



This Panzura Software Upgrade Policy (“**Policy**”) forms part of the Subscription Software and Services Agreement (“**Agreement**”) found at <https://panzura.com/legal>. Any terms capitalized but not defined in this Policy will have the meanings assigned to them in the Agreement. This Policy governs upgrades for Software hosted within a Customer’s own internal data center or a Customer’s third-party data center provider.

1. SOFTWARE UPGRADES GENERALLY

Staying current by upgrading to new versions of the Software is crucial to a Customer’s success. Upgrading enables Panzura Customers to take full advantage of the innovations and improvements made available through new versions of the Software, as well as the deployment of new features and enhancements, and to get the highest levels of security, availability, and performance.

2. SUPPORTED SOFTWARE

Panzura will support the current major release version of the Software and the previous release for a period of 12 months from the date of general availability of the current major release. A major release version of the Software is identified by the second digit (e.g., the “2” in version 8.2). Because Panzura generally releases two new Software versions per year, Customers will need to upgrade annually to stay on supported Software. Panzura provides updates (e.g., patches and hotfixes) to current major release version of the Software only. Panzura, in its sole discretion will decide on the timing and frequency of Software version releases. Any decision to provide updates to Customers on unsupported versions of Software will be at the sole discretion of Panzura and may require the payment of fees by Customer for such updates.

3. SCHEDULING SOFTWARE UPGRADES

Customers generally can schedule Software upgrades at their convenience when such upgrades become available. Panzura will provide sufficient notice to Customers for scheduling upgrades to ensure awareness and access to information about the latest features, enhancements, security, performance, and availability. Panzura will not be responsible for issues arising from Customer’s refusal to upgrade, as provided in this Policy.