



MapInfo Lifecycle Policy

November 21 2006

Lifecycle Defined in Terms of Product Version

The MapInfo Lifecycle Policy defines which MapInfo products are available for purchase and technical support, as well as succeeding product versions within a given product line (e.g., product versions available to customers as part of their maintenance contract). Like many independent software vendors, at MapInfo we communicate this information via our product versions. The following are examples using a notation of N.O.P where N, O, and P are version numbers:

N: The most significant of releases in terms of overall quality, feature richness, fixes, development and/or deployment options. In many cases a 'full' N releases occurs no more than once a year or once every few years. **Example - MapInfo Professional 8**

N.O: An interim release that includes improvements in overall quality, feature richness, development and/or deployment options. An N.O release is meant to satisfy market demand in a more timely fashion than a full release and is often more limited in scope. **Example - Envinsa 4.2**

N.O.P: A regular 'fix' release to address critical customer issues and defects. This is similar in concept to a patch or service pack. **Example - MapXtreme Java 4.7.1**

Policy Information

The position a product will have within the lifecycle stages are dictated by **one general policy - MapInfo will provide full and extended support for the latest commercial non-patch version (ie. N.O.P) of a product and 2 commercial non-patch versions back.**

When calculating 'commercial versions' one should not include patch releases. MapInfo has not set an explicit time-in-market bounds to this policy, however, products with infrequent updates may be pushed to limited support after 3 years of commercial availability.

A critical detail of this policy is that, regardless of a product's lifecycle stage, MapInfo will always provide best effort support for our products. For example, MapInfo will help customers with older products, however, our diagnosis will likely be through the latest shipping version within a product line (e.g., a problem with MapInfo Professional V6.0 would be diagnosed in V8.5).

This fact also holds true for unsupported environments (operating systems, application servers and databases on which we have not tested our products). If a problem is not observed in a supported environment, or if the resolution in a supported environment cannot be replicated in the unsupported product, we cannot treat the problem as severe¹.

¹ MapInfo will use commercially reasonable efforts to provide a workaround. When appropriate, we will log the issue as a bug and provide you with a tracking number, or as a feature request, then try to incorporate a solution to the problem in a future product release. You can contact Technical Support to monitor the status of any bug.



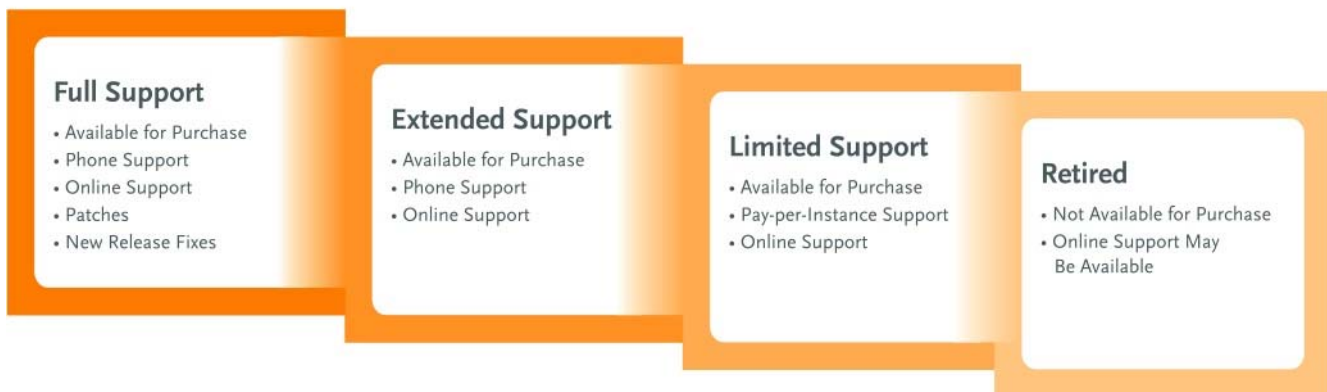
Lifecycle Stages

When product versions are combined with MapInfo lifecycles, customers and prospects have a clear picture of the support and availability of a product. At MapInfo we have the following lifecycle stages (below, MapInfo Professional is used as an example):

1. Full Support
2. Extended Support
3. Limited Support
4. Retired

See below for full definitions of these stages.

MAPINFO PRODUCT LIFECYCLE PHASES



Full Support: The product is available for purchase, technical phone support and on-line support is available, enhancement and/or fixes are delivered through patches or formal releases.

Example - MapInfo Professional 8.5.

Extended Support: The product is available for purchase, technical phone support and on-line support is available. No product enhancements and/or fixes are planned for products in extended support.

Example - MapInfo Professional 7.8 & 8.0.

Limited Support: The product is available for purchase, pay-per-incident and/or on-line will likely be available, though, at the discretion of MapInfo Technical Support.

Example, MapInfo Professional 7.5.

Retired: The product is no longer available for purchase, on-line support may or may not be available.

Example, all MapInfo Professional releases prior to and including 7.0.



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Important Information

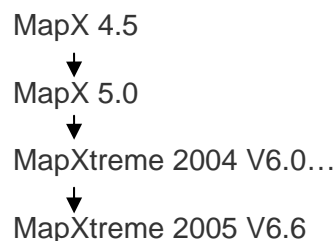
Please also be aware of the following information:

- Exceptions to this policy will be explicit and called out on a per version basis.
- Common exceptions might include: frequent releases for immature products, significant lag between releases, or significant change in 3rd party technology between releases.
- In certain circumstances, technical support may request that customers apply the latest patch (N.O.P) release to receive support.
- The policy or defined lifecycle stage of a product does not effect any master service level agreements customers may have with MapInfo.

Successor Products

The policy also provides the framework for MapInfo to communicate successor products within a product line. For larger, evolutionary steps, or cases where we have re-branded a product, this might be ProductB 1.0 is the successor product to ProductA 5.0. This information is particularly important when you have purchased maintenance when this includes access to any future versions of a product.

The following is an example of successor products within the MapXtreme 2005 product line:



Together, these terms constitute MapInfo's lifecycle policy and a commitment to the products we sell.

If you have further questions, please refer to the [MapInfo Lifecycle Policy FAQ](#).