

# Suspension of support policy - mobile device OS

We strive to provide our customers with access to mobile devices for the purpose of running unit tests and application tests, either manually or using automation. The devices connected to the controllers in our lab run different versions of the popular mobile device operating systems (OS). However, older versions of these operating systems may be considered no longer relevant for the purposes of our customers and therefore are declared to be in *End-Of-Life (EOL)* state.

EOL state, relative to a device OS, means:

1. We will NOT actively remove devices with EOL versions.
2. Users are encouraged to upgrade those devices ASAP to a newer supported version.
3. Perfecto will no longer provide fixes to devices operating an EOL system version.
4. Perfecto will not actively test its releases on such devices.

Following is the guiding principle for moving an OS version to EOL state.

An OS version with LESS than 1% of market share within it's OS family will be declared EOL.

The following table reflects the data that Perfecto uses and the current EOL state of the different OS platforms in this regard (data based on information from [Aptelligent Data](#)):

OS Family	Version # (major)	Known Market Share	EOL Status
iOS	9	0.5%	EOL
	10	3.2%	Only XCUITest template
	11	3.7%	
	12	23.6%	
	13	68%	
Android	4.4	3%	
	5	8%	
	6	12%	
	7	13%	
	8	22%	
	9	42%	