

Sage Timeslips Obsolescence Policy



The Sage Obsolescence Policy is to support the current Sage Timeslips product release and, unless otherwise indicated below, one prior release of the Sage Timeslips product. Product support includes live customer support and compatibility with other add-on products or services offered, including connectivity with Sage Timeslips eCenter. Sage will only support an obsolete product until a customer's Sage Business Care plan¹ for that product expires.

If you are using an obsolete version of Sage Timeslips, we urge you to upgrade to the most current release to be eligible for customer support and to be compliant with new operating environments.

Supported Versions	If you are not using a supported version, you can upgrade to the following products by calling 800-285-0999:
Sage Premium ⁴ , Sage Timeslips 2019 & 2018	Sage Premium or Sage Timeslips 2019

Additional Products and Services	Version required for product or service accessibility:
Sage Timeslips Business Care Plans ¹	Sage Timeslips 2019
Sage Timeslips eCenter ²	Sage Timeslips Premium, 2019 or 2018
Sage Timeslips Electronic Bill Delivery ³	Sage Timeslips Premium, 2019 or 2018

¹ Customers currently on an active support plan will receive support through the expiration of the plan.

² Sage Timeslips 2017 customers utilizing Sage Timeslips eCenter may continue to use through July 31st, 2018.

³ Sage Timeslips Electronic Billing will not be available for Sage Timeslips 2017 after July 31st, 2018.

⁴ Sage Timeslips Premium is exclusively sold through subscription which includes Sage Business Care.