Product Lifecycle Policy

Table of contents

Introduction **2**

Standard Product Release and Lifecycle **2**

Frequent Update Releases *2*

Traditional Releases *2*

Lifecycle Policy Features **4**

Discontinued Product / Product End of Life **4**

Product Lifecycle for Acquisitions **5**

Latest Product Lifecycle Information **5**

Legal Notice **6**

INTRODUCTION

To improve our customer experience, Octave is providing a consistent and reliable lifecycle policy across our product portfolio (“Product Lifecycle Policy” or “Policy”) for customers who purchase software maintenance support from Octave. The purpose of this Policy is to assist our customers and partners in planning their IT roadmaps based on product support timelines. This Product Lifecycle Policy covers on-premises software products that are developed and made generally available by Octave as commercial off-the-shelf products. For Smart Cloud upgrades, refer to Upgrade & Software Release Policy. posted at: https://hexagon.com/company/divisions/asset-lifecycle-intelligence/technology-compliance-standards/smart-cloud-policies?

This document is an explanatory communication that is intended to provide information regarding support and maintenance of Octave products. The policy has been developed to proactively communicate the lifecycle and what customers can expect regarding support and maintenance for each release type.

STANDARD PRODUCT RELEASE AND LIFECYCLE

There are two types of Octave product releases.

Frequent Update Releases

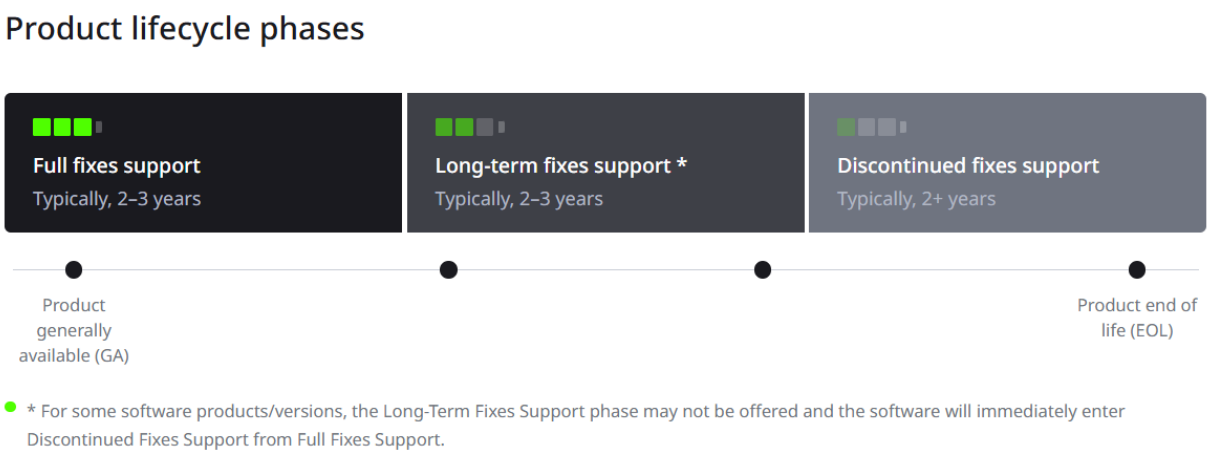
Frequent Update Releases occur multiple times per year in one to six-month release cycles. These solutions have continuous support until the product’s End of Life (EOL).

- **Frequent Updates** – This phase includes full maintenance fixes, new functionality and feature enhancements released in frequent updates. New bug and security fixes will be made available in next scheduled update release.

  We encourage customers to upgrade to latest update as soon as possible. Timely upgrades allow you to receive the full benefits of Frequent Updates, which we believe not only reduce day-to-day business risk, but can also help increase business productivity through adoption of new functionality and enhancements.

Traditional Releases

Traditional Releases occur annually or less frequently in 1+ year release cycles. Lifecycle for Traditional Releases includes the following three phases:



- **Full Fixes Support** – For products releasing on 1+ year schedules, this phase provides regular software maintenance fixes.

  We encourage customers to upgrade to new major version releases in as timely a manner as possible. Timely upgrades allow you to receive the full benefits of Full Fixes Support to reduce day-to-day business risk and increase business productivity through adoption of new functionality and enhancements. However, we know that for some customers, regular upgrades may be impractical. To support customers that do not always keep up with the latest versions, we typically offer two levels of maintenance following the expiration of Full Fixes Support: Long-Term Fixes Support and Discontinued Fixes Support.

- **Long-Term Fixes Support** – This phase covers certain versions of products that will provide fixes for priority 1 issues impacting production and critical security vulnerability fixes for an extended period.

  As reflected in “Table 1 – Lifecycle Policy Features”, Long-Term Fixes Support includes many of the benefits of Full Fixes Support but excludes maintenance fixes except as necessary to help resolve priority 1 issues impacting production and critical security vulnerability fixes only.

- **Discontinued Fixes Support** – This phase provides maintenance for product versions when Octave stops providing product fixes requiring code changes. As reflected in “Table 1 – Lifecycle Policy Features”, Discontinued Fixes Support offers the ability to file support cases and access to knowledge and offline documentation.

LIFECYCLE POLICY FEATURES

The information in the following table provides an overview of the services included in each phase of the product lifecycle for Frequent Updates and Traditional Releases:

TABLE 1 — LIFECYCLE POLICY FEATURES

Support service	Frequent updates	Full fixes support	Long-term fixes support	Discontinued fixes support
Entitlement				
Access to major versions / latest updates	✓ ★	✓ ★	✓	✓
New functionality				
Enhancements	✓			
Product fixes				
Maintenance fixes	✓	✓		
Critical priority 1 fixes	✓	✓	✓	
Critical security fixes	✓	✓	✓	
Cases & knowledge				
Support case submittal	✓	✓	✓	✓
Online knowledge base	✓	✓	✓	✓
Download utilities / tools / whitepapers	✓	✓	✓	✓
Learning services				
Online documentation	✓	✓	✓	*Offline*
Training / eLearning	✓	✓	✓	

★ For Smart Cloud upgrades refer to Software upgrade and release policy.

Maintenance fixes — Fixes for Priority 1 issues and Priority 2 issues based on review in terms of value to customer's project, feasibility and risk of fix.

DISCONTINUED PRODUCT / PRODUCT END OF LIFE

Octave may retire products and announce the last day that the product is supported well in advance (1+ year) for customers to make migration plans.

PRODUCT LIFECYCLE FOR ACQUISITIONS

For new products that Octave may acquire, the timeline for implementing the Lifecycle Policy depends on the terms of the acquisition and other business factors. In these cases, support policy information will be listed separately until the software is released under the Octave brand and Lifecycle Policy.

LATEST PRODUCT LIFECYCLE INFORMATION

The most current Product Lifecycle Policy for each Octave product and version is available on the Compatibility Matrix web site at https://compatibility.octave.com/.

LEGAL NOTICE

This Product Lifecycle Policy does not form a contract or commitment of any kind with the customer. Octave may change, or deviate from, this Product Lifecycle Policy at any time in its sole discretion without notice.

This Product Lifecycle Policy covers on-premises software products that are developed and made generally available by Octave as commercial off-the-shelf products. The Policy does not cover products provided by Octave partners or other third parties.

In addition, certain products in the applicable Octave product portfolio may be used as templates or starter packs. These “non-maintenance” products are not eligible for standard maintenance and are not covered by this Product Lifecycle Policy.

For clarity, the terms “support”, “maintenance”, and “maintenance and support” are used interchangeably in this Policy, and all refer to Octave standard maintenance and support offering for customers purchasing software maintenance support from Octave.

Copyright © 2026 Octave and/or its subsidiaries and affiliates. All rights reserved.