

Product Support Lifecycle Policy

Cristie Software provides world class support for our products allowing customers to maximise the value from their investments. Our team of highly skilled support professionals and software developers provides technical support to our customers for its licensed software.

Product releases and versions

Cristie Software provides support for the current and previous major release of all products. Cristie Software operates version control and all product releases are defined by release versioning, e.g. 1.2.3. The major number is increased when there are significant changes in functionality such as changes which could cause incompatibility with interfacing systems. The secondary number is incremented when minor features or significant fixes have been added, and the final number is incremented when minor fixes are applied.

How is support provided?

Major releases of deployable products will be supported for a minimum period of 12 months after the general availability date. Support is provided by way of telephone, email, a knowledgebase, product updates and code fixes, unless otherwise stated.

- Code changes and feature enhancements will only be provided for the latest release of each product and will be in the form of a new release.
- Patches will only be provided for the latest released version of each product and will be incorporated into the next scheduled minor or major release.
- Where software is delivered via a Portal ("as a Service") only the latest version of the software will be supported.

End-of-life products

Where a product reaches end-of-life, only the last release will be supported. In this case, Cristie Software will no longer make enhancements or fixes to the product. At least 9 months' notice of any product's end-of-life will be given. All major releases and end of life notices of all products will be announced on Cristie's website www.cristie.com.

What products are covered by this policy?

All products currently marketed by Cristie Software are covered by this policy. A full list of products and supported platforms is available on our website www.cristie.com. Not all products are sold with maintenance and support entitlement, please check the product information for clarification or contact sales@cristie.com for further details.



What happens when the support period has ended?

No support will be provided to Customers where their software maintenance agreement has expired. Cristie Software offers maintenance and support contracts which may be purchased by Customers. Please contact sales@cristie.com for further details.

Visit www.cristie.com/support for access to product documentation, videos, webinars, the Cristie Knowledge Base, agreements and product demos.

