

ADOBE COMMERCE SOFTWARE LIFECYCLE POLICY

This Adobe Commerce Software Lifecycle Policy (f/k/a Magento Software Lifecycle Policy) governs the On-premise Software licensed as part of the Adobe Commerce (f/k/a Magento Commerce) Products and Services in Customer's agreement with Adobe Inc. and/or its Affiliates, including but not limited to X.commerce, Inc. d/b/a Magento, Inc., (collectively, "Adobe") (the "Agreement"). This Adobe Commerce Software Lifecycle Policy does not apply to any content, software, services, modifications or other materials provided by Customer or a third party, any implementation or other maintenance-related services for which Customer is responsible, or any material other than On-premise Software provided to Customer by Adobe under the Agreement. Specifically, this policy does not apply to Magento Open Source, Modifications/Customer Customizations, Customer Data, Customer Content, Third-Party Services, Third-Party Content, and third-party extensions and customizations. All maintenance outside of this policy, including security and compliance (PCI, ISO, SOC, etc.), is the express responsibility of the Customer.

For purposes of Adobe's software support obligations, Adobe defines its software version scheme as Major.Minor.Patch-Security Patch releases (e.g., 2.4.3-p1 is Major Version 2, Minor Release 4, Patch Release 3, Security Patch p1). Capitalized terms used herein, but not defined, shall have the meanings set forth in the Agreement or the Support Terms and Conditions.

To receive software support during the applicable support period, Customer must have a current subscription or license of Adobe Commerce in good standing. Adobe will provide software support to applicable Major and Minor releases of the On-premise Software based on the following lifecycle schedule:

For releases prior to Adobe Commerce 2.3:

Release	Release Date	End of Software Support
Enterprise Edition 1.13	October 2013	June 2020
Enterprise Edition 1.14	June 2014	June 2020
Enterprise Edition 2.0	November 2015	March 2018
Enterprise Edition 2.1	June 2016	June 2019
Magento Commerce 2.2 ¹	September 2017	December 2019 ²

¹ Enterprise Edition was renamed Magento Commerce

² The End of Software Support date for Magento Commerce 2.2 was extended to December 2019 to coincide with the end of life date for PHP 7.1

For Adobe Commerce³ 2.3 and subsequent releases:

Adobe will provide quality fixes and security releases to its 2.3 release line until September 8, 2022. Customers can access quality fixes through the Adobe Commerce Quality Patch Tool or by contacting the Support team. For security fixes, Customers must upgrade to the latest security patch of the 2.3 release line to access the security fixes. For example, when 2.3.7-p1 is released, Customers must upgrade to 2.3.7-p1 to adopt the security fixes. The security fixes will not be backported to previous patch releases of the 2.3 release line (e.g., 2.3.0-2.3.6-p1).

When a version or line reaches End of Software Support, Customers will no longer be able to access Adobe support for quality fixes and Adobe will no longer release security fixes. Customers will have to upgrade to a supported version to continue receiving support.

Release	Release Date	End of Quality Releases ⁴	End of Security Fixes/ End of Software Support
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Adobe Commerce 2.3	November 2018	July 2021	September 8, 2022 ⁵
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³ Magento Commerce was renamed Adobe Commerce

⁴ For Adobe Commerce 2.3, support for quality releases and security fixes follow different schedules. For Adobe Commerce 2.4, the same EOS date will apply to both quality and security support

⁵ The End of Software Support date for Adobe Commerce 2.3 has been extended to September 8, 2022 to allow more time for Customers to upgrade to the 2.4.4 release that will be generally available on March 8, 2022

For Adobe Commerce 2.4 and subsequent releases:

Adobe will provide quality fixes and security releases to its 2.4 release line until the end of life date of [the PHP version](#) upon which it is based. Please refer to the table below for the End of Software Support dates for the Adobe Commerce 2.4 release lines. Customers can access quality fixes through the Adobe Commerce Quality Patch Tool or by contacting the Support team. For security fixes, Customers must upgrade to the latest patch release or security patch release to access security fixes. For example, when Adobe Commerce 2.4.5 is released, Customers must either upgrade to 2.4.5 or 2.4.4-p1 to adopt the latest security fixes. The security fixes will not be backported to previous patch releases of the 2.4 release line (e.g., 2.4.0-2.4.4).

When a version or line reaches End of Software Support, Customers will no longer be able to access Adobe support for quality fixes and Adobe will no longer release security fixes. Customers will have to upgrade to a supported version to continue receiving support.

Release	End of Software Support	Dependent PHP Version
Adobe Commerce 2.4.0-2.4.3	November 28, 2022	PHP 7.4
Adobe Commerce 2.4.4-2.4.6	November 25, 2024	PHP 8.1

SPECIAL PROVISION SPECIFIC TO ON-PREMISE SOFTWARE LICENSES

1. Definitions.

“Bank of Funds” means the total credits issued by Adobe in connection with an On-premise License.

“Commitment Period” means the total license term commitment for an On-premise License commencing upon the applicable License Term Start Date and continuing until the final License Term End Date identified for such On-premise License in the applicable Order Form.

“On-premise License” means a term-based (but not perpetual) license to any Adobe Commerce Products and Services that is comprised solely of On-premise Software components and does not include access to any On-demand Services or Managed Services.

“Order Form” or “Sales Order” means any sales order form entered into between Customer and Adobe and/or its Affiliates.

“Partner” means, if Customer did not pay Adobe directly, the entity or individual that paid or pays Adobe directly for Customer’s On-premise License.

“Support Terms and Conditions” means those terms and conditions located at <https://magento.com/sites/default/files/magento-support-services-terms-and-conditions.pdf> (unless otherwise indicated in the applicable Sales Order) whether linked dynamically within an Order Form or statically attached to an Order Form.

2. Application.

By providing notice in accordance with the Section 4 below, Customer may apply this “Special Provision Specific

to On-premise Software Licenses” to any Order Form for the purchase of an On-premise License(s) that incorporates by reference the Support Terms and Conditions, excluding specifically Order Forms entered into by the U.S. Federal Government (Sales Orders with state and local governments are not excluded) and Order Forms under which Customer or Partner, as applicable, is purchasing an On-premise License for deployment within the People’s Republic of China. If an Order Form does not include the Support Terms and Conditions, but is otherwise not excluded as set forth in this Section 2, Customer may still apply this “Special Provision Specific to On-premise Software Licenses” by providing Adobe notice as anticipated in Section 4 below.

3. Successive Monthly Terms.

For each On-premise License, the Commitment Period is comprised of successive monthly license terms. For example, a three-year Commitment Period with a License Term Start Date of February 10th is comprised of 36 successive monthly terms, each monthly term commencing on the 10th of the month.

4. Auto-Renewal.

During the Commitment Period, On-premise Licenses will automatically renew month to month unless Customer, or Partner if applicable, provides 10 days prior written notice of its intent not to renew. Customer’s or Partner’s exercise of this option will result in termination of the On-premise License at the end of the applicable monthly period (the “Termination Date”).

5. Bank of Funds.

Upon the Termination Date, Customer or Partner, as applicable, will have a Bank of Funds balance in an amount equal to the remaining prepaid and unused fees received by Adobe directly or through a Partner for the applicable On-premise License. Such Bank of Funds will be held for the Customer’s benefit in accordance with these terms. Customer’s and, if applicable, Partner’s obligation to pay the total fees for the entire Commitment Period shall survive such termination (each remaining payment a “Surviving Payment”). Adobe will credit any Surviving Payment made to Adobe by Customer or Partner, as applicable, after the Termination Date to the applicable Bank of Funds. Customer or Partner, as applicable, may apply its Bank of Funds to any “net new,” separate, mutually agreeable Order Form for Adobe Products and Services for Customer. Customer or Partner, as applicable, may not apply its Bank of Funds toward any outstanding or upcoming payment due on an Order Form executed prior to the applicable Termination Date. Customer or Partner, as applicable, may not apply its Bank of Funds toward payment of any fees due on a renewal of Products and Services purchased prior to the applicable Termination Date. Each unused Bank of Funds shall expire 120 days after the final License Term End Date for the relevant On-premise License identified in the applicable Order Form. For clarity, nothing in this paragraph relieves Customer or Partner, if applicable, of its payment obligations as scheduled under any Order Form under which Customer terminates an On-premise License that gives rise to a Bank of Funds.

6. Termination of any On-Premise License.

Upon termination of any On-premise License hereunder, Customer will discontinue all further use and deployment of the On-premise License, immediately uninstall and destroy all copies of such Products and Services and provide written evidence of such destruction.

7. Successive Monthly Terms.

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Updated: January 24, 2022