

This Release Management Policy describes the current release management practices for Mail & Deploy Software. Releases are available to customers and partners with a valid and current agreement which includes Support Services for Software. This policy is subject to change from time-to-time at Mail & Deploy’s discretion. Except as otherwise defined in this Policy, capitalized terms shall have the same meaning as set forth in the Support Policy.

A. Mail & Deploy Software Release Definitions

Type	Definition	Testing	Error Correction Eligibility
Initial Release	<p>An Initial Release may include (a) new as well as enhanced features, (b) new fixes, or (c) changes to supported environments.</p> <p>All Initial Releases are considered equivalent regarding availability of new features.</p>	Full testing	Each Initial Release is a “Supported Version” in accordance with Section C below.
Service Release	<p>A Service Release is a cumulative release and may include new fixes as well as fixes from previous Service Releases on the current Initial Release.</p> <p>Service Releases may also contain changes to supported environments.</p>	Targeted risk-based testing based on scope	Until the next Initial Release or Service Release (whichever is first) is made generally available.
Patch Release	<p>A scheduled Patch Release may include (a) new fixes to the most recent Initial Release or (b) changes to supported environments.</p> <p>A customer specific Patch Release is a customer-specific fix for a business-critical defect.</p>	Bug fix verification	Until the next Initial Release or Service Release (whichever is first) is made generally available.

B. Releases

1. Initial Releases. Initial Releases for Mail & Deploy Software are made available at Mail & Deploy’s discretion and may include new features, enhancements and/or bug fixes.

2. Service Releases and Patch Releases. Service Releases and/or Patch Releases may be made available following the current Initial Release at Mail & Deploy’s discretion.

C. Technical Support for Initial Releases

Unless stated otherwise in the Documentation, Mail & Deploy will provide technical Support Services in accordance with the Support Policy for Initial Releases of Software for eighteen (18) months from the date such Initial Release was made generally available (a “Supported Version”). After eighteen (18) months, the Software will no longer be supported by Mail & Deploy in accordance with the Support Policy (“End of Support” or “End of Life” Software).