Tibero
EOL/EOS Policy Guide

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- This guide is provided for informational purposes to explain TmaxTibero’s EOL/EOS policy and how support is provided at each stage.
- Unless otherwise agreed in writing, this guide does not form part of any contract, and its contents alone do not create any additional contractual obligations for TmaxTibero.
- Product-specific EOL/EOS schedules and support criteria may change based on product deployment and customer usage patterns, new version release schedules, technical support policies, and TmaxTibero’s operating standards. Changes may be announced on the TmaxTibero website, through GTS, or through other channels.
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1. EOL/EOS Policy Overview

The EOL/EOS policy sets out the criteria for the end of sales, the end of standard support, Extended Support, and Sustaining Support for each product. It provides a framework for product-specific business planning and technical support operations and helps customers plan for ongoing product use, upgrades, and related investments.

- **EOL (End-of-Life)**

  EOL is the date on which new sales of the applicable product version end.

  The EOL date is generally two years after the release of the next major version, but may vary based on product deployment and customer usage patterns, long-term support plans, and TmaxTibero's policies. As a general rule, new sales of that product version cease after EOL.

  Basic services for existing customers may continue through EOS within the scope of their valid contracts. Premium services may be provided under separate contractual terms.

- **EOS (End-of-Support)**

  EOS marks the end of the basic service period for the applicable product version.

  The EOS date is generally one year after the EOL date, but may vary based on product deployment and customer usage patterns, long-term support plans, and TmaxTibero's support policies.

  After EOS, customers with a valid maintenance agreement receive limited support under Extended Support or Sustaining Support, as applicable.

  To maintain operational stability, address security issues, and avoid gaps in technical support, customers are advised to upgrade to a currently supported later version or apply the final supported patch set for their product version before EOS.

- **ES (Extended Support)**

  Extended Support is a paid support extension for customers who require continued support for the applicable product version after EOS.

  Extended Support is generally provided for three years after EOS, although its duration may vary according to the support plan for each product.

  Extended Support is provided for the final supported patch set of the applicable product version. If that patch set has not been applied, TmaxTibero may request or recommend that the customer first apply it or upgrade to a currently supported later version.

  Extended Support includes responses to technical inquiries based on existing technical documentation and known solutions, access to previously released patches and patch sets, and guidance on upgrading to a later version or applying the final supported patch set.

  TmaxTibero determines whether to analyze or reproduce new product issues, develop

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workarounds, assess the impact of newly identified security vulnerabilities, or provide new bug fixes, hotfixes, or security patches. These decisions take into account incident severity, security risk, reproducibility on the final supported patch set, technical feasibility, and contractual terms.

Extended Support does not include new patch set releases, new features, or certification and compatibility validation for new operating systems, hardware, or third-party products.

※ Patch Set: A binary package containing accumulated patches for a product version.

- **SS (Sustaining Support)**

  Sustaining Support is a limited support stage for customers who maintain a valid maintenance agreement after EOS or after the Extended Support period ends.

  Sustaining Support is limited to assistance based on TmaxTibero's existing technical documentation, previously released patches and patch sets, and known solutions.

  Under Sustaining Support, TmaxTibero responds to technical inquiries submitted through GTS using existing technical documentation and known solutions. It also provides access to previously released patches and patch sets, information on known product issues and workarounds, and upgrade information and standard guidance for moving to a currently supported later version.

  If a customer has not applied the final supported patch set, guidance may be limited to TmaxTibero's existing technical documentation and previously released patches. TmaxTibero may recommend applying the final supported patch set or upgrading to a currently supported later version.

  Sustaining Support does not include root cause analysis or reproduction of new product issues, development of new workarounds, new bug fixes, new hotfixes, new security patches, new patch set releases, or certification and compatibility validation for new operating systems, hardware, or third-party products.

2. Support Services by EOL/EOS Stage

Support Item	Description	Supported until EOS	Extended Support	Sustaining Support
GTS Technical Inquiries	Submission and tracking of technical inquiries through GTS, with responses based on technical materials available at the applicable support stage.	○	○	○
Previously Released Patches and Patch Sets	Existing patches, patch sets, and release notes made available by TmaxTibero through GTS.	○	○	○

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Upgrade Information and Standard Guidance	Standard procedures and guidance provided through GTS for upgrading to a currently supported later version or applying a new integrated patch set.	○	○	○
Analysis of New Product Issues and Workarounds	Log analysis, issue reproduction, assessment of whether a product defect exists, and development of workarounds for issues not covered by existing solutions.	○*	○**	X
Impact Analysis and Guidance for New Security Vulnerabilities	Assessment of how newly identified security vulnerabilities affect the supported version and the risks they pose, with guidance on mitigation measures and upgrade options.	○*	○**	X
New Bug Fixes and Hot Fixes	Bug fixes or urgent hotfixes for newly identified product defects, following code changes and build validation.	○*	○**	X
New Security Patches	Security patches for newly identified vulnerabilities, following code changes and validation.	○*	○**	X
Compatibility Validation for New OS, HW, and 3rd Party Products	Formal compatibility validation for new operating systems, hardware, and third-party products, including information on support status, certification, and compatibility.	○*	X	X
New Patch Set Releases	Development, validation, and official release of an integrated patch set containing accumulated fixes for the applicable product version	○	X	X

※ ○ : The support item is available at the applicable support stage. This does not guarantee patch development or a specific outcome for every request. The support provided may depend on whether a product defect exists, reproducibility, technical review results, and contractual terms.

※ ○*: Provided for patch sets designated by TmaxTibero as eligible for support. Even before EOS, this does not mean that new bug fixes, hotfixes, or security patches are provided for every previous minor release.

※ ○**: Provided under Extended Support for the final supported patch set of the applicable product version. If that patch set has not been applied, TmaxTibero may recommend that the customer first apply it or upgrade to a currently supported later version.

※ X : The listed support item is not provided at the applicable support stage.

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3. EOL/EOS Calendar (As of October 2026)

Product	Version	Release Date	End-of-Life (EOL)	End-of-Support (EOS)	Extended Support
Tibero	1	2003.06	2012.03.31	2012.12.31	2015.06.30
	2	2004.05	2012.03.31	2012.12.31	2015.06.30
	3	2006.12	2012.06.30	2013.06.30	2016.06.30
	4	2008.12	2014.06.30	2015.06.30	2018.06.30
	5	2011.10	2016.10.31	2017.10.31	2020.10.31
	5 sp1	2014.08	2018.08.31	2019.08.31	2022.08.31
	6	2015.04	2024.03.31	2025.03.31	2028.03.31
	7	2022.03	2 years after the release of the next version	1 year after EOL	3 years after EOS
ZetaData	3	2016.01	2026.11.30	2027.11.30	2028.11.30
	7	2024.12	2 years after the next version is released	1 year after EOL	3 years after EOS
OpenSQL	2	2022.03	2027.05.14	2028.05.14	2031.05.14
	3	2025.05	2 years after the next version is released	1 year after EOL	3 years after EOS
ProSync	2 or earlier	2007.12	2017.04.30	2018.04.30	2021.04.30
	3	2015.09	2019.09.30	2020.09.30	2023.09.30
	4	2016.06	2 years after the next version is released	1 year after EOL	3 years after EOS
SysMasterDB	7.x	2019.09	2024.11.30	2025.11.30	2028.11.30
	8.x	2022.11	2 years after the next version is released	1 year after EOL	3 years after EOS

4. EOL/EOS Policy Considerations

- After EOS, support is limited to the scope defined for Extended Support or Sustaining Support. Customers are therefore advised to apply the latest patch set or upgrade to a currently supported later version.
- The maintenance fee for Extended Support is calculated by applying a 15% surcharge to

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the existing maintenance fee.

- Sustaining Support is provided under a valid maintenance agreement at the applicable maintenance fee, with no additional surcharge.
- Even under a valid maintenance agreement, technical support may be limited if a customer independently modifies the product, its components, the operating environment, or third-party products, or uses a configuration that TmaxTibero has not certified.
- New features, certification and compatibility validation for new operating systems, hardware, or third-party products, and additional features needed for integration require prior consultation with TmaxTibero. These activities are not included in Extended Support or Sustaining Support.
- Technical support and replacement-part availability for hardware included in ZetaData may vary according to the supplier’s product lifecycle policy. Maintenance support may be limited if components are changed or replaced without prior consultation. Once the hardware reaches EOS, only limited technical support may be available under the supplier’s policy.
- The lifecycle of the PostgreSQL version included in OpenSQL follows the PostgreSQL community’s release cycle. New security patches, new certifications, or bug fixes may be limited if the PostgreSQL version in use is no longer supported by the PostgreSQL community or if related third-party components are no longer supported by their vendors.
- For product upgrades, additional contracts, Extended Support, Sustaining Support, or premium services, please contact your sales representative or technical support representative.

TmaxTibero publishes product-specific EOL/EOS schedules in its EOL/EOS Calendar on the Tibero website (https://www.tibero.com/ko) and the GTS technical support platform (https://support.tibero.com/hc/ko).

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