# FING€RTEC
# Software Delivery Notice

This notice serves to explain the time frame required by TimeTec Computing Sdn Bhd in delivering a bug fix or a client's customization request.

**Note:** *This notice does not apply to TimeTec cloud solutions that are subjected to the SLA presented on this link: https://www.timeteccloud.com/sla*

For FingerTec bundled software TCMS V3 and Ingress, please be informed that TimeTec Research and Development team will follow the delivery release given below as a guideline to deliver the requests from the customers.

|  | REPORTED DATE | DELIVERY RELEASE |
|---|---|---|
| BUG FIX & CUSTOMIZATION REQUEST (CR) | 1st Dec - 31st May | August (Ingress) July (TCMS V3) |
| BUG FIX & CUSTOMIZATION REQUEST (CR) | 1st Jun - 30th Nov | February (Ingress) January (TCMS V3) |

*(i) This is a general guideline on how the Company deals with bug fixes in normal circumstances.*

*(ii) The Company will assess the severity of each reported case and act accordingly.*

*(ii) The CR has to go through a series of assessments to gauge the feature feasibility before the R&D approves.*

## Backward Compatibility

TimeTec software follows Microsoft's policy stated at this link *https://support.microsoft.com/en-us/help/13853/windowslifecycle-fact-sheet*. We are following the End of mainstream support date and will not perform backward compatibility.

*Any questions or enquiries, contact info@fingertec.com*