of Support Life phase when Arctera decides to terminate the SaaS offering in its entirety. Please see your SaaS terms and corresponding service description for more information.