

# zenon Service Grid



	Release	Product Lifecycle Type	Product Support Stop <i>standard requests</i>	Product Fixes <i>with SLA/SUS</i>
zenon Service Grid 10.1	06/30/2021	STS	12/31/2021	09/30/2021
zenon Service Grid 10	03/31/2021	LTS	09/30/2022	03/31/2022
zenon Service Grid 2.1	12/18/2020	STS	06/30/2021	03/31/2021
zenon Service Grid 2.0	09/30/2020	STS	03/31/2021	12/31/2020
zenon Service Grid 1.3	06/30/2020	STS	12/31/2020	09/30/2020
zenon Service Grid 1.2	03/31/2020	LTS	11/30/2021	03/31/2021

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STS SHORT TERM SUPPORT

LTS LONG TERM SUPPORT

SLA SERVICE LEVEL AGREEMENT

SUS SOFTWARE UPGRADE SERVICE