

This Trintech Service Upgrade Policy (“Policy”) forms part of the Subscription Services Agreement (“Agreement”) found at <https://www.trintech.com/terms-and-conditions/cadency/>. Any terms capitalized but not defined in this Policy will have the meanings assigned to them in the Agreement or the Trintech Support Addendum found at <https://www.trintech.com/terms-and-conditions/cadency/>. This Policy governs Subscription Services (“Service(s)”) Upgrades for Subscribers.

### **1. SERVICE UPGRADES GENERALLY**

Staying current by upgrading to new Versions of the Services is crucial to Subscriber’s success. Upgrading enables Trintech Subscribers to take full advantage of the innovations and improvements made available through new Versions of the Services, as well as the deployment of new features and enhancements, and to get the highest levels of security, availability, and performance.

### **2. SUPPORTED SERVICES**

Trintech will only support the most recent and previous two Versions of the Services (“Supported Service(s)”). Because Trintech generally releases two new Service Versions per year, Subscribers will need to upgrade annually to stay on a Supported Service. Trintech provides Updates (e.g., patches and hotfixes) to Supported Services only. Trintech, in its sole discretion will decide on the timing and frequency of Service Version releases. Any decision to provide Updates to Subscribers on unsupported Services will be at the sole discretion of Trintech and may require the payment of fees by Subscriber for such Updates.

### **3. SCHEDULING SERVICE UPGRADES**

Subscribers generally can schedule Service Upgrades at their convenience when such Upgrades become available. Trintech will attempt to schedule all Subscribers for Service Upgrades to ensure awareness of the Upgrade and access to information about the latest features, enhancements, security, performance, and availability. Trintech will not be responsible for Service issues arising from Subscriber’s refusal to upgrade to a Supported Service, as provided in this Policy.

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