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Phonexia Product Support and Lifecycle Policy

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Product Lifecycle Stages

Phonexia divides the product lifecycle into four stages.

Stage	Availability	Description	Support & Maintenance
Alpha	Not available.	In this stage, Phonexia validates software from all perspectives in-house. The goal is to do the initial testing and ensure readiness for Beta testing.	None.
Beta/ Prototype	Available to a limited number of partners/customers.	In this stage, the product is ready for initial usage and testing by partners/customers (e.g., as a PoC). Phonexia gathers users' feedback to ensure readiness for a Production stage. There might be a couple of Beta releases before progressing to the Production stage.	Project specific support with a strong focus on feedback. Standard technical support is not provided.
Production	General availability.	These releases are open to all partners/customers and ready for production use.	Standard technical support is provided as specified in the Support and Maintenance section.
Deprecated	Not available.	At the end of the product lifetime, the product enters a Deprecated stage. The product is not available for distribution anymore.	None.

Depending on product lifecycle and engineering needs, Phonexia products and features may not always go through every lifecycle stage. Also, the time between the lifecycle stages may vary.

Support and Maintenance

There are following standards of support and maintenance of Phonexia products in the Production stage:

Product Type	Support		Maintenance
	Support Period	Available Range of Services	Bug Fixing
Software module (e.g., Phonexia Speech Engine, Phonexia Workflow, or Phonexia Voice Inspector)	18 months following the SW module's release date.	Complete updates, how-to's, and best practices.	Last version only
Technology model (e.g., models for the SID, LID or STT technology)	X and X-1 Just the current and previous major version of the model is supported.	Complete updates, how-to's, and best practices.	Last version only
BSAPI C++ SDK	18 months following the SDK release date.	Limited updates only.	Last version only

For more information about a particular product version and its end of support date, visit the [Phonexia Partner Portal](#). You can get the agreed Phonexia services within the supported period. The complete range of services and pricing is specified in your contract.

If your version is no longer supported, we will not be able to provide support even if you have a valid support agreement. We recommend upgrading to a supported version.

Bug Fixing

Phonexia fixes bugs within the **latest released version** of the product. If you find a bug in an older version that hasn't been fixed yet, you need to upgrade to the latest version.

End of Life

Products leaving the Phonexia portfolio or getting a major version upgrade usually have an **extended support and bug-fixing period of 24 months** following the last minor version release date. For more information about a particular product version and its end of support date, visit the [Phonexia Partner Portal](#).

Product Releases

Phonexia releases **two regular releases of Phonexia Speech Platform annually**, usually in the middle of every half year. Besides this, there might be **several project-based releases** supporting the early delivery of the new features for such projects' needs.

Software Versioning

There are different designations for different Phonexia products. There is [major].[minor].[bugfix] versioning scheme for software releases and text-based naming for technology models. See some examples in the table below.

Product Name	Versioning Example	Comment
Phonexia Speech Engine	SPE v 3.12.0	3 = major number (the generation of the product) 12 = minor number (regular product updates) 0 = bugfix number (updates with fixed bugs only)
Phonexia Voice Inspector	VIN v 3.2.2	3 = major number (the generation of the product) 2 = minor number (regular product updates) 2 = bugfix number (updates with fixed bugs only)
Speech Transcription Technology Model	STT EN_US_5	EN_US = en-US English (United States) model 5 = major number (the generation of the model)
Speaker Identification Technology Model	SID XL3	XL = Extra Large model 3 = major number (the generation of the model)

Disclaimer

This document has been prepared for informational purposes and doesn't constitute a legally binding obligation. Please note that this document might be changed by Phonexia at any time and without prior notice.