

MARCO POLO PLATFORM

UPDATE STRATEGY

The Marco Polo Platform (“Platform”) consists of packaged software and is provided as a managed service. It is pre-configured and fully supported by Marco Polo Network Operations (Ireland) Limited, being a private company limited by shares, registered in Ireland with company number 587917, whose registered office is at First Floor, Penrose 1, Penrose Dock, Cork, T23 KW81, Ireland (“we”, “us”, “our”) to your company (“you”, “your”).

This document sets out the Marco Polo Platform – Update Strategy (“Update Strategy Document”) which may be available to you in all environments.

1) What are the objectives of this Update Strategy Document?

- Explains how we maintain version compatibility integrity across the Marco Polo Network (which includes the Platform, Corda Network and Corda Enterprise Software).
- Provides information on how you access the latest software versions and Platform functionality.
- Outlines how we issue Releases and Updates so that you face minimal disruption.

2) What types of updates do we provide and when?

Please find below a table which summarises the Platform Update types and schedule for when the Updates happen which vary depending on the environment:

Update Type	Environment Update Schedule		
	Sandbox	Staging	Production
Emergency Maintenance	<ul style="list-style-type: none"> • Applied as required to address major performance or security issues • Communicated to you via the support portal 		
Minor Version	<ul style="list-style-type: none"> • Applies as per published Update schedule • Available for 15 days for customer use, familiarisation, and testing • Communicated to you via support portal and product user groups 	<ul style="list-style-type: none"> • Applied over a 30-day period following the completion of the Sandbox / Staging Environment 15-day availability period • Communicated to you via support portal 	
Major Version	<ul style="list-style-type: none"> • Applied as per published Update schedule • Available for 60 days for customer use, familiarisation, and testing • Communicated to you via support portal and product user groups 	<ul style="list-style-type: none"> • Applied over a 30-day period following the completion of the Sandbox / Staging Environment 60-day availability period • Communicated to you via the support portal 	

3) Definitions

Please see below a list of definitions and meanings alongside them, as these apply to this Update Strategy Document:

“Emergency Maintenance”	means any corrective action intended to remedy conditions likely to cause severe service degradation, as designated by us in our sole discretion;
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“Production Environment”	means a production environment, with real data only, that is dedicated and only available if you have signed a production licence agreement to the Platform with us;
“Sandbox Environment”	means a non-production environment, with dummy data only, that is shared (not dedicated) and is also known as shared evaluation and pilot environments;
“Staging Environment”	means a pre-production environment in a non-production network, with dummy data only, and only available if you have signed a production licence agreement to the Platform with us;
“Update(s)”	means updates, enhancements, bug fixes, patches, and other error corrections that we make generally available free of charge to you via our Support Services if you have signed a production licence agreement to the Platform with us;
“Version(s)”	means the numbering and naming of the Platform as advised by us. Platform Versions are denoted by a major and minor release number combination (v[x].[y]) and support for the software is based on these;
“Support Services”	means the Marco Polo Platform – Production Support & Service Levels document available here: https://www.marcopolonetwork.com/legal/marco-polo-platform-production-support-and-service-levels/

These terms were last updated on 28 July 2021 and may be periodically updated.