

## **OpenADR – Software Maintenance Agreement (For Products with Single User License)**

### **Definitions:**

- **Maintenance Update** - This is a release of the software that contains bug fixes only and does not change features or functions of the product. The version number will be incremented as follows for this type of release: 1.11 to 1.12
- **Minor Upgrade** - This is a release of the software with minor enhancements to the features and functions, as well as bug fixes. The version number will be incremented to a "point release" as follows: 1.11 to 1.20
- **Major Upgrade** - This is a release of the software with major enhancements to the features and functions, as well as bug fixes. The integer portion of the version number will be incremented as follows: 1.11 to 2.00
- **Warranty Period** - A period of time after the purchase of the product during which the customer will receive maintenance updates at no charge

### **Product Updates & Upgrades**

1. The OpenADR Alliance has a standing commitment to ensure that the test or utility product you purchase remains current and up-to-date. Any revision released solely to correct one or more product bugs, referred to as a Maintenance Update, is provided to the product licensee free of charge provided the product is within its Warranty Period or the customer has an active Maintenance Contract.
2. The OpenADR Test Harness licensed by the OpenADR Alliance is based on the published OpenADR 2.0 protocol standard that may change over time. The OpenADR Alliance will assess the impact of the changes on the Test Harness and make modifications to ensure that the Test Harness remains consistent with the OpenADR 2.0 standard.
3. Should the OpenADR Alliance do a Major Upgrade of the licensed test tools, current Licensees of the products with active Maintenance Contracts will receive preferential pricing for the upgraded products.
4. At the OpenADR Alliance's sole discretion, Minor Upgrades may be provided to current Licensees of the products with active Maintenance Contracts at no charge or at preferential pricing for these Minor Upgrades.
5. Technical Support is not included in the Maintenance Agreement but may be purchased separately.

### **Update Notices**

1. Customers will be notified of any product Maintenance Updates, Minor Upgrades, and Major Updates. Customers will further be notified just prior to the expiration of a Maintenance Contract period, in order to purchase an extension to their maintenance coverage.