

# EPP-DRS LIFECYCLE AND SUPPORT POLICY

Updated March 2, 2008

## PRODUCT RELEASES

### VERSION NUMBERS

The version number indicates the features in the software:

The first (major) digit is incremented when a release adds major new features, and differences in behavior between this release and previous releases should be expected. Customers should plan carefully when upgrading to a new major version number.

The second (minor) digit is equal to revision number of stable code repository branch.

Upgrades to new minor version numbers should be straightforward, and not introduce any significant incompatibilities.

For example, current stable EPP-DRS version is EPP-DRS 2 and revision number is 973. The full version number will be 2.973

### DEVELOPMENT RELEASES

In exceptional circumstances, Webta may make development releases available to individual customers.

Development releases are issued on a case-by-case basis, for example, in order to verify a bug fix before a release revision. Development releases are not supported once they have been superseded by a release revision.

## SOFTWARE SUPPORT LIFECYCLE

### AUTO-UPDATE

Starting from EPP-DRS 2, all minor updates are installed automatically using built-in auto-update service. For more details on auto-update, see EPP-DRS technical documentation.

### UPDATES AND SUPPORT POLICY

Customers automatically receive revision updates via auto-update during 6 months after purchase.

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After 6 months of free updates, this license can be extended for \$50 per 6 months or \$90 per 12 months. License is being automatically extended for customers, signed for Premium support package.

Webta offers a range of support packages for EPP-DRS.

	<b>EVALUATION</b>	<b>STANDARD</b>	<b>PREMIUM</b>
Email and ticket support	Yes, within 8 hours.	Yes, within 6 hours.	Yes, within 3 hours.
Telephone support	No	Critical Queries	Yes, within normal support hours*.
Product installation and configuration	Yes, for additional fee (\$40)	Yes, for additional fee (\$40)	Yes, one time installation and configuration on customer's server
Software Maintenance	No	No	Yes
Applies to	Evaluation license	Applies to all licenses except evaluation/trial	Subject to Contract (see pricing for more details). Available for partners and contributors.
Price	Free	Free	\$50 per 6 months or \$90 per 12 months.

\* Normal support hours are 8am to 12 midnight GMT time, Monday to Friday.