

**inSORS Integrated Communications, Inc.  
dba IOCOM**

**Software Life Cycle Policy**

**August, 2012**

**Generally**

This Policy Statement sets forth Software Life Cycle Policy (SLCP) provided by IOCOM to its Customers. This consists of the Development and Support Services for IOCOM-Supplied Software.

All terms and conditions set forth in any Software License Agreement between IOCOM and the Customer are incorporated by reference, as if fully repeated in this Software Life Cycle Policy. To the extent that there necessarily is an inconsistency between the Software License Agreement and this SCLP, the terms and conditions in the Software License Agreement will prevail.

**Section 1: Definitions**

For the purposes of this Software Life Cycle Policy, the following definitions apply to the respective, capitalized terms.

"Supported Software" refers to software that has been released by IOCOM and is still available for action by customer support.

"Beta Release" refers to software that has been made available by the IOCOM development team but has not passed full Quality Assurance. Beta typically will be a new release, address a specific issue or provide an urgently needed enhancement. As it has not passed QA, it may have unknown errors but is expected to be relatively stable.

"Release Candidate" This is software that is expected to become the next current release and is in final QA and beta testing. It is feature complete and will only be modified for any bugs found in final testing.

"Current Release" refers to software that has most recently been released by the IOCOM development team and has passed full Quality Assurance. This software is actively being developed by IOCOM development and is eligible for bug fixes and enhancements.

"Maintenance State" refers to software that is no longer under active development but is eligible for critical bug fix support as determined by the development team. This software is not eligible for enhancements.

"End of Life" refers to software that is no longer eligible for development to address bugs or add enhancements. It will still function as installed but may not be able to support updates to the server or client operating system software.

"Major Release" refers to software that has gone under a full technology shift in how the software is developed or operates causes the line of development to be broken.

“Upgrade Path” This is an IOCOM designated plan to move users from one released version to another as new software is developed.

“Customer” means an entity that has accepted a Quote and subsequently entered into a Support Agreement with IOCOM, where the Support Agreement is still in force. Such an entity stops being a Customer upon termination of the Support Agreement.

“Error” means a material malfunction within either the Licensed Software or IOCOM-Supplied Hardware that prevents the Licensed Software from operating in substantial conformity with any applicable specifications provided by IOCOM to the Customer.

“Error Resolution” means a modification, addition or substitution that, when applied to the Licensed Software or IOCOM-Supplied Hardware, establishes substantial conformity of the Licensed Software to the functional specifications, or a procedure or routine that, when observed in the operation of the Licensed Software, eliminates the practical adverse effect of an Error for a user.

“Licensed Software” means any and all computer programs, in machine-readable object code, that are delivered or deliverable by IOCOM to a Customer pursuant to a Software License Agreement. In the event that IOCOM provides any Update, the Update constitutes "Licensed Software."

“Normal Business Hours” means the hours between 9:00 a.m. and 5:00 p.m., Chicago, Illinois, time, on any day that commercial banks in Chicago are open for business.

“Update” means a revised version, or subset, of the Licensed Software containing one or more corrections, upgrades, modifications, fixes, patches, or enhancements.

“Software License Agreement” means all agreements between IOCOM and a Customer under which the Customer has a right to use the Licensed Software.

## **Section 2: Stages of Software Life Cycle**

2.1 During the life cycle of IOCOM software, new versions are continuously released that add improvements, support new operating systems, address bugs and adjust the software to stay compliant with IT supported systems. As the new versions of software are released, the older versions of code are retired. These pass through the following stages.

Beta – This software is released by IOCOM to specific users to test a new release or to address specific issues. Beta software is still being actively developed and other enhancement may be added.

Release Candidate – This is production ready software that is released to IOCOM customers. It is fully supported and any defects or enhancements needed, will be addressed. This is the version that should be used by all IOCOM customers.

Current Release – This is software that is released to IOCOM customers for use and is no longer under development. It is fully supported and any defects or enhancements needed, will be addressed. This is the version that should be used by all IOCOM users and what IOCOM expects to be installed.

Maintenance State – This refers to a major release of software that was recently replaced by a new major release but is still being used by a customer due to limitations in performing the upgrade. It will still function at the current level and IOCOM will make critical bug fixes to the software as needed but is not eligible for enhancements. Changes will only be made to the last minor release in the major series. It is expected that the operating software will be brought up to the final level in the major release. This version will be considered end of life when there are two newer major releases available or when designated by the IOCOM development team as undevelopable.

End of life – This refers to software that will no longer be eligible for software development. It may still operate but will not be keeping up with changes with the underlying OS and it is highly recommended that the system be brought to a current state.

### **Section 3: Notification**

3.1 The IOCOM Support page at <http://www.iocom.com/support/> will be the primary location for release status and announcements. Notification of new Major and Minor releases as well as status of release will be posted.

3.2 IOCOM maintains a list of the Administrators of purchased UCS that is used to notify them when a new version is available, both beta and released. This allows them the time to test the changes in their environment before activating on the system in production.

3.3 IOCOM also maintains a list of Subscription Admins on the Visimeet service. They are also notified of a new release when posted so that they can test and notify their personnel.

3.4 All users of Visimeet are notified of an available new release via an Update notification on the Visimeet control panel. This indicator also provides the means to express upgrade to the next version.

3.5 A list of the released and past versions of client and UCS as well as their status level will be kept on the IOCOM Support page.

### **Section 4: Software Locations**

4.1 The current released version of the software will be available on <http://release.iocom.com> for Windows, Macintosh and Linux clients.

4.2 The current UCS release will be available at <http://ucsrelease.iocom.com> as well as the current IOCOM ISO.

4.3 The current Android Client will be available on the Google Play store.

4.4 The current iOS client will be available on the Apple App store.

### **Section 5: Upgrade Path**

5.1 IOCOM understands the importance of an upgrade path to move users from one version to the next without a major disruption of the operational system. IOCOM software is a client/server based application and thus both parts must work together to function. These components are designed to be upgraded in a specific order to keep functionality and not require a “forklift”

upgrade. This will mean that all client side or the server will be upgraded and then the other. IOCOM Support will advise the administrator on proper action.

## **Section 6: Support**

6.1 All IOCOM software versions are supported by the IOCOM Support team for those sites covered under the IOCOM Support.

6.2 All customers that are under IOCOM Support are entitled to all software updates at no charge. Included in this is assistance in performing the upgrades.

6.3 It is highly recommended that all customers stay current with the releases of IOCOM software to ensure best performance.

6.3 IOCOM Support will work with the customer to return software that is still in use after end-of-life to the known operational state that can be achieved for that version. No software development changes will be made and the final resolution may be an upgrade.

6.4 Compatibility with the client OS that IOCOM supports will be accomplished on the latest released software. Older revisions may run into compatibility issue as the OS manufacturer adjusts the OS.

6.5 Compatibility for the server software's underlying OS will be accomplished in the latest UCS release. Modification by the OS manufacturer may affect the operation of the IOCOM UCS. When this happens, IOCOM will adjust the current version to comply with the changes. Older software that has reached end-of-life will not be modified and proper operation will require that the OS remain unchanged.