



FAQ

MapInfo Lifecycle Policy

Q. Why does MapInfo have a lifecycle policy?

A. MapInfo introduced a lifecycle policy for its products to help communicate the availability and the support we provide for our products.

Q. Does the policy supersede other MapInfo support policies?

A. No. The MapInfo Lifecycle Policy is simply the formalization of MapInfo's existing support terms. In the past these commitments lacked a single communication vehicle, hence our introduction of a single lifecycle policy.

Q. When does the policy go into effect?

A. The policy was adopted December of 2006. Application of the policy to individual products will occur early in the 2007 calendar year.

Q. Is the policy different for different products (e.g., application software vs. data vs. developer tools)?

A. No, the policy is a guideline for all MapInfo products.

Q. Are there exceptions to the policy?

A. Yes, in some instances. Global considerations, individual/tailored customer contracts, inapplicable products and products with unique lifecycles (e.g., frequent releases or significant lag between releases) will force exceptions be made to individual products. In all cases, this will be stated along with the formal product policy.

Q. What if I have paid for support of a product that by its lifecycle designation would indicate that no support is available?

A. In some instances, customers may have valid maintenance and/or support contracts for products that are listed as 'retired' or in 'limited support'. In these cases, the support contract will be honored.

Q. What is MapInfo's policy for offering support beyond stated support stages?

A. Customers should review individual product policies or contact their account representative to discuss custom support options.

Q. Does the policy also apply to third party products that MapInfo supports?

A. MapInfo's support of third party technology is very similar. MapInfo will typically test with the latest MapInfo-supported 3rd party products plus one version back. For example, we will test with Oracle 10g and Oracle 9i. This information is typically available on the mapinfo.com product pages and/or in the product release notes.



FAQ

MapInfo Lifecycle Policy

Q. Do the latest fixes need to be applied to receive full support for a product?

A. In some cases, MapInfo technical support may require the latest N.O.P patch be applied to receive full support of an N or N.O release.

Q. What is MapInfo's upgrade and maintenance policy? For example, can a customer upgrade from any version to any version?

A. This will vary by product. However, for customers that have purchased maintenance that purchase includes access to successor products within that product line. For customers that have fallen off of maintenance, MapInfo will offer upgrades from previous versions. Please contact your MapInfo account representative for information on product versions that are eligible for an upgrade.

Q. What is MapInfo's lifecycle policy as it relates to specific features within a product?

A. Although MapInfo's lifecycle policy is related to our internal policies regarding product quality, the two policies are not coupled. An example of this would be MapInfo's internal policy regarding backwards compatibility. For example, no software product functionality or feature in the dot series of a release (N.) can be removed unless it is explicitly necessary to fix a reported bug in the MapInfo product.

Q. What is MapInfo's lifecycle policy as it relates to product interoperability?

A. As above, although MapInfo's lifecycle policy is related to our internal policies regarding product quality, the two policies are not coupled. For example, our software/data compatibility policy states that all data and software must be backwards compatible within dot releases (N.). Requiring any data or software upgrade for releases in the dot series (N.) of either software or data is not allowed unless it is explicitly necessary to fix a reported bug in the MapInfo product.

Q. How do I know when a product is moving to limited support or retired?

A. As stated in the lifecycle policy, MapInfo will provide full and extended support for the latest non-patch version of a product and 2 commercial non-patch versions back. This means that within a product lifecycle you are likely to find any releases older than 3 versions back in either limited support or retired.

In cases where MapInfo is unable to provide a suitable successor to a product in limited support or retired, MapInfo will give six to twelve months advance notice of its intention to customers on maintenance.