

Product Lifecycle

Milestone's XProtect® products have a lifecycle with four stages: general availability, limited availability, discontinued and terminated. For more information on the details of each stage, please see the chart below.

Milestone Product Lifecycle

	General Availability	Limited Availability	Discontinued	Terminated
Product available for new sale through partners	Yes	No	No	No
Product available for extension sale through partners	Yes	Yes	No	No
Product resources and specifications available on Milestone website	Yes	No	No	No
Product documentation and manuals available on Milestone website	Yes	Yes	Yes	No
Software available on Milestone website	Yes	Yes	Yes	No
Free online Self-Help support resources	Yes	Yes	Yes	No
Free support ¹ via phone and web form	Yes	Yes	No	No
Priority support (paid) services ²	Yes	Yes	No	No
Service releases fixing relevant bugs	Yes	No	No	No
Operation-critical hotfixes	Yes	Yes	No	No

¹ Partner support option: Help-Desk

² Partner support option: Enhanced Support

Please note: The information contained below represents the current status of Milestone products as of the indicated date. This information shall not be construed as a legally binding commitment, but rather as information subject to change occasionally, without prior notice. Milestone makes no warranties, express, implied, or statutory, by posting the document or about the information in the document.