

MV product lifecycle policy

Rocket MV software follows a structured lifecycle policy that defines the level of support, license availability, and any applicable version-related charges throughout each phase of a product's life. This ensures transparency and helps customers plan upgrades and transitions effectively.

Note: Rocket reserves the right to update or modify this policy at any time.

	End of Support (EOS)		End of Limited Support (EOLS)	End of Version Life (EOVL)
	Year 1 - 4	Year 5 - 6	Year 7	Year 8+
MV Product Lifecycle ³	General Availability	Limited Support	Upgrade Support	End of Version Life
Technical support	Standard support	Support is limited	Upgrade assistance only	No
Maintenance availability	Yes ¹	Yes ¹	Yes ¹	No
Legacy version charge	No	20% ²	25% ²	No
New license availability (New Serial #)	Yes	Yes for existing customers only	No	No
Upgrade entitlement	Free with maintenance	Free with maintenance	Free with maintenance	No
Hotfix & product download availability	Yes	- Limited hotfixes - Product downloads available	- No new hotfixes - No product download availability	- No new hotfixes - No product download availability

- Customers on maintenance have access to support, the online knowledge base, and product upgrades at no additional charge (if newer versions are available).
- The legacy version charge is based on a percentage of Maintenance SRP per user.
- The Standard Lifecycle applies to most Rocket MV products. Some products may have variations. Please refer to the specific product sections within this document for details.

Status definitions

General Availability (GA)

During the **General Availability (GA)** phase, customers receive full standard support, including technical assistance, maintenance updates, security patches, and ongoing enhancements. Customers can purchase new licenses, and we encourage upgrades to ensure access to the latest features and comprehensive support.

Limited Support

End-of-Support (EOS): Standard support has ended, and technical support is limited. Support may or may not have platform versions or product versions for problem reproduction. Existing customers can still acquire new or additional user licenses and maintenance on this version. Customers on maintenance are entitled to obtain product upgrades at no additional charge (if new versions are available). New hotfixes may be limited. Downloadable content is available. A legacy version charge of 20% of the maintenance SRP per user will be applied to new and additional license purchases, maintenance renewals, and reinstatements.

Upgrade Support

End-of-Limited Support (EOLS): Limited Support has ended, and technical support is no longer provided. Rocket MV Support may offer upgrade assistance or refer customers to professional services for additional help. Customers may not purchase new or additional user licenses. Customers on maintenance are entitled to obtain product upgrades at no additional charge (if new versions are available). New hotfixes and product downloads are no longer available. A legacy version charge of 25% of the maintenance SRP per user will be applied to maintenance renewals and reinstatements.

End of Version Life

End-of-Version Life (EOVL): The software version is fully retired and no longer supported by Rocket MV. It will not receive technical support, maintenance, updates, security patches, or fixes, and licenses and maintenance are no longer available. To remain on maintenance and ensure ongoing support, compliance, and access to new features, customers must upgrade to a current General Availability (GA) version.

Additional resources

For more information on the options available at each stage of a product's lifecycle, please refer to your Rocket ISV or End User Handbook, available on [Rocket Business Connect](#) (requires user login).

Legacy version charge

A legacy version charge is an additional charge applied to customers who continue using a MultiValue software version that has entered the Limited or Upgrade Support phase. This charge is calculated as a percentage of the product's maintenance SRP per user.

To avoid the legacy version charge and keep uninterrupted access to full support, security updates, and new features, customers are strongly encouraged to upgrade to a current General Availability (GA) version. Proactive upgrade planning helps maintain compliance, reduce risk, and optimize long-term value.

Limited Support legacy version charge

Beginning on the fourth anniversary of the General Availability (GA) date, a product version that enters the Limited Support phase of its Product Lifecycle (PLC) will be subject to a 20% legacy charge. This charge will apply for a duration of two years or until the customer upgrades to a GA version, whichever comes first.

Upgrade Support legacy version charge

Beginning on the sixth anniversary of the General Availability (GA) date, a product version that enters the Upgrade Support phase of its Product Lifecycle (PLC) will be subject to a 25% legacy charge. This charge will apply for a duration of one year or until the customer upgrades to a GA version, whichever comes first.

After the one-year Upgrade Support period, the product version will be designated as End of Version Life (EOVL), and all maintenance and support will be discontinued.