



zenon Release & Support Cycle

	Release	Licence Sales Stop		Product Support /Training Stop <i>standard requests with/without SLA</i>	Product Fixes Builds	
		<i>without SLA</i>	<i>with SLA</i>		<i>without SLA/SUS</i>	<i>with SLA/SUS</i>
zenon 8.10	Q1 2019	03/31/2022	03/31/2024	03/31/2023	03/31/2023	03/31/2025
zenon 8.00	03/31/2018	03/31/2021	03/31/2023	03/31/2022	03/31/2022	03/31/2024
zenon 7.60	03/31/2017	03/31/2020	03/31/2022	03/31/2021	03/31/2021	03/31/2023
zenon 7.50	03/15/2016	03/31/2019	03/31/2021	03/31/2020	03/31/2020	03/31/2022
zenon 7.20	03/10/2015	03/31/2018	03/31/2020	03/31/2019	03/31/2019	03/31/2021
zenon 7.11	03/10/2014	03/10/2017	03/10/2019	03/10/2018	03/10/2018	03/10/2020
zenon 7.10	04/11/2013	03/31/2016	03/31/2018	03/31/2017	03/31/2017	03/31/2019
zenon 7	07/06/2012	12/31/2015	12/31/2017	12/31/2016	12/31/2016	12/31/2018

SLA SERVICE LEVEL AGREEMENT
SUS SOFTWARE UPGRADE SERVICE