Gurobi Maintenance and Support Policy

This Gurobi Maintenance and Support Policy (**"Maintenance and Support Policy"**) is a Published Policy that describes the Maintenance and Support Gurobi provides for the Product. This Maintenance and Support Policy is incorporated into the Gurobi Master License Agreement (**"MLA"**) and, to the extent stated in the Gurobi Online Terms of Service (**"Online Terms"**), the Online Terms. The MLA or the Online Terms, as applicable, is the **"Agreement"** between the parties. Capitalized terms not defined in this Maintenance and Support Policy have the meanings given in the Agreement or in the Gurobi Product Licensing Policy **("Product Licensing Policy**"). If this Maintenance and Support Policy conflicts with the Agreement, the Agreement controls. Each Order Form is governed by the version of this Maintenance and Support Policy in effect on the date of that Order Form, as provided in the MLA.

1. **Definitions.**
   - 1.1. **"Actively Supported"** means the Release with the highest version number. "Supported" means any other Release that is not Actively Supported and has not reached End of Support.
   - 1.2. **"End of Support"** means, for each Release, the date that is three (3) years after the initial release of the corresponding Major Release. For example, Release 10.b.c is supported for three (3) years after Major Release 10.0.0 is published.
   - 1.3. **"Maintenance and Support"** means the remote support, Release, and related services described in this Maintenance and Support Policy.
   - 1.4. **"Maintenance Term"** has the meaning given in Section 2.2.
   - 1.5. **"Releases"** means Major Releases, Minor Releases, and Technical Releases of the Product. Releases are numbered "a.b.c," where "a" is a positive integer and "b" and "c" are non-negative integers. "a" is the number of a "Major Release," "b" is the number of a "Minor Release," and "c" is the number of a "Technical Release."
   - 1.6. **"Retirement Date"** means, for each Release, the date that is six (6) months after its End of Support date.
   - 1.7. **"Upgrades"** means Error Corrections, Releases, and other modifications or additions to the Product that Gurobi provides under this Maintenance and Support Policy.

2. **Availability and Maintenance Term.**
   - 2.1. **Availability.** Maintenance and Support is included with each subscription Product License purchased under an Order Form or through a third-party online marketplace or other online checkout on which Gurobi offers the Product. Maintenance and Support is not provided for Evaluation Licenses, Size-Limited Licenses, or Academic Licenses.
   - 2.2. **Maintenance Term.** Maintenance and Support runs concurrently with the subscription term of each Product License stated on the Order Form (each, a "Maintenance Term"). A Maintenance Term does not automatically renew, and Gurobi has no obligation to provide Maintenance and Support during any period between the end of a subscription term and the effective date of a renewal Order Form.
   - 2.3. **Perpetual Licenses.** Maintenance and Support for a perpetual license granted under a prior Gurobi agreement is available only as stated in an Order Form, subject to the following:
     - **2.3.1.** for a maintenance term that began before January 1, 2026, Customer is entitled to all Releases made generally available until the end of that term;
     - **2.3.2.** for a maintenance term renewed during 2026, Customer is entitled only to Major Releases and Minor Releases made generally available during 2026, and to Technical Releases of those Major Releases and Minor Releases, until the end of the renewed term; and
     - **2.3.3.** Gurobi will not sell, renew, or reinstate Maintenance and Support for any perpetual license on or after January 1, 2027. If an Order Form states a different Release entitlement for a perpetual license, the Order Form controls.

     Except as provided in this Section, this Maintenance and Support Policy applies to Maintenance and Support for perpetual licenses.
   - 2.4. **Nonpayment and Suspension.** Gurobi has no obligation to provide Maintenance and Support during any period in which Customer has failed to pay fees when due**.** Gurobi may suspend Maintenance and Support for any Product License that is suspended under the Agreement, for the duration of that suspension.

3. **Scope of Maintenance and Support.**

During the Maintenance Term, Maintenance and Support includes the following:

3.1. Error Correction. Until the End of Support date of each Release, Gurobi will use commercially reasonable efforts to correct, or devise workarounds for, Errors reported by Customer and to provide such corrections or workarounds in accordance with the Service Levels in Section 6.

3.2. Model Input Files. Gurobi may ask Customer to submit Model Input Files and other information needed to reproduce an Error and the operating conditions under which it occurred. Model Input Files that Customer provides are subject to the Model Input Files provisions of the Agreement. If Customer chooses not to provide requested information, Gurobi may be unable to fully investigate the Error or provide an Error Correction.

3.3. Remote Support. Support is provided remotely by electronic communication during the business hours in Section 6.4.

3.4. Releases. Except as provided in Section 2.3 for perpetual licenses, Customer is entitled to all Releases of the licensed Product made generally available during the Maintenance Term.

3.5. License Transfers. During each Maintenance Term, a Product License under Sections 3.1 through 3.5 of the Product Licensing Policy may be transferred to a new machine or operating system up to three (3) times at no charge. Additional transfers are subject to a nominal charge. Any transfer or change in environment that requires new License Credentials for a Product License not covered by Maintenance and Support is subject to a charge.

3.6. Upgrades. Gurobi publishes Upgrades based on Actively Supported Releases only. Upgrades are provided at Gurobi's discretion, and Gurobi does not commit to creating new Releases on a preset schedule.

4. Networked License Availability and Retirement.

4.1. Scope. This Section applies to Releases made available through a Networked License, as defined in the Product Licensing Policy.

4.2. Release Selection. Subject to the Agreement, Customer may select and use any Release then made available through its Networked License. A Networked License is not limited to or issued for any particular Release.

4.3. Retirement. A Release made available through a Networked License remains available under a valid Product License during the six (6) month period following its End of Support date and ceases to be available on its Retirement Date. During that six-month period, the Release is not Supported or Actively Supported, and Gurobi has no obligation to provide Maintenance and Support for it. On the Retirement Date, Customer's right to access or use that Release through a Networked License ends automatically.

4.4. No Notice Required. End of Support dates and Retirement Dates occur automatically under this Maintenance and Support Policy, and Gurobi is not required to provide individual, advance, or separate notice of either date. Retirement applies whether or not the Retirement Date occurs during a term for which Customer has paid fees.

4.5. Effect of Retirement. Retirement of a Release does not terminate an otherwise valid Product License, which may continue to be used with other available Releases. Retirement of a Release is not a breach of the Agreement and is not an Error, outage, downtime, failure to provide Maintenance and Support, or other service failure. Retirement does not entitle Customer to any refund, credit, reimbursement, termination right, service-level remedy, or other remedy. Gurobi may, in its discretion and without obligation, continue to make a Release available after its Retirement Date and may cease doing so at any time without notice.

5. Exceptions. Maintenance and Support does not cover:

5.1. Any problem caused by modifications to the Product not made or authorized by Gurobi;

5.2. Errors in any Release after its End of Support date;

5.3. Use with a compiler not listed in the Platform Table, as indicated in the Release notes;

5.4. Use with an operating system not listed in the Platform Table, including alternate Linux distributions;

5.5. Use of undocumented private APIs;

5.6. Custom code beyond calls to the Gurobi APIs;

5.7. Hardware modifications such as overclocking;

5.8. General system administration tasks, such as managing file permissions and environment variables; and

5.9. Use of third-party tools, such as modeling layers, databases, application servers, and integrated development environments.

In these situations, Gurobi will try to help when possible, but assistance is not guaranteed. Gurobi is not responsible for delays caused by events or circumstances beyond its reasonable control.

6. Service Levels.

6.1. Submitting Requests. The following Service Levels indicate response times after Customer notifies Gurobi of a reproducible issue. To qualify for the Initial Response Targets below, Customer must report the issue through https://support.gurobi.com/. Gurobi will assign each request a priority based on the following table.

Priority	Description	Examples	Initial Response Target
1 - Urgent	Production system completely blocked with no apparent workaround: one or more models cannot be solved in a production system.	License key failure for a production system; segmentation fault for a production system	Within 2 business hours
2 - High	Non-blocking issue for a production system: a malfunction of one or more Gurobi features on a production system, though a workaround is available.	Unexpected slow performance for a production system; failure with specific parameter values for a production system	Within 8 business hours
3 - Important	Any issue with a non-production system: any malfunction of Gurobi features for a non-production system, or any request for performance evaluation and tuning.	Any failure in a non-production environment; benchmark requests	By the end of the next business day
4 - Normal	All other questions.	"How-to" questions; product suggestions; topics in Section 6.2	Within 3 business days

6.2. Service Level Exceptions. Due to their complexity, requests on the following topics are Normal priority, regardless of whether they are blocking or involve a production system: (i) use of undocumented Gurobi parameters; (ii) use of callback functions that modify the behavior of Gurobi algorithms; and (iii) models with severe numerical issues, such as poor scaling or single-precision fractional coefficients.

6.3. Response Process. When Gurobi receives sufficient detail to isolate or reproduce an Error, Gurobi will assign a case number and priority and begin an initial assessment. Gurobi will respond with its initial assessment within the Initial Response Target for that priority and will then provide an estimated timeframe for resolution. Initial Response Targets are targets, not guarantees, and failure to meet a target does not entitle Customer to any credit or other remedy unless the applicable Order Form expressly provides otherwise. Availability commitments and service level credits for the Web License Service and Instant Cloud are set forth in the On-Prem Supplement and the Cloud Supplement, respectively.

6.4. Business Hours. Unless the applicable Order Form states otherwise, support is provided during the following business hours, except that support in Japanese is provided only during the business hours in Section 6.4.4:

6.4.1. From 9:00 AM to 5:00 PM Australian Eastern Time, Monday through Friday, excluding Australian (Melbourne) public holidays;

6.4.2. From 9:00 AM to 5:00 PM Central European Time, Monday through Friday, excluding German public holidays;

6.4.3. From 6:00 AM to 5:00 PM Pacific Time (USA), Monday through Friday, excluding U.S. public holidays; and

6.4.4. From 9:00 AM to 5:00 PM Japan Standard Time, Monday through Friday, excluding Japanese public holidays including December 29 through January 4.

7. **Governing Terms for Upgrades.** The Agreement and the applicable Order Form govern the Product and every Error Correction, Upgrade, Release, replacement License Credential, additional copy, or other item Gurobi provides under that Order Form or this Maintenance and Support Policy. Gurobi retains all right, title, and interest in each such item. The provision of any such item does not establish a new Effective Date, start a new Maintenance Term, or cause a different version of the Agreement, the EULA, or any Published Policy to apply.