

## Support

Lynx Software Technologies (Lynx) is committed to providing world-class support. Our dedicated team of engineers, architects and support staff gives direct access to superior customer service and development services. Our software is deployed in some of the world’s most challenging long-term applications, including safety-critical and security-critical environments. Lynx focuses on meeting the stringent demands of these programs through both the development and deployment cycles.

The level of product support depends on where the Lynx product is in its lifecycle. For at least seven years after the general availability of a product, Lynx provides optional support as part of its “Premium” support products. For three years beyond that, Lynx offers Extended Long-Term Support (eLTS).

### Benefits:

**Partner with Lynx** – Our commitment to your success is a reflection of our leadership in the embedded software market. Our expertise and understanding of embedded technology and market demands is unrivaled in the industry. You can draw on this expertise to expedite your product development and move to market faster. Once deployed, you can count on Lynx’s support to cover your products extended life cycle.

**Leverage ISO certification** – Lynx’s commitment to quality ensures that customers possess a solid software foundation for their products. Our adherence to ISO 9001:2015 standard practices, which increase quality through accountability and well-defined procedures, reinforces this commitment. This accountability is invaluable in helping customers meet key certification ratings with Lynx’s products.

**ITAR** – Understanding your requirements to safeguard security, we guarantee Lynx will meet the ITAR guidelines to protect your data.

\* Refer to SUPPORT LICENSE AGREEMENT

## Product Support At-A-Glance

Feature	Premium	PremiumPLUS	eLTS	Frozen Branch
Product Lifecycle Phase	General Availability (GA) < 7years from release	General Availability (GA) < 7years from release	End of Life (EOL) 7-10 years from release	GA & EOL
Use Case	Development and Deployment	Development and Deployment	Development and Deployment	Deployment Only
Initial Acknowledgement of customer query	Within 1 business day	1 Within 1 business day	Within 1 business day	1 Within 1 business day
First Technical Response	Within 2 business days	Within 1 business day	Same as Premium	Same as PremiumPLUS
Critical Priority*	Target Resolution Period (TRP) within 15 business days	Target Resolution Period (TRP) within 10 business days	Same as Premium	Same as PremiumPLUS
High Priority*	Target Resolution Period (TRP) within 25 business days	Target Resolution Period (TRP) within 15 business days	Same as Premium	Same as PremiumPLUS
Medium Priority*	Target Resolution Period (TRP) within 30 business days	Target Resolution Period (TRP) within 20 business days	Same as Premium	Same as PremiumPLUS
Low Priority*	Issue addressed in next update or upgrade	Issue addressed in next update or upgrade	n/a	n/a
Updates	Yes	Yes	No	No
Upgrade	Yes	Yes	No	No
Point Patch Updates	Yes	Yes	Yes	Yes
Dedicated Support Manager	No	Yes	No	Yes
Roadmap review	No	Yes	No	No

\*For details on these levels, please refer to the Lynx Support Agreement

# Our Premium Support offers the following services

## Premium

Lynx is committed to supporting our entire product range, including our LynxOS and LynxOS-178 real-time operating systems, the LynxSecure separation kernel hypervisor, the LynxElement Unikernel and the diverse family of LYNX MOSA.ic products. These support options cover products for which less than seven (7) years have expired from the General Availability (GA) release date of the Licensed Software Product.

Customers under a valid support agreement are authorized to receive three types of updates

- **Release updates:** These are releases that add functionality to a specific version of the Licensed Software Product
- **Service Pack updates:** Defined as releases that address defects associated with a specific version of the Licensed Software Product\*
- **Release upgrades:** Upgrades of the Licensed Software Product containing significant enhancements, new features or functionalities where API changes are incompatible

## PremiumPlus

In addition to the capabilities outlined above, companies that select PremiumPlus Support have access to a dedicated support engineer. As shown on the first page, the SLAs associated with this support level are better than those for the Premium level. Customers will also get a minimum of two private roadmap updates every year, which gives the customer an opportunity to preview where Lynx is planning to drive the product and provide input.

## Extended Long-Term Support (eLTS)

This support is available for customers that need/want to continue to use Lynx's Licensed Software Product(s) beyond the seven-year milestone of the product reaching GA status. Customers are eligible to select this during the last year of a product's general availability. For this to be available, the customer must be under a valid support agreement, and all seats should be perpetual (or in the process of being converted to perpetual). Under this support, Lynx will;

- Continue to build the target software
- Fix safety defects for customers with a valid Certification License
- Fix critical development and production bugs (blockers for customers from going to production)

## Frozen Branch Support

At any time during GA and eLTS a frozen branch is offered to customers that need a snapshot of the host and target system being used to deploy a specific software configuration. Under Frozen Branch Support, Lynx will maintain the host and target software for the customer:

- Maintain specific version (and associated tools to build it) of the software that is deployed in the customer's environment
- Fix safety defects for customers with a valid Certification License
- Fix critical bugs (blockers for customers from going into production)

Customers should have perpetual seats and a valid support agreement in place to elect Frozen Branch Support

Items outside the scope of this support level include:

- Retrofit of features
- Enhancement of a product's feature set
- Updating of the host toolchain
- Assisting customers in developing new applications
- Alternatively, customers with a valid source code license can maintain a frozen branch themselves.

All support engagements are initiated via a password-protected portal, providing access to a central location monitored by our set of technical experts across the world. Customers can submit service tickets, track support issues and download service pack updates through this portal.

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