

Revcord Sunset Policy

Summary

Revcord ensures you always access the newest technology when you are investing in Revcord solutions. As Revcord continues to innovate and introduce new product solutions, older products that have reached the end of the product lifecycle will no longer be available for sale. In addition, only the most recent version of software is available for sale. Current software can be upgraded or patched but new sales are for current versioned software only. Revcord will provide customer support services including phone support, email support and repairs up to three years including software patches. Between three and five years, Revcord will continue additional customer support services including phone support, email support and Hot Fixes but Patches will not be available. These products will require full version software upgrades. At the end of five years, products reach their end of life. Revcord will continue to provide minimal technical support for an additional two years after the End of Life but cannot guarantee any solutions or feature sets will be available. Revcord will discontinue products and product support according to the End Of Life Product Schedule listed further on this page. Please refer to the Schedule of discontinued products and product support table listed below.

End Of Life Product Schedule

<u>Version</u>	<u>Patch Eligibility</u>	<u>End Of Life</u>
3.0	12/31/2007	12/31/2009
4.0	12/31/2008	12/31/2010
5.0	12/31/2009	12/31/2011
6.0	12/31/2010	12/31/2012
7.0	12/31/2012	12/31/2014
7.1	12/31/2013	12/31/2015
8.0	12/31/2014	12/31/2016
8.1	12/31/2015	12/31/2017
8.2	12/31/2015	12/31/2017
9.0	12/31/2016	12/31/2018
9.1	12/31/2016	12/31/2018
9.2	12/31/2017	12/31/2019
9.3	12/31/2017	12/31/2019
9.4	5/31/2018	5/31/2020
10.0	05/31/2019	05/31/2021