

# Support Obsolescence Policy

The Act! Support Obsolescence Policy details support for the current version and specific recent releases of Act! products.

The current version will receive all feature enhancements, service packs, hotfixes, security improvements, and compatibility updates, while other supported versions will receive these items exclusively to address issues potentially resulting in data loss or data corruption due to product defect, excluding those deemed third-party caused or due to negligence of the user.

Unsupported versions do not receive updates, so do not benefit from security improvements and compatibility updates, and are not eligible for technical support. Technical support includes installation, registration, activation, maintenance, configuration, and other support services provided by Act!.

For access to technical support for a supported version, an active subscription is required.

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| Act! Premium v25, Act! Growth Suite v25  | Through 7/31/25  |
| Act! Premium v24, Act! Growth Suite v24  | Through 8/31/24  |
| Act! Pro v24 (available North America only)  | Through 8/31/24  |
| Act! Premium v23, Act! Growth Suite v23<br>Note: Act! Premium Cloud customers (hosted by Act!) that are on v23 will be supported through 12/31/23. | Through 7/31/23  |
| Act! Premium v22, Act! Growth Suite v22  | Through 3/31/22  |
| Act! Premium v21, Act! Growth Suite v21  | Through 11/30/21 |
| Act! Pro v21, & Act! Pro v22   | Through 11/30/21 |
| Act! v20 products  | Through 11/30/20 |
| Act! v19 products  | Through 11/30/19 |
| Act! v18 products  |                  |

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| Act! v17 products  | Through 11/30/18     |
| Act! v16 products  | Through 11/30/17     |
| Sage ACT! 2013 (15.x) products   | Through 11/30/16     |
| Sage ACT! 2012 (14.x) products   | Through 11/30/15     |
| Sage ACT! 2011 (13.x) products   | Through 11/30/14     |
| ACT! by Sage for Real Estate 2010 (12.x) products and ACT! by Sage for Financial Professionals 2010 (12.x) products  | Through 11/30/13     |
| ACT! by Sage 2010 (12.x) products  | Through 7/31/13      |
| ACT! by Sage for Real Estate 2009 (11.x) products and ACT! by Sage for Financial Professionals 2009 (11.x) products  | Through 11/30/12     |
| ACT! by Sage 2009 (11.x) products, ACT! by Sage for Real Estate 2008 (10.0) products, ACT! by Sage for Financial Professionals 2008 (10.0) products, and ACT! for Palm OS® 3.0 | Through 7/31/12      |
| ACT! by Sage 2008 (10.x) products, ACT! by Sage for Financial Professionals 2007 (9.x) products, and ACT! by Sage for Real Estate 2007 (9.x) products                          | Through 11/30/11     |
| ACT! by Sage 2007 (9.x) products and ACT! by Sage Premium for Real Estate 2006 (8.x)   | Through 11/30/10     |
| ACT! by Sage 2006 (8.x) products and ACT! for Palm OS® 2.0   | Through 11/30/09     |
| ACT! by Sage 2005 (7.x) products   | Through 11/30/08     |
| ACT! 6.x and prior versions  | Through 11/30/07     |
|  | Support discontinued |

