

Software Maintenance and Support Overview

Effective April 1, 2016

Updated February 1, 2017 – Added definition for hotfix

Updated August 29, 2017 - Removed outdated content for term licenses and added Fine Print

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, for example, 4.0.1.1, 4.0.1.2) is a limited service release that includes 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, for example, 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, for example, 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, for example, 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.

Term licenses (“Subscriptions”) entitle customers to use the software for a limited, specified amount of time and the licenses can be voided if the customer does not comply with the terms of the license agreement.

Software Maintenance

Customers under subscription are entitled to software maintenance and major releases, if and when they become available.

Software Support

Customers must be current on their Software Subscription in order to obtain software support. With a current Software Subscription, 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 8:00 a.m. - 5:00 p.m. 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:

- 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.

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.

Firmware Support

When and if they become available, Reader and IR 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.

Fine Print

Legacy customers who have perpetual licenses are entitled to the same level of software support as subscription customers while their software maintenance is current, however, these customers are not entitled to major software releases as described above.