The Epicor iScala Software Support Lifecycle policy:

- Provides a simple, predictable, manageable and reliable roadmap to help you plan for your own digital transformation.
- Enables you to embrace an accelerated pace of innovation and opportunity while taking advantage of a solution that can be tailored to your business through customization and configuration.
- Gives you the peace of mind that Epicor will be there to support you and your business needs

Service	Active Support	Sustaining Support
	Up to 2 years from GA	2+ years from GA (no expiration)
Access to Latest Releases*	Yes	Yes
Security Updates**	Yes	Existing Updates Only
Critical Patch Updates**	Yes	Existing Updates Only
Compliance & Regulatory Updates**	Yes	Existing Updates Only
Online Knowledgebase & Content	Yes	Yes
Application & Technical Support Service	Full Access	P1-Phone, P2-P3 – Online Requests Only
Availability and Response of Application & Technical Support	Standard Service Level Targets and Hours	Potentially Modified Service Level Targets and Hours
Customization Service	Available for fee	Upgrade Existing Only for fee
Implementation Service	Available for fee	Upgrade Existing Only for fee
Purchase Additional Modules	Available	Not available
Purchase Additional Users	Available	Available

* Includes verified compatibility with most third party current product releases for Version and Release levels.
** Must be on supported operating systems, databases and hardware. All fixes are subject to approval.