

# Pacom Software and Lifecycle Policy Statement

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Pacom Systems Pty Ltd is committed to providing high quality, cost effective security solutions for our customers. This document contains Pacom Systems product software release and technical support policies for software.

## Software Release and Support Policy

Rapidly changing technologies as well as competitive pressures influence the level, timing and demand for Software releases. Major Software releases are generally made commercially available every 12-15 months, with several minor versions (Service Packs) released several times for a given major release. A Hot Fix or Patch may be made available on an as needs basis to resolve any critical software defects.

Pacom Systems reserves the right to use any resolution delivery method available to resolve an Issue. Resolution of any Issue(s) which Pacom Systems provides in the form of a software release will address Issue(s) only with respect to the most current Major Release of Software and, in Pacom Systems sole discretion, the most recent previous Major Release (latest Service Pack).

## Technical Support Policy

Pacom Systems will provide technical support (phone and on site support) and assistance for the most current Major Version of software and the two previous Major Releases of software (latest service pack).

## Software End of Life

Once a new Major version of software is released, the Major version (latest service pack) two versions prior automatically becomes EOL without announcement under this policy. For example, if V3 is released, V1 will now be considered automatically EOL under this policy, however, V2 will continue to be supported for software updates. Please note that under this example technical support for V1 would continue until V4 is released.

## Affected Software Products

This Policy at the time of writing affects the following Pacom Systems Products:

- GMS
- Unison
- EMCS
- GMS Web
- Security Portal



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Pacom Systems Pty Ltd. Reserves the right to make changes to this Policy Statement at any time without written notice.