



SaaS Release & Upgrade Policy

Last Update: June 2018

Overview

The purpose of this policy is to set forth SaaS release and upgrade cycles, customer notices, timing, as well as other pertinent information such as version requirements. New features and functionalities to the Services are added from time to time by updates and upgrades provided by Zoomin in accordance with this policy. One impact of new releases and upgrades in a SaaS environment is that older versions are not supported and will no longer be available. To ensure that our customers obtain the maximum value of the offering, the Customer should review any custom configurations implemented for Zoomin's Services for usability and effectiveness when Major Releases occur, as outlined below.

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Release Types, Cycles and Customer Notification

Zoomin's SaaS offerings typically follow release cycles for three release types as listed below:

Release Type	Scope	Frequency	Notification	Customer Obligations
Major Release	New application functionality, changes to architecture.	Typically 1-2 times per year.	Typically 2 months prior to planned release roll-out.	Test functionality and customizations, and alert if issues are found.
Minor Release	Smaller feature upgrades and updates, as well as application patches, operating system updates, and underlying infrastructure changes.	Typically once per quarter.	Typically 1 month prior to planned release roll-out.	Test functionality and customizations and alert if issues are found.



Hot-Fix	Hot fixes needed to ensure system stability or security.	As required. Zoomin endeavors to perform such HotFixes outside of business-hours (US time).	Few hours to 72 hours prior to hot-fix deployment.	No active obligation.
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Release Types Definitions:

- **Major Release:** Major Releases are application version upgrades to the SaaS offerings. These releases are an integral part of the offering and provide new functionality often times with major changes to the application or the architecture.
- **Minor Release:** Minor Releases include but are not limited to, minor feature upgrades, bug fixes, security updates, and installation of application patches and generally do not involve architectural changes.
- **Hot Fix:** A Hot Fix Release involves an urgent need to address such issues as a security vulnerability, system/application stability or other functional issue.

Customer Notification Policies:

In the event any release is expected to materially change either the administrator or user experience, Zoomin provides its current customers of the Zoomin offering a non-production site to observe and/or test the new release prior to such release moving into production. Zoomin generally provides such a nonproduction site for a period of thirty (30) days for customers to ascertain what, if any, impact there may be on its user groups. Additionally, if the nature of the changes requires the customer to work with Zoomin Services on any customization for any of the newly introduced elements, a reasonable period of time to complete such work will be agreed upon between Zoomin and customer and access to the non-production site will be extended during any such period. Zoomin shall provide the Customers with advance notice of the upcoming Major and Minor Releases with a reference to the applicable release notes as well as the location of the non-production site noted above.



Software Version Requirements:

Zoomin strives to run all SaaS offerings on the most current generally available version of the underlying Zoomin Software. Zoomin will not be required to support any versions other than for the most current generally available version and the immediately prior major version. At its discretion, Zoomin may either upgrade any non-compliant instance or suspend the service until customer has completed any actions required to move to the supported version without rebate or credit for any such period of suspension.

Customizations:

In cases where the Customer has obtained or desires to obtain a New Customization (as defined in the main agreement), and such New Customization shall be subject to a Major Release, the Customer shall be responsible for identifying any specific requirements of such New Customization during the non-production preview site, and shall inform Zoomin of such requirements in order to ensure that the New Customization is applied to the new elements in the respective release.