Origen Support Policy

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Origen Technologies provides Support Services for Purchased Offerings as set forth in the Origen Technologies General Terms to Customers or (ii) applicable Partner Agreement to Partners (Partner to be defined as a "Customer" herein), with active subscriptions to our support Program. This Policy details the timelines during which specific Product versions are eligible for Support Services, as well as other policies that determine eligibility of both Products and Services for Support Services.

Product Supported Version Timelines
Any given Product version is considered a Supported Version ("Supported") for a finite period following its release. The timelines for each Product are detailed below for all recent Product versions. Note that any prior version of any of these Products not listed here is End of Support.

Once a Product version is no longer Supported, it is considered End of Support. End of Support Product versions are not eligible for Support Services, and any software, associated product documentation, and Origen Technologies extensions that are not compatible with Supported Versions will no longer be available to Customers.

Origen Core Products
Purchased Offering Support Services Policies
Unsupported Customers and Offerings

Support Services are provided only to Customers with an active subscription to a Support Program, exclusively for Products or Services that are part of a Customer's Purchased Offering, or for Supported Origen Technologies Extensions used in conjunction with such Products or Services.

Support for Multiple Offerings
When two or more Products, or any combination of Products and Services, are operated together, the versions of all must be listed as compatible in the applicable Origen Technologies product documentation to be eligible for Support Services. When two or more Products are operated together, Support Services will be provided only if all Product versions are Supported. We encourage Customers to use the latest version of our Products as much as possible.

Operating System Support Status
For all Products, no Support Services will be provided for any Product version when deployed on an operating system version that is no longer under mainstream support from its respective vendor (regardless of whether that Product version is otherwise eligible for Support Services herein). Mainstream support in this context means the period during which the vendor makes full support available for the operating system version, including the regular release of product enhancements and defect and security fixes, and the provision of full technical support.

- Limited support in this context means an operating system vendor-defined life cycle phase following a general support phase, during which product defect and/or security fixes, but not ongoing product enhancements, are offered. If an active support subscription from the vendor is required to receive those product defects and/or security fixes, Customers must have that active support subscription to be eligible for the Support Services.

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Support Services eligibility for a Universal Forwarder minor version on an operating system version past the end of mainstream support ends the sooner of:

a. The End of Support of that Universal Forwarder minor version, per the standard timelines for that version, or
b. The end of Customer's active subscription to the applicable vendor support offering, or
c. (12) twelve months from the vendor-declared end of life of that operating system version, even if the vendor continues to offer support programs for that operating system version beyond that date.