

## **Ithicos Solutions LLC**

### **Custom Development Policies**

Ithicos Solutions LLC (Ithicos) will engage in custom development projects that involve either adding functionality to our existing product line or add-on functionality that supports our existing product line. These customizations fall in to one of two categories:

**Base products extensions:** Extensions to base products including adding customizations or new features to existing Ithicos software. These customizations or new features are then incorporated in to future releases.

**Custom tools or applications:** New tools or applications are developed that are not part of the Ithicos product set or features are added existing software that will not be included in future versions. Creating a specific software version that is not part of the major release

#### **Customization and Code Ownership**

Ithicos Solutions retains ownership of and rights to all code developed for custom projects unless otherwise stipulated in the statement of work or other written agreement. Ithicos and the customer may reach an agreement for shared development cost if the feature set that is being developed is useful in future versions of the software, but this implies no shared ownership or shared rights to the code.

#### **Statement of Work and Acceptance of Work**

Prior to development commencing development of any custom project, a statement of work concerning the feature set that will be developed, functionality, and possible use-cases must be developed. The customer's representative must agree to this statement of work prior either in writing or via e-mail.

Future or additional development falls outside of the original statement of work. Both sides must agree to amend the statement of work and this may affect the quoted cost estimate as well as timeline for delivery of the custom work.

Once a final version of the work is produced, Ithicos and the customer agree that the project has been delivered as expected. This constitutes an end to the custom development project.

#### **Statement Software and Support**

Web 2.0-based software is developed with specific browsers and servers in mind. Web 2.0-based software may include client-side JavaScript and other Ajax technologies. Ithicos Solutions LLC develops software for the current versions of Microsoft Internet Explorer, Microsoft Windows Server, Microsoft Internet Information Server, the Microsoft .NET Framework, and Firefox.

Changes by vendors such as Microsoft or Firefox to their products may result in future incompatibilities of any Web 2.0 based software.

Software that falls in to the category of extensions to base products will be supported for one year from the date of delivery. As long as the customer keeps their software maintenance agreement current, the software will continue to be adapted to future browsers and server versions though the customer may be required to update to newer versions in order to fix functionality issues. These updates are provided at no charge as part of the ongoing maintenance and support agreement.

Software that falls in to the category of custom tools or standalone applications will be supported for one year from the date of delivery. Ongoing software maintenance can be purchased from Ithicos; the pricing is determined on a case-by-case basis.

### **Annual Software Maintenance and Support**

Annual maintenance and support is available at between 20% and 30% of the cost of the software.

Support is usually purchased in increments of two years. Support must remain current from the point at which the product is purchased. If support expires, the customer must renew the support from the point at which the software maintenance expired.

### **Provided Software and Controls**

Ithicos Solutions LLC uses the Visual Studio development environment along with the Telerik AJAX controls and various versions of the .NET Framework. Our installers may have complied dynamic link-libraries or screen controls from Ithicos, Microsoft, and Telerik. The customer may not use these libraries and/or their exposed controls for purposes other than supporting the purchased Ithicos products unless they have specifically purchased use licenses from Ithicos, Telerik or Microsoft. Reverse engineering is prohibited.

### **Customer-side Customization**

All supported customization is performed in the XML files that are provided in the application's .\Settings folder.

By the very nature of web-based development, web applications include cascading style sheets (CSS), HTML files, and active server pages (ASP or ASPX) that can be edited by any text editor. While the customer can edit these files to further, changing the ASPX, ASP, CSS, or HTML puts the application in to an unsupported state. Future updates will overwrite these files and require re-customization. During a support incident, Ithicos Solutions may require that the files be returned to their default values.