

zenon Service Engine Release & Support Cycle



	Release	Licence Sales Stop		End of Long-Term-Support		
		<i>without SLA</i>	<i>with SLA*</i>	<i>Support and Training</i>	<i>Bugfixing without SLA</i>	<i>Bugfixing with SLA</i>
zenon 10	03/2021	31/03/2024	31/03/2026	03/31/2025	03/31/2025	03/31/2027
zenon 8.20	03/2020	31/03/2023	31/03/2025	03/31/2024	03/31/2024	03/31/2026
zenon 8.10	Q2 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

SLA SERVICE LEVEL AGREEMENT

*) FOR CUSTOMERS USING ZENON AS A RE-BRANDED **OEM** VERSION: ADDITIONAL 4 YEARS OF LICENSE SALES.