

# Sage Timeslips Obsolescence Policy



The Sage Obsolescence Policy is to support the current Sage Timeslips product release unless otherwise indicated below. 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 plan<sup>1</sup> 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 system environments.

Supported Versions	If you are not using a supported version, you can upgrade to the following products by calling 800-285-0999:
Sage Timeslips Premium <sup>2</sup> , Sage Timeslips 2020	Sage Timeslips Premium or Sage Timeslips 2020
Sage Timeslips 2019 <sup>3</sup>	

Additional Products and Services	Version required for product or service accessibility:
Sage Business Care Plans <sup>1</sup>	Sage Timeslips Premium or Sage Timeslips 2020
Sage Timeslips eCenter <sup>4</sup>	Sage Timeslips Premium or Sage Timeslips 2020
Sage Timeslips Electronic Bill Delivery <sup>5</sup>	Sage Timeslips Premium or Sage Timeslips 2020

<sup>1</sup> Customers currently on an active Sage Business Care plan will receive support through the expiration of their plan.

<sup>2</sup> Sage Timeslips Premium is exclusively sold through an auto-renewing subscription which includes support.

<sup>3</sup> Sage Timeslips 2019 customers will remain supported through April 30, 2020.

<sup>4</sup> Sage Timeslips 2019 customers utilizing Sage Timeslips eCenter may continue to use it through April 30, 2020.

<sup>5</sup> Sage Timeslips Electronic Bill Delivery will not be available for Sage Timeslips 2019 after April 30, 2020.