This document describes the support lifecycle policy for the solidDB versions specified in the table below. The key elements of the support lifecycle policy are:

- 5 years of technical support from the General Availability date
- 3 additional years of technical support available for additional fee, following the version's effective standard support discontinuance date

Version	General Availability	End of Standard Support	End of Extended Support
6.3	December 2008	Support ended 2013	Support ended 2016
6.5	February 2010	Support ended 2015	Support ended 2018
7.0	November 2011	Support ended 2016	Support ended 2019
100	March 2015	Support ended 2020	March 2023
101	April 2017	April 2022	April 2025
200	June 2021	June 2026	June 2029

solidDB releases prior to solidDB 6.3 adhere to the IBM Software Support Lifecycle policy.

Frequently Asked Questions:

Why is the support extension available?
The support extension is designed to allow flexibility for migration to the latest release in cases where the Customer release lifecycle does not allow upgrading prior to standard support ending.

Do I need to pay separately for the Extended support?
Yes, the Extended Support is not part of the normal maintenance fee and needs to be negotiated separately.

What are the major differences with IBM support lifecycle policy?
The major difference is that UNICOM Global will not separately announce support discontinuance dates as the end of support date will be set 5 and 8 years from the GA date.

What if I am on prior solidDB version and would like to upgrade to the latest version?
Please contact the UNICOM Global sales* to determine your contractual status and obtain a new license file for the version in question. There may also be technical conciderations if you are upgrading from very old solidDB versions.

What if my contract provides for continued support beyond the above dates?
For customers with contract clauses where support lifecycle differs from the dates above, UNICOM Global will continue to provide support.

What if I have not paid for support but would like to actívate support for solidDB?
Please contact the UNICOM Global sales* to reinstate your support contract.

(* = UNICOM Global solidDB sales email: solidDB.sales@unicomglobal.com)