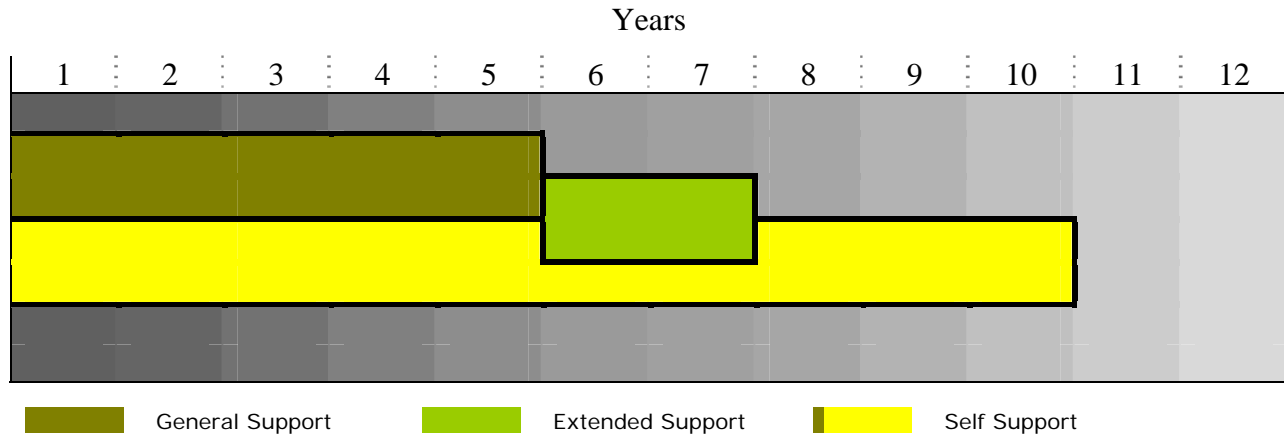


Novell's SUSE LINUX Enterprise Server Support Product Lifecycle (As of October 4, 2005)

Product Support Lifecycles

Novell's Product Support Lifecycle provides consistent and predictable support availability guidelines, allowing you to effectively plan and manage your support needs. This lifecycle model took effect on 3 August 2005 and applies to SUSE LINUX Enterprise Server.



Platform & Operating System Products

Novell will provide a minimum of five years' General Support for platform and operating systems products, including its revisions, starting with the date of a product's general availability. When General Support ends, Novell will offer extended support for a minimum of two years.

Platform and Operating System products include NetWare, Novell Small Business Suite, Novell Linux Desktop, Novell Linux Point of Service, SUSE™ LINUX Enterprise Server and Open Enterprise Server (OES).

SUSE LINUX Enterprise Server Support Lifecycle

Product Name	Gen. Support End Date	Ext. Support End Date	Self-support End Date	Current Version	Replacement Product
SUSE LINUX Enterprise Server 8	30 Nov 2007	Not Offered	19 Nov 2012	SUSE LINUX Enterprise Server 8 SP4	SUSE LINUX Enterprise Server 9
SUSE LINUX Enterprise Server 9	30 Jul 2009	30 Jul 2011	30 Jul 2014	SUSE LINUX Enterprise Server 9 SP2	

Lifecycle details:

General Support

- Free and fee-based support options, including warranty support, incident support, annual support programs, and technical subscriptions.
- Software maintenance as outlined in the Novell Software maintenance policy.
- The ability to request product and feature enhancements.

Extended Support

- Fee-based support options.
- Software maintenance as outlined in the Novell Software maintenance policy.