Product	Release Version	General Availability End Date [1]	Limited Support End Date	Extended Support End Date	Software Customization Support End Date [4]	Extended Support for Software Customization	Footnotes
CORE PRODUCT							
MEDIATRIX	2.0	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	2, 5
	2.1	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	2, 5
	2.2	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	2, 6
	2.3	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	2, 7
	2.4	2015-07-17	2016-07-17	2017-01-17	2016-07-17	Not available	2, 8
	2.5	2016-01-12	2018-12-31	2019-06-30	2018-12-31	Not available	2, 9
RESPONSE	2.6	2018-12-01	2019-06-01	2019-12-01	2019-12-01	Not available	2, 9, 10
	2.7	2020-04-01	2020-10-01	2021-04-01	2021-04-01	Not available	2, 9, 10
	2.8	2021-12-01	2022-06-01	2023-12-01	2023-12-01	Contact Us	2, 9, 10
	2.9	*Current version*					2, 9, 10
CONTEX	2.0	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	3, 5
	2.1	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	3, 5
	2.2	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	3, 6
	2.3	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	3, 7
	2.4	2015-07-17	2016-07-17	2017-01-17	2016-07-17	Not available	3, 8
	2.5	2016-01-12	2018-12-31	2019-06-30	2018-12-31	Not available	3, 9
AI PLATFORM	2.6	2018-12-01	2019-06-01	2019-12-01	2019-12-01	Not available	3, 9, 10
	2.7	2020-04-01	2020-10-01	2021-04-01	2021-04-01	Not available	3, 9, 10
	2.8	2021-12-01	2022-06-01	2023-12-01	2023-12-01	Contact Us	3, 9, 10
	2.9	*Current version*					3, 9, 10
WEBSCOUT	4.6	2016-08-04	2017-08-04	2018-02-04	2017-08-04	Contact Us	
	4.7	2017-02-06	2018-02-06	2018-08-06	2018-02-06	Contact Us	
	4.8	2017-08-01	2018-08-01	2019-02-01	2018-08-01	Contact Us	
SELF SERVICE	2.6	2018-06-30	2018-12-30	2019-06-30	2018-12-30	Contact Us	9
CORE PRODUCT EXTENSIONS							
CORE EXTENSION - Aspose Converter (PDF-converters)		Out of Support					
CORE EXTENSION - Aspose Converter (ityx-common)		Out of Support					
CORE EXTENSION - Amnesia		Out of Support					
CORE EXTENSION - SAP Panel		Out of Support					
CORE EXTENSION - Contex WebService		Out of Support					
CORE EXTENSION - MX Delete Tool		Out of Support					
CORE EXTENSION - MX Clean Tool		Out of Support					

Product	Release Version	General Availability End Date [1]	Limited Support End Date	Extended Support End Date	Software Customization Support End Date [4]	Extended Support for Software Customization	Footnotes
CORE EXTENSION - ACD Core		Same as General Availability End Date [1)] of the core product release for which the extension was delivered by ITyX Professional Services					11
CORE EXTENSION - Aspose iText PDf Convertor (ityx-common)							12
CORE EXTENSION - Mediatrix Clientevents							11
CORE EXTENSION - MX Config							11
CORE EXTENSION - Pgpcrypto							11
CORE EXTENSION - Reporting Tool							11
CORE EXTENSION - Textobject-Extension							11
CUSTOM PRODUCT EXTENSIONS							
ALL CUSTOM EXTENSIONS		Same as General Availability End Date [1)] of the core product release for which the extension was delivered by ITyX Professional Services					

[1] Mainstream Support is provided during the first phase of the product lifecycle, also referred to as General Availability.
This phase starts when a major or minor version is released and ends when the next major or minor version of the product is released.

[2] From release 2.6 going foward, MEDIATRIX is renamed to RESPONSE.

[3] From release 2.6 going foward, CONTEX is renamed to AI PLATFORM.

[4] Continued support of customized software beyond the end date requires migration to a later product version and is subject to a migration services fee.

[5] Requires the use of Java 1.6.x. Java 1.9.x and beyond are NOT supported.

[6] Requires the use of Java 1.6.x or 1.7.x. Java 1.9.x and beyond are NOT supported.

[7] Requires the use of Java 1.7.x. Java 1.9.x and beyond are NOT supported.

[8] Requires the use of Java 1.7.x or 1.8x. Java 1.9.x and beyond are NOT supported.

[9] Requires the use of Java 1.8x. Java 1.9.x and beyond are NOT supported.

[10] End dates are estimated dates because a new release has not yet been developed or released.

[11] Applies to Mediatrix / Response.

[12] Applies to Mediatrix / Response and Contex / AI Platform.