Lifecycle Policy

TeamViewer Group

Created: November 2018

TeamViewer

Contents

1. Scope

The TeamViewer Subscription Lifecycle Policy is defined to give our Customers a consistent, transparent, and predictable guideline for product support and servicing.

This TeamViewer Subscription Lifecycle Policy applies within the following scope:

Product	Software License Typ
TeamViewer	Subscription and Freemium Software
TeamViewer Pilot	Subscription and Freemium Software

2. Terms and Definitions

2.1. Lifecycle Phases

Lifecycle phase	Lifecycle description
Software Version	A new Version of the Software, as specified in Section 5.3 of the EULA.
Release Date	The date on which a new Software Version is first published by TeamViewer.
Product Lifecycle Start	Release Date of a Software Version.
Product Lifecycle End	End of Extended Maintenance Phase.
End of Sales	The End of Sales (or last order date) of a Software Version is always the Release Date of the next Software Version.

2.2. Services

Service	Service description
Support	Support Services as specified in Section 4.2 of the EULA.
Server Services	Server Services as specified in Section 4.1 of the EULA, i.e. the establishment of encrypted connections (handshake) and the forwarding of data packets (routing) in connection with the use of the Software.
Non-Security Updates	Updates which are no Security Updates, i.e. new features, or enhancements of existing features that are not security relevant.
Critical Fixes	Fixes for critical errors within the Product (TeamViewer retains the right to classify an error as "critical" at its sole discretion).
Security Updates	Updates to the Product which are – in TeamViewer's sole discretion determined as –security relevant.

Operating System Compatibility	Ability to use a Software Version on certain versions of operating systems, as defined by the system requirements pursuant to Section 7.3 of the EULA.
Product Support Information	Information material available online on products, licenses, technical questions, etc.

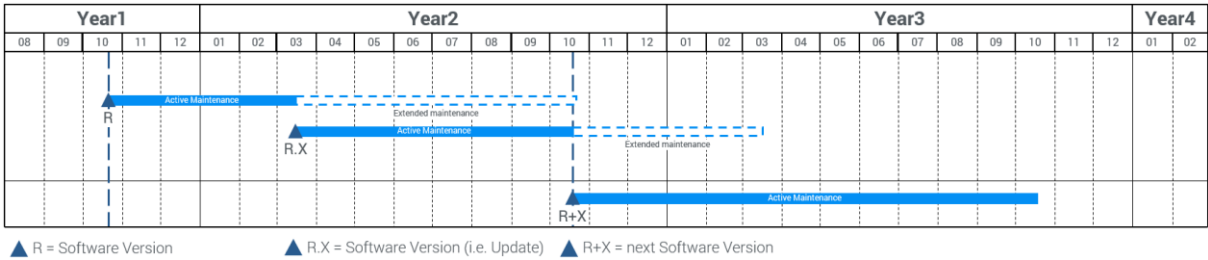# 3. TeamViewer Subscription Lifecycle Policy

3.1. Change notification

Unless otherwise stated, TeamViewer will provide a notification when Customers are required to take action in order to avoid significant degradation to the use of the Software and/or Services.

3.2. Continuity and migration

TeamViewer will also provide a notification prior to ending support if no successor Software and/or Services are offered— excluding Freemium Software or preview Releases.

3.3. Maintenance phases

Phase	Start and End	Scope of Maintenance
Active Maintenance	**Start**: Release Date of a Software Version (i.e.: R.X) **End**: Release Date of the next Software Version (i.e.: R+X)	• Server Services • Critical Fixes • Security Updates • Operating System Compatibility • Non-Security Updates • Support Services • Updates on Product Support Information
Extended Maintenance	**Start**: Release Date of the next Software Version (i.e.: R+X) **End:** 12 months after Release Date of a Software Version (i.e.: R.X)	• Server Services • Support Services

TeamViewer provides Active Maintenance only for the current Software Version.

The Extended Maintenance phase enables the Customer to use his current Software Version for at least 12 months after the Release Date.