Mautic ELTS Terms and Conditions

Scope

This document outlines the deliverables for an extended support agreement for Mautic versions 4, 5, 6, 7, 8, 9, 10, and 11. It defines the terms of service for extended support to provide customers with additional time to plan or execute a migration to newer versions of Mautic. The initial time frame extends support for an additional 2 years for each version, with ELTS contract dates currently planned as follows:

- ELTS Year 1 for Mautic 4: Q1 2025 to Q4 2025
- ELTS Year 2 for Mautic 4: Q1 2025 to Q4 2026 (End of Life)

- ELTS Year 1 for Mautic 5: Q3 2026 to Q2 2027
- ELTS Year 2 for Mautic 5: Q3 2027 to Q3 2028 (End of Life)

- ELTS Year 1 for Mautic 6: Q4 2026 to Q4 2027 (End of Life)*

- ELTS Year 1 for Mautic 7: Q1 2028 to Q4 2028
- ELTS Year 2 for Mautic 7: Q1 2029 to Q4 2029 (End of Life)

- ELTS Year 1 for Mautic 8: Q4 2029 to Q3 2030
- ELTS Year 2 for Mautic 8: Q4 2030 to Q3 2031 (End of Life)

- ELTS Year 1 for Mautic 9: Q4 2031 to Q3 2032
- ELTS Year 2 for Mautic 9: Q4 2032 to Q3 2033 (End of Life)

- ELTS Year 1 for Mautic 10: Q4 2033 to Q3 2034
- ELTS Year 2 for Mautic 10: Q4 2034 to Q3 2035 (End of Life)

- ELTS Year 1 for Mautic 11: Q4 2035 to Q3 2036
- ELTS Year 2 for Mautic 11: Q4 2036 to Q3 2037 (End of Life)

* Mautic 6 will be a bridging release to enable us to align with the Symfony release schedules, therefore there will only be one year of ELTS.

The extended support for any of the aforementioned versions might be extended beyond the given dates, although this is neither planned nor wanted at this point.

Payment

- Purchases after the commencement of the ELTS Support Period will not be prorated.
- ELTS payments are non-refundable under any circumstances once access is granted to the resources.
- Volume licenses are available, and may be used by one company only, solely for their own customers. It may not be shared between multiple companies in any way.

For example, a company may have 100 instances of Mautic used by customers which they support - these are covered under the ELTS volume licensing agreement. They may not partner with another company and provide them access to their volume licensing, or allow freelancers or contractors to access their volume licenses.

Customer Commitment

- The customer is required to provide the publicly accessible URL on which the Mautic instance is located
- The customer gains access to private sources for the version of Mautic ELTS that has been purchased, for the duration of the supported period.
- The customer commits to using the provided updates only within the limits of the subscribed package and only for the instance that support has been purchased for. It is not permitted to roll these changes out to other instances of Mautic unless they are used for development and quality assurance purposes related to the instance that support has been purchased for.
- The customer commits to not disclosing or exploiting issues known by having access to the private sources.
- The customer commits to not disclosing the codebase provided via the private sources under any circumstances, at any time during or after the ELTS support period.
- Violating these rules will lead to the immediate termination of the agreement and other sanctions including but not limited to a breach of the Mautic Code of Conduct.

ELTS Team Commitment

- The team commits to supplying fixes as outlined below as soon as possible.
- The team commits to informing all subscribers promptly via email to allow proper planning of rollouts.
- The team commits to using the generated funds for supporting Extended Long Term Support for Mautic versions 4, 5, 6, 7, 8, 9, 10, and 11, with excess funds supporting further Mautic development.

Security Patches

- Security issues reported or fixed in the currently maintained Mautic versions will be backported to Mautic versions 4, 5, 6, 7, 8, 9, 10, and 11, and made available via the private sources.
- Security issues reported in Mautic's dependencies will be updated where doing so is possible within the constraints of the supported version of Mautic. For example, if a fix requires updating to a newer major version of Symfony, this is not possible within the scope of the currently supported version of Mautic.
  - Where a security issue is identified but the dependency has not provided a fix, Mautic will not provide a fix.

Duration

The ELTS plans for Mautic each have a total runtime of two years, split into two fixed terms available for subscription separately and combined as outlined in the Scope section.

Third-Party Plugin Support

- Security support for third-party Mautic plugins can be requested as an additional paid (sponsored) service, with the workload estimated by the team on a case-by-case basis.

- The team may decline requests for security support of plugins for any reason or no reason.

- All subscribers will be informed about new requests for supporting third-party Mautic plugins with the expected workload and known security issues to be resolved for the specified Mautic version. Sponsorship can be split among interested customers.

- Customers sponsoring the fix will get access to a separate private update source hosting the respective third-party plugin where fixes are provided for the specified Mautic version.

- A list of all adopted third-party plugins will be available to all customers. If a customer requests access to a private source they did not have access to earlier, the cost will be the same as all other sponsoring parties contributed.

- The same customer commitments apply to these private sources as with the ELTS private sources

- This service is not included in the ELTS plan, it's an additional, optional paid service.

- Extending support to a new Mautic version will require a new estimate from the team and a new sponsorship round.

Notification

All ELTS customers will be notified on the following occasions:

- A security issue has been fixed.
- A new packaged release is available.
- A third-party plugin sponsor request has been received, informing all customers about a sponsorship opportunity.
- Infrastructure changes that require customer notification.
- Policy changes that require customer notification.
- The agreement time frame has run out or will run out soon.

Resources and credits

The following resources were considered when preparing these terms and conditions:

https://typo3.com/services/extended-support-elts/typo3-elts-terms-and-conditions
https://elts.joomla.org/tos
https://www.freexian.com/lts/extended/debian-elts-subscription-form.pdf