

Cobwebb Product Support Lifecycle Policy - V1

PARTNERS



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Policy Overview

This policy covers all licensed software developed and sold by Cobwebb. It does not cover third-party products sold by Cobwebb. Customers who are operating Cobwebb products under a valid Support & Maintenance Agreement are entitled to the benefits associated with this policy.

The Cobwebb Product Support Lifecycle Policy provides customers with information regarding the level of technical and software support Cobwebb will provide customers with during the lifespan of a software product. The Cobwebb Product Lifecycle is a progression of lifecycle phases starting with the initial release of a new software product (or a new version of a software product) and ending with Legacy Support for that version of the product. Each phase of the lifecycle includes specific, but different, technical and software support. The Product Lifecycle Support Phases are described below as well as the technical and software support that is provided for products during each phase of the product lifecycle.

Product Support Lifecycle Phases

There are three phases to the Cobwebb product support lifecycle:

1. Standard Product Support
2. Extended Product Support
3. Legacy Product Support

Calendar-based Product Lifecycle

Cobwebb Software Products follow a calendar-based product lifecycle. This means that every major release (version x.0) would start in the Standard Support phase and would be in the Standard Support phase for two years from the release date unless noted otherwise. At the end of two years, it would move into the Extended Support phase of the product lifecycle for two years and then finally into Legacy Support where it would remain. Likewise, secondary version number releases (version x.x) would also start in the Standard Support phase upon release and would stay in the Standard Support phase for two years before moving to the Extended and Legacy phases. The following is a hypothetical example of how the calendar-based approach to the product lifecycle support process works:

Description	Version	Release Date	Standard Product Support Ends	Extended Product Support Starts	Legacy Product Support Starts
Cobwebb Server Software - Print, Email, File, Fax, XML, Docstore COLD	6.2.84	17/03/2022	16/03/2024	17/03/2024	17/03/2026
	6.2.83	3/11/2021	02/11/2023	03/11/2023	03/11/2025
	6.2.82	12/11/2020	31/12/2022	1/1/2023	1/1/2025
	6.2.81	11/12/2019	31/12/2022	1/1/2023	1/1/2025

To view the support lifecycle of your Cobwebb product, please visit: [Product Support Lifecycle Dates](#)

Support Definitions

Phase	Definition
Standard Product Support	Standard product support shall be provided for each released version for up to two (2) years from its release date. Standard product support includes entitlement to the latest version of your software product, email and phone support, problem investigation, and providing problem resolution recommendations based on existing knowledge, and existing supported product releases and service packs.
Extended Product Support	Extended product support starts immediately at the end of Standard product support and continues for two (2) years. Extended product support includes email and phone support, problem investigation, and providing problem resolution recommendations based on existing knowledge, and existing supported product releases and service packs.
Legacy Product Support	Cobwebb will provide best-effort email and phone support with an understanding that support will be limited and solutions may not be found. Customers will be strongly encouraged to upgrade to the latest product version.



Support Fees

Providing support for outdated software is expensive and as Cobwebb software can be upgraded in a matter of days with limited impact on business operations, we expect the majority of customers will stay current. For those who do not, a premium will be applied to their annual support fees. When a version moves out of Standard Support and into Extended Support, customers can expect their previous year support fees to increase by 25% initially. Cobwebb's standard annual increase will be applied in year two. For versions moving into the Legacy Support phase, customers can expect their previous year support fees to increase by 50% initially. Cobwebb's standard annual increase will be applied to subsequent support renewals.

Notes

Cobwebb will provide new software releases at its discretion. All timelines mentioned for "Extended Support" and "Legacy Support" are approximate and subject to change.

Cobwebb reserves the right to retire a product version from support and will provide a minimum of 12 months' notice to customers of its intention to do so.