

Synantix Software Release Policy

Supported Releases

- a. Synantix aim to provide a major new release of the software approximately every 9 to 12 months, denoted by a change in the version number. Support and bug fixes will be provided on products for a minimum of 2 years from the date that they were first released and for a minimum of 2 major releases, whichever is the longer. A more limited level of support may be provided on older releases by special agreement with Synantix.
- b. Within the supported releases every effort will be made to provide a solution of the problem within the current major release. However, if the resolution requires significant re-work to the code or the problem has been resolved in a later release, Synantix may require the customer to upgrade to a later release. Note also that major releases often take advantage of later releases of the core software used by the product, such as the Java compiler and the application server. Some problems may only be resolved by changes to the core software.

Software Updates

(a) Software Faults

Software Faults will be addressed in a quarterly Patch Release where the proposed patch will be made available to the Customer in a Test environment following Synantix QA procedures. Upon sufficient sign off from the Customer this will then be rolled out to Live.

- i. In the event of a software fault being found in the software covered by the Customer's Support and Maintenance Agreement, the fault will be logged with the Synantix Development Group or relevant software author.
- ii. Call Reference number that will be obtained and relayed to the Customer, who will receive weekly progress updates with regards to these calls.
- iii. Confirmation of the fixes to be included in the quarterly Patch Release will be made available in the run up to release date.

(b) Intermediate Software Releases

Intermediate Software releases shall be issued, where possible, to rectify software faults that require immediate resolution. The installation of such releases may be executed in the following ways:

- During an on-site visit by a Synantix Consultant; or
- via remote access; or
- By the Customer's employees, agents or representatives, provided that clear instruction documentation on the install process is provided to the Customer by or the software author.

If patch implementation by the Customer's employees, agents or representatives fails due to inadequacies in the instruction documentation given to it or the install

process itself, Synantix will either provide an alternative patch or commit such resource to site as may be necessary for implementation at no cost to the Customer.

(c) Enhancements

An enhancement is any requested additional feature or function of a software program (even if originally reported as a problem). Enhancements are reported to Synantix Development Group or the software author and considered for inclusion in new releases of the code depending on their suitability, product direction and importance to the Customer base. Enhancements shall remain on the open Call log only until reported to Synantix Development Group or the software author and the enhancement reference has been relayed to the Customer.

(d) Upgrades

Periodically, Synantix Development Group or the software author will make available new versions of software containing new features and functionality. All Customers with a valid Support and Maintenance Agreement are entitled to the new versions of software free of charge. The installation of this software and the upgrade and testing of the data will be charged at our normal daily rate as advised to the Customer in writing from time to time.

Software Updates will be accompanied with Software Release documentation.