

Product Upgrade & Sunset Policy

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The purpose of this document is to provide Hostopia's product upgrade and sunset policy for all products.

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0.1 Glossary of Terms

Acronym	Term	Description
	Sunset	End-of-life – product is no longer supported by systems and/or technical support staff.

1 Overview

Hostopia is strongly committed to providing industry-leading products and services. As the market continues evolving along with technology innovation and development driving changes in the product, Hostopia will periodically announce product updates and upgrades. This will also include periodic product sunset announcements including lifecycle milestone information along with migration recommendations for our valued partners.

With that in mind, we have set out Hostopia's Sunset policy to help partners better manage their end-of-life transition for their customers and to understand the role that Hostopia can play in helping to migrate to alternative solutions. This Policy explains the type of support services Hostopia will provide at various points during the applicable product's life cycle.

2 Product Upgrade and Update Policy

Hostopia provides product releases to provide new functionality and to resolve any issues that may arise in current released products. If an issue relates to a defect in any Hostopia product as acknowledged by Hostopia, a tracking number will be assigned and associated along with a support request. Hostopia's teams, including Product Management, Service Management and Account Management, will work with partners to determine the appropriate release mechanism for resolutions based on the technical severity of the defect and its associated business impact.

As part of Hostopia's service commitment, we are introducing a standardized process, which will keep our Partners informed on product feature enhancements and issue resolutions.

1. Hostopia will provide the following notices:
 - Planned major releases
 - Planned minor releases
 - Emergency releases, patches and issue resolutions as required.
2. Release Notes for major releases will be available on the Hostopia Connects portal site at <https://hostopiapartnerconnects.com>. We encourage all partners to visit this site regularly as it contains useful information regarding many of Hostopia products and policies.
3. All product releases and updates are performed automatically on the dates as specified in the notifications.
4. If a Partner's product falls two versions behind the latest release, that product will be automatically upgraded to the latest product version in-market.
5. Access to Hostopia's technical support will be available 24 hours a day, seven days a week for all product updates.
 - a. For planned major releases, technical support will be available for a period of 90 days from the product upgrade date for said product/service.
 - b. For planned minor releases, technical support will be available for a period of 30 days from the product upgrade date for said product/service.
6. Partners will need to ensure that they have a current partner agreement in place with Hostopia.

Important Information: Hostopia may update, revise, supplement, modify, or amend this policy at any time. Any updates, revisions, supplements, modifications, or amendments are effective immediately upon announcement or upon posting on <http://www.hostopia.com/legal-landing>. This Policy is subject to, and governed by, the terms of the partner agreement ("Agreement") you have entered into with Hostopia. In the case of a conflict between the terms of this Policy and the terms of any Agreement, the terms of this Policy shall control.

3 Product Sunset and Support Life Policy

1. All sunset notices will be communicated via email notifications to partners, with Release Notes for planned product sunsets to appear on the Hostopia Connects resource site at <https://hostopiapartnerconnects.com>. We encourage all partners to visit this site regularly as it contains useful information regarding many of Hostopia products and policies.
2. Access to Hostopia's technical support will be available 24 hours a day, seven days a week for all supported products. For Sunset products, technical support will be available for a period of 90 days from the communication date or more as specified in the notice for said product/service.
3. Partners will need to ensure that they have a current partner agreement in place with Hostopia.

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4 Product Sunset and Upgrade Policy Matrix

Category	Release Type	Description	Notification requirements	Support
Sunset	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • The end of all development and support for defined product ends on communicated date • Product is no longer available for purchase 90 days post communication date 	<ul style="list-style-type: none"> • Minimum 90-day notification (or more based on contractual agreements) • Release Notes available 	<ul style="list-style-type: none"> • 90 days from communication date
Planned Major Release	<ul style="list-style-type: none"> • Standard 	<ul style="list-style-type: none"> • Major new features, architecture changes as a result of product build • May include bug fixes • Partner documentation is included • Will be localized, where applicable 	<ul style="list-style-type: none"> • Minimum 90-day notification before version increase • Naming convention: X.0 • Release Notes available 	<ul style="list-style-type: none"> • ongoing
Planned Minor Release	<ul style="list-style-type: none"> • Standard 	<ul style="list-style-type: none"> • May include new features • May include bug fixes • Standalone product build • Partner documentation is included • Will be localized, where applicable 	<ul style="list-style-type: none"> • 30-day notification before version increase • Version convention: X.Y • Release Notes available 	<ul style="list-style-type: none"> • ongoing
Emergency Releases, Patches	<ul style="list-style-type: none"> • Emergency 	<ul style="list-style-type: none"> • May include previously released bug fixes • In response to a specific Partner issue • May only be a set of files, does need to be a full, standalone product build 	<ul style="list-style-type: none"> • Release Notes are available as required • Version convention: no version change 	<ul style="list-style-type: none"> • ongoing

Standard releases follow Hostopia's separately defined Software Release Process¹, which includes, but is not limited to, the following:

- Leverages planned resources under pre-defined feature release specific timelines
- Targets a pre-defined user base of specific size/type
- Targets a product segment/product feature
- Introducing new product features, functionality
- Longer term planning and preparation
- Development, QA, Staging, Production releases
- Planned bug fixes
- Scheduled release dates and notifications
- Localized releases and partner documentation

Emergency releases are provided as needed and includes, but is not limited to, the following:

- Leverages resources as needed to remedy issue as soon as possible
- Targets issues with a negative effect on a large user base
- Targets issues with a core piece of product/service/network functionality
- Unplanned urgent releases
- Critical bug fixes, security patches
- Partner specific product releases and patches