RFCODE

Software Maintenance and Support Overview

Effective April 1, 2016
Updated February 1, 2017 – Added definition for hotfix

This document is designed to describe the Maintenance and Support program for RF Code software. It is not a legal Software Maintenance and Support Agreement, which outlines the official terms and conditions.

Definitions

RF Code uses the following definitions:

Software maintenance is defined as access to all minor, service, and hotfix releases of the software, when and if they are available. Software maintenance does *not* include access to new major releases of the software when and if they are available.

A **hotfix** (in which the fourth field of the version string is incremented, e.g. 4.0.1.1, 4.0.1.2) is a limited service release that includes a only a limited number of critical bug fixes (no minor changes).

A **service release** (in which the third field of the version string is incremented, e.g., 4.0.1, 4.0.2, 4.0.3) includes bug fixes and other minor changes only. These are often referred to as "Patches."

A **minor release** (in which the second field of the version string is incremented, e.g., 4.1, 4.2, 4.3) can also include new features and enhancement requests that do not break backwards compatibility and do not represent major changes to how the product is used.

A **major release** (in which the first field of the version string is incremented, e.g., 4.0, 5.0, 6.0) can also include new features and enhancements that break backwards compatibility and/or represent major changes to how the product is used.

Software specifically refers to applications that are designed to be installed on computer servers or mobile devices, including (but not limited to) CenterScape, Asset Manager, Zone Manager, the Rack and Room Locator Utilities, and Reader Configuration Utility.

Firmware specifically refers to the coded instructions loaded on specific hardware devices, such as readers and tags. Only specific reader and locator firmware is supportable in the field.

RF Code primarily offers term software licenses but in some cases also offers perpetual software licenses. **Term licenses** ("Subscriptions") entitle customers to use the software for a limited, specified amount of time while **perpetual licenses** do not have expiration dates (though are still affected by end-of-life announcements). In both cases, the licenses can be voided if the customer does not comply with the terms of the license agreement.

Software Maintenance

Customers **must** have a **current** Software Maintenance and Support Agreement ("Support Agreement") in order to obtain software maintenance.

With a current Support Agreement:

- Customers with **perpetual** software licenses are entitled to software maintenance **only**. New major releases, if and when available, can be purchased from RF Code.
- Customers with **term** software licenses are entitled to software maintenance **and** major releases, if and when available.

Software Support

Customers **must** have a **current** Support Agreement in order to obtain software support.

With a current Support Agreement, customers are entitled to:

- Access to RF Code Support via telephone and email.
- Access to RF Code Software documentation, knowledge base via the RF Code web site.
- Access to download licensed software upon request to RF Code Support.

Standard **support hours** are 8am – 5pm Central Time, Monday through Friday (excluding company holidays).

Support response times are as follows:

Issue Severity	Response Time
1 – system down	1 business hour or less
2 – major system issue	2 business hours or less
3 – minor system issue	4 business hours or less
4 – configuration or general questions	1 business day or less

Customers requesting help implementing complex projects or similar services that are beyond the scope of customer support may be redirected to RF Code Professional Services where a project can be defined.

Software Product Lifecycle

For our **server-based software** (CenterScape, Asset Manager, Zone Manager, etc.):

- RF Code will provide standard support for any given release for a *minimum* of 12 months.

- In addition, RF Code will provide standard support for any given **major release series** (1.x, 2.x, etc.) for a *minimum* of 3 years. Customers will have the option to purchase extended support for

a fee in addition to standard Software Maintenance and Support; extended support entitles customers to receive support for an additional year beyond the standard end-of-support date.

Product lifecycle dates will be published on the RF Code support web site.

For our **other** software releases (mobile apps, locator and reader utilities, etc.), RF Code will support the **current release only**.

Even if a customer has a perpetual license for a given release of software, it will not be supported in any way (including, but not limited to security patches or operating system support) once it has been declared end-of-life by RF Code.

Firmware Support

When and if they become available, Reader and locator firmware updates are offered free of charge to all customers that own the corresponding RF Code devices, regardless of software support or extended hardware warranty status.

Other firmware (such as on individual tags and sensors) is not field-serviceable. If there is an issue the device itself must be replaced.

Term

RF Code Support Agreements are **included** in the price of software purchased or renewed using **term licensing** (such as subscriptions and RF Code Cloud deployments).

Customers purchasing RF Code software with **perpetual licenses** receive **one year** of Software Maintenance and Support. After one year, the Support Agreement expires and can be renewed for one year or more (in multiples of whole years) beyond that initial expiration.

True-Up

If a customer has lapsed on their Support Agreement and later wants to renew, they must "true-up" for the period they lapsed (measured in months) in addition to the new renewal. For example, if a customer lapses for one year and then wants to renew their Support Agreement for one year, they must pay for two years (the year that was lapsed plus the year they are renewing).