

MapSpeller Product Life Cycle Policy

The Product Life Cycle Policy is designed to communicate to MapSpeller users the software and technical support resources available during a product's life span and to provide advance notification of changes to available support options. This document outlines the 3 different phases of the MapSpeller Product Life Cycle. Having the knowledge about and understanding of the MapSpeller Product Life Cycle Plan will help you develop your product plans, including your migration and transition strategies.

Important Note

This plan does not impact a user's right or ability to use any of the software products; it only applies to the availability of software and technical support resources.

Terminology

MapSpeller versions are identified by their first two numbers in their release number while MapSpeller builds are identified by the third number. For ex., MapSpeller 3.1.1234 corresponds to MapSpeller version 3.1 with the build number 1234. Versions identify the available software end-user functionality while build numbers identify software changes aimed at improving the way the software implements this functionality (bug fixes).

Product Life Cycle Phases and Support Definitions

The life cycle of the MapSpeller software products has three phases:

- **General Availability**
- **Mature**
- **Retired**

General Availability Phase

General Availability software products are currently shipping products. General Availability products are fully supported.

Software Support

- Software patches, hot fixes, new builds and ArcGIS add-ins will be provided when warranted.
- New environment certification—when a major new version of an operating system, database, or Web server is released during the General Availability phase of a MapSpeller product, MapSpeller will test this new environment with the General Availability release and provide test result information on its online resource center.

Technical Support

- Support can be requested via email 24/7.
- Technical support staff hours are 8:30 a.m. to 5:00 p.m. (EST) Monday through Friday to U.S. customers only. (International users should contact their local distributors.)

We encourage users to begin all new projects with General Availability products and move/upgrade existing applications to these products as soon as possible.

Mature Phase

The Mature phase starts when the General Availability phase ends, which is when a new version of the product becomes available, unless otherwise stated at the time of the new release.

Software Support

- MapSpeller will provide no further patches, hot fixes, builds or ArcGIS add-in updates for products that have reached the Mature phase.
- New environments will not be certified for the Mature phase.

Technical Support

- Support can be requested via email 24/7 in the U.S.A.
- U.S. technical support staff hours are 8:30 a.m. to 5:00 p.m. (EST) Monday through Friday.
- International users should contact their local distributors.

The Mature phase will last 4 months from the date of announcement unless otherwise stated to provide users with enough time to move/upgrade their environment. Customers

with products in the Mature phase should be actively upgrading their applications to General Availability products.

Retired Phase

Following the Mature phase, a product will be retired and will enter the Retired phase.

Once a product enters the Retired phase, the product will no longer be available for purchase and users can expect the following:

Software Support

- MapSpeller will provide no further patches and hot fixes for products that have reached the Mature phase.
- New environments will not be certified for the Mature phase.

Technical Support

- Technical support requests will not be answered.
- Although the online information will remain available to users, this information will not be updated. Users, however, will be able to browse existing documents.

Typically, products in the Retired phase will not work correctly in new environments. MapSpeller will not attempt to either determine whether a Retired product will work in a new environment or actually make it work in a new environment.

Transition Announcements & Life Cycle Support Status

Edgetech emails announcements of new software versions and important new builds to registered users. In addition, their availability is posted on the MapSpeller website at www.MapSpeller.com.

The product transition general rule is described above. However, at each new release of a product, Edgetech America will reevaluate the life cycle phase of the product's previous versions and if there is a deviation from the general rule, will announce the status of the previous versions on its website.