

FINGERTEC

Software Delivery Notice

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

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

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

	REPORTED DATE	DELIVERY RELEASE	EXAMPLE
BUG FIX	1st-15th of the month	The following month's release	If a bug is reported on the 6th of June, the bug fix will be released
BUG FIX	16th-30th of the month	The next following month's release	If a bug is reported on the 25th of June, the bug fix will be released
<p>Important: Please note that the company will assess the severity of each reported case and react accordingly. However, this is a general guideline on how the company deals with bug fixes in normal circumstances.</p>			
CUSTOMIZATION REQUEST (CR)		At least 45 days from the RnD acceptance date. Note: The CR has to go through a series of assessments to gauge the feature feasibility and applicability before it can be approved by the	If a CR is reported on the 5th of June, the release is going to be the one closest to the 45 days period. Refer to the calendar attached to know your CR tentative release

	1-16 JAN	1-16 FEB	1-16 MAR	1-16 APR	1-16 MAY	1-16 JUN	1-16 JUL	1-16 AUG	1-16 SEP	1-16 OCT	1-16 NOV	1-16 DEC
CR			ingress			ingress			ingress			ingress
CR		TCMS V3			TCMS V3			TCMS V3			TCMS V3	
BUG FIX			ingress			ingress			ingress			
BUG FIX		TCMS V3			TCMS V3			TCMS V3			TCMS V3	ingress

Backward Compatibility

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