

SITETRACKER

Release Support Policy

All capitalized terms not defined in this Release Support Policy will have the meaning given to them in the Customer Support Addendum made available at <https://www.sitracker.com/legal/>.

Last Updated: May 19, 2026

Why Stay Current?

Staying current by upgrading to new releases is crucial to a customer's success. Staying current enables the customer to take full advantage of the innovations made available through our releases, to deploy new products, and to get the highest levels of security, availability, service, and performance.

Supported and Unsupported Releases

The current policy of Sitetracker is to support the most-recent and the two immediately preceding Releases (the "**Supported Releases**"). The timing and frequency of Releases are subject to change at the sole discretion of Sitetracker.

Customer acknowledges and agrees that Sitetracker will provide Updates (e.g., patches and hotfixes) and Customer Support only for Supported Releases as described above. Sitetracker reserves the right not to provide any Update or Customer Support for any unsupported Releases.

Required Upgrades

Customer may generally schedule Upgrades based on available upgrade windows. If Customer falls out of compliance with this Release Support Policy, Sitetracker will require an Upgrade at the Customer's expense to ensure its compliance with the "Supported and Unsupported Releases" section above before providing Customer Support to address any defects. Sitetracker, in its reasonable discretion, may schedule an Upgrade for the Customer's instance to the most-recent Release to ensure access to the latest features as well as the latest security, performance, and availability benefits. Enhancement, configuration, integration, or other customization requests will not be accommodated in an unsupported Release of Sitetracker.