MongoDB Extended Lifecycle Support Add-On Datasheet

Protect your investment with continued technical support for your MongoDB deployment. MongoDB Extended Lifecycle Support Add-On (ELS Add-On) gives you peace of mind and the flexibility to upgrade to newer versions of the database at your own pace.

Why the Extended Lifecycle Support Add-On?

As we introduce new versions of MongoDB with improvements and new features, we phase out support for older versions. We encourage all MongoDB customers to upgrade to the latest version of MongoDB to take advantage of its latest innovations and continue to enjoy the full benefits of our technical support and software maintenance.

We understand, however, that in some cases you may not be able to upgrade right away. When you need ongoing technical support for a version of MongoDB after it reaches its End of Life (EOL) date, we can help with ELS Add-On, available to MongoDB Enterprise Advanced customers.

What's Inside?

For the given Minor Version of MongoDB, ELS Add-On provides:

- Unlimited access to MongoDB technical support

- The same SLA you expect from MongoDB Enterprise Advanced

- Security patches

- Technical support for all drivers and tools that support this Minor Version of the database

Note that there are no maintenance releases, software enhancements, or new OS/hardware certifications for versions of the database after their EOL date. With the exception of security patches, there are also no continued bug fixes included in ELS Add-On, but customers can request them on a time and materials basis.

An ELS Add-On subscription can cover a Minor Version of MongoDB for a maximum of two years after its EOL date.

Resources

We are the MongoDB experts. Over 2,000 organizations rely on our commercial products, including startups and more than a third of the Fortune 100. We offer software and services to make your life easier. For more information, please visit mongodb.com or contact us at sales@mongodb.com.

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