REVCORD

SUNSET POLICY

SUMMARY

Revcord Sunset Policy ensures you always have access to 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

Version	Patch Eligibility	End of Life
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	12-312016	12-31-2018
9.2	12-31-2017	12-31-2019
9.3	12-31-2017	12-31-2019
9.4	05-31-2018	05-31-2020
10.0	05-31-2019	05-31-2021
11.0	05-31-2020	05-31-2022
11.1	09-30-2022	09-30-2024
11.2	11-30-2023	11-30-2025
11.3	01-31-2024	01-31-2026
12.0	04-30-2025	04-30-2027