

Software Update Notification Schedule

The following document outlines the lead periods between customer notification and when software changes will be made to DMTI Spatial Location Hub Services.*

Schedule Overview

Types of Changes	Description	Time Period for Customer Notification (Proposed)	Time Period for Updating Software
Data Updates	<ul style="list-style-type: none"> Standard DMTI updates to Location Hub[®] Distillation Database that supplies data to the Location Hub[®] software family 	Quarterly	As per quarterly schedule: <ul style="list-style-type: none"> Feb 26, YYYY May 26, YYYY Aug 26, YYYY Nov 26, YYYY
Partner Data Updates	<ul style="list-style-type: none"> As per partner schedule 	As required	As updates are made available
Software Updates	<i>Major software fixes</i> <ul style="list-style-type: none"> Used if there are significant jumps in functionality such as changing the framework which could cause incompatibility with interfacing systems. Old version is maintained and follows deprecation guidelines below (Deprecating web services/API) Denoted by changing the version <i>major</i> number or first digit e.g. 1.x 	8 weeks advance notification	As updates are made available
	OR		
	<i>Minor software fixes</i> <ul style="list-style-type: none"> Used if there are minor features added or significant fixes have applied to the software (e.g. adding new output variables to API calls) Old version is maintained and follows deprecation guidelines below (Deprecating web services/API) Denoted by changing the version <i>minor</i> number or the second digit e.g. x.1 	2 weeks advance notification	
	<i>Bug Fixes</i> <ul style="list-style-type: none"> Used if there a bug fixes that do not change the interface to the service and does not affect the meaning of the parameters / response variables in a major fashion. 	2 weeks advance notification	

		<ul style="list-style-type: none"> Denoted by changing the revision number or the third digit e.g. x.y.1 		
Critical software fixes	<ul style="list-style-type: none"> An issue with a Critical Business Impact has been detected. The software is non-operational, with no workarounds, requiring an immediate resolution. Major and Minor Version number unaffected, but the revision number may change. 	<p>Initial client(s) that found the problem will be engaged as required.</p> <p>All other clients will be engaged after the problem triage is complete.</p>	<ul style="list-style-type: none"> As/If needed 	
Introducing new web services/API	<ul style="list-style-type: none"> Introduction of a new web service/API 	2 weeks advance notification	<ul style="list-style-type: none"> Roll out new version when available – not dependent on quarterly release 	
Software Deprecation	<ul style="list-style-type: none"> While a deprecated software feature remains in the software, deprecation indicates the feature will be removed in the future. Features are deprecated rather than immediately removed, to provide backward compatibility and give programmers time to bring affected code into compliance with the new standard. 	Immediate	<ul style="list-style-type: none"> Not Applicable 	
Software Termination	<ul style="list-style-type: none"> Removal of current web service/API or specific Major or Minor version 	<p>Announcement of termination and commitment to host and provide for 12 month period. Given the potential impact of terminating a service this will require personal communication with the client as well as automated.</p>	<p>Notices of termination will include the following:</p> <ul style="list-style-type: none"> 12 month notice 6 month warning 3 month warning 1 month warning 1 week warning 	

*Note: Although care has been taken to ensure the accuracy, completeness and reliability of the information provided above, DMTI Spatial Inc. (“DMTI”) assumes no responsibility in respect of the aforesaid information. In addition, the information is subject to change without notice. DMTI assumes no responsibility for the consequences of any reliance on the above information.