

# Software Lifecycle Statement

## Sage Line 50 Accounts v11 and Sage Instant Accounts v11

From 1 October 2006, Sage (UK) Limited (Sage) adopted a policy to formalise our procedure of withdrawing support for software versions that are a minimum of five versions behind the latest release.

We're applying our software lifecycle policy to Sage Line 50 Accounts v11 and Sage Instant Accounts v11 from 1 May 2009. That means from 30 April 2011, we will be withdrawing support for Sage Line 50 Accounts v11 and Sage Instant Accounts v11.

### What does this mean for me?

This doesn't mean that your software will stop working. You can still continue to use it. But we will be withdrawing support, updates and upgrades in a phased approach. From 30 April 2011 you may not be able to directly upgrade this version to the latest version of software. This means that in the future, if you choose to buy a new version of your software, your data may need to be transferred manually.

### Why are we doing this?

It is standard industry practice for technology companies to withdraw support from older versions of software. Every year we invest in research and development to improve our software and services. We do this in line with regular customer feedback, and take into account new technology and changes in legislation. We believe that using the latest software is the best way for us to help you run your business effectively. By concentrating our resources on looking forward, we can help your business move forward too.

We also want to ensure that we continue to offer the best level of support for our software that we can. We want our customers to be able to reach technical experts with the right level of knowledge to answer your questions quickly. That means continuous investment in training and resources.

### When will support be withdrawn?

Software	What's changing	When	This means
Sage Line 50 Accounts and Instant Accounts v11	No new SageCover contracts will be available	1 May 2009	You will not be able to buy a new SageCover contract after this date.
Sage Line 50 Accounts and Instant Accounts v11	You will no longer be able to renew SageCover for this version of the software	30 April 2010	When your SageCover contract comes to an end, you will not be able to renew your SageCover after this date.
Sage Line 50 Accounts and Instant Accounts v11	All upgrade pricing for V11 will come to an end	30 April 2010	If you wish to upgrade after this date, you will be charged the full retail sales price. Alternatively, you can purchase SageCover Extra
Sage Line 50 Accounts and Instant Accounts v11	SageCover support will be withdrawn	30 April 2011	No technical support will be available.

For more information about this software lifecycle policy and to discuss what options are available to help you upgrade your software to a supported version, please call us on 0800 33 66 33.

