



D e s c a r t e s 3 G T M S

Software Support & Release Policy

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Software Support & Release Policy

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Software Support & Release Policy

Introduction

This Software Support & Release Policy defines the software versions supported by Descartes, the release and maintenance approach for the 3G TMS platform, and customer responsibilities for maintaining supported and secure software environments.

The objectives of this policy are to:

- Maintain secure, reliable, and supportable customer environments.
- Provide customers with a predictable software release and upgrade lifecycle.
- Allow customers with complex implementations sufficient time to test software changes before production deployment.
- Reduce operational and security risks associated with outdated software.
- Focus engineering resources on current software versions, product quality, security, and continued product innovation.

The fundamental principle of this policy is that all production environments must operate on a supported and secure version of 3G TMS.

Customers are not necessarily required to operate on the newest software version immediately upon its release; however, customers may not indefinitely defer upgrades beyond the applicable support lifecycle.

Scope

This policy applies to production and non-production 3G TMS environments, including:

- Multi-tenant environments managed by Descartes.
- Single-tenant environments managed by Descartes.
- Single-tenant environments for which customers direct the timing of software upgrades.

Specific contractual terms may supersede this policy where expressly agreed in writing.

Definitions

Main Release

A Main Release is a software release containing product enhancements, new functionality, architectural changes, defect corrections, security updates, or other product changes.

Main Releases are identified by a change to the major or minor release number, for example:

- 25.3 to 26.1
- 26.1 to 26.2

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Service Release (SR)

A Service Release is a maintenance release associated with a Main Release and may include defect corrections, security updates, and other maintenance changes.

Patch

A Patch is a software correction released outside the normal Service Release schedule when Descartes determines that a defect or security condition warrants accelerated remediation. Examples include:

- *An issue that stops day-to-day operations.*
- *An issue that constitutes a significant financial impact.*
- *An issue that significantly impairs a third-party integration.*
- *A critical security issue.*

Current Release (N)

The most recently made generally available Main Release of 3G TMS.

Previous Release (N-1)

The Main Release immediately preceding the Current Release.

Unsupported Release

A Main Release or Service Release that has passed its applicable support period under this policy.

Mandatory Security Update

A Main Release, Service Release, Patch, or other remediation designated by Descartes as necessary to address a material security vulnerability or security risk.

Main Release Support Lifecycle

Descartes provides standard production support for:

- *The Current Release (N); and*
- *The Previous Release (N-1).*

When a new Main Release becomes generally available, the release that becomes N-2 will enter an End-of-Support Transition Period. The standard transition period is 30 days from notification by the Descartes Support Team. The trigger for the notification is the external release of a new main release.

During this transition period, customers must plan and complete their upgrade to a supported release. At the conclusion of the transition period, the N-2 release becomes unsupported.

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The Descartes Support Team will communicate applicable End-of-Support dates to affected customers to provide reasonable time for upgrade planning, testing, and production deployment.

Service Release Strategy

Descartes intends to deliver standard Service Releases at an approximate monthly cadence.

The Service Release schedule may be adjusted based on security requirements, quality considerations, holidays, or other operational factors.

Descartes may release a Patch outside the standard Service Release schedule when circumstances warrant accelerated remediation.

The objective of the Service Release cadence is to balance:

- *Timely delivery of defect corrections.*
- *Product stability and quality.*
- *Security requirements.*
- *Continued investment in product enhancements and roadmap development.*

Multi-Tenant Environments

Descartes manages the software lifecycle for multi-tenant environments.

Multi-tenant environments will be upgraded by Descartes according to the applicable release schedule. Customers using multi-tenant environments are therefore maintained on supported software versions through the standard 3G TMS deployment process.

Descartes will provide appropriate communication regarding Main Releases and other material changes in accordance with established release-management practices.

Mandatory Security Updates may be deployed on an accelerated schedule when necessary to protect the security, availability, or integrity of the service

Single-Tenant (Dedicated) Environments

Descartes recognizes that single-tenant customers may have complex integrations, configurations, workflows, or business processes requiring additional testing before software is promoted to production.

Accordingly, Descartes supports two upgrade models for single-tenant environments.

1 - Managed Upgrade

The Managed Upgrade model is the recommended upgrade model for single-tenant customers. Under this model, Descartes manages software upgrades according to an established maintenance schedule.

Where appropriate, the process may include:

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1. *Advance notification of an upcoming upgrade.*
2. *Deployment to a designated non-production environment.*
3. *A defined period for customer validation or regression testing.*
4. *Production deployment according to the established maintenance schedule.*

Customers selecting this model benefit from a predictable upgrade process while reducing the administrative effort associated with scheduling individual software upgrades.

2 - Customer-Scheduled Upgrade

Customers with complex implementations may elect to direct the timing of their production upgrades, however, customer control of upgrade timing does not permit indefinite deferral of required software upgrades.

Customers selecting this model are responsible for scheduling, testing, and approving upgrades sufficiently in advance to remain within the supported software lifecycle.

Descartes will provide available upgrade windows and applicable End-of-Support dates. The customer may select an appropriate deployment date within that period.

If a customer does not select an upgrade date sufficiently in advance of an applicable support deadline, Descartes may establish an upgrade date necessary to maintain the environment on supported software.

Sandbox Environment Upgrades

To support timely customer adoption of current software and provide customers with an appropriate environment for release validation, Descartes will maintain customer Sandbox environments.

When a new Main Release or Service Release becomes generally available, Descartes will automatically schedule the customer's Sandbox environment for upgrade to the new Current Release/Service Release. Customers will receive advance notification of the planned Sandbox upgrade in accordance with established release-management practices.

Sandbox upgrades are managed by Descartes and are not subject to the Customer-Scheduled Upgrade model applicable to production environments.

Following the Sandbox upgrade, customers are expected to use the environment to evaluate the new release and perform appropriate validation or regression testing in preparation for upgrading their production environment.

Mandatory Security Updates may be deployed to Sandbox environments on an accelerated schedule when necessary.

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Customer Testing Responsibilities

Descartes recommends that customers validate material software changes in an appropriate non-production environment before production deployment.

Testing should be appropriate to the customer's implementation and may include:

- *Critical business workflows.*
- *Customer-specific configurations.*
- *Integrations and interfaces.*
- *Automation processes.*
- *Financial or settlement processes.*
- *Custom reports or data exchanges.*
- *Other business-critical functionality.*

Customers remain responsible for completing testing in sufficient time to comply with applicable support and security deadlines.

Security Updates

Protecting customer environments and data is a priority of the 3G TMS software lifecycle. Descartes may designate a Main Release, Service Release, Patch, configuration change, or other remediation as a Mandatory Security Update.

Mandatory Security Updates may have deployment requirements that supersede the standard Main Release or Service Release lifecycle described elsewhere in this policy.

When a Mandatory Security Update is issued, Descartes will communicate the required remediation and applicable deployment timeframe based on the nature and severity of the security risk.

Where remediation requires upgrading to a newer supported software version, customers must complete the required upgrade within the communicated timeframe.

Descartes reserves the right to take reasonable protective measures when an outdated or vulnerable software version presents a material risk to the security, availability, integrity, operation of the 3G TMS service or related systems.

Defect Corrections & Fix-Forward Policy

3G TMS follows a fix-forward maintenance philosophy. Defect corrections will generally be incorporated into a new Service Release on the Current Release only.

Customers reporting defects while operating on the Previous Release or an older supported Service Release may be required to upgrade to the Current Release and/or a more recent supported Service Release to receive the correction.

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Descartes is not obligated to develop or backport corrections for unsupported Main Releases or unsupported Service Releases.

Descartes may, at its discretion, provide a correction for an earlier Service Release or Main Release when business, technical, security, or operational circumstances warrant doing so.

Critical Defects & Patches

When a critical production defect is identified, Descartes may provide a Patch without requiring the customer to wait for the next scheduled Service Release.

Patches will generally be developed against the latest supported software version.

Customers operating on older software may be required to upgrade to the latest Main Release or Service Release before a Patch can be provided.

Patch corrections will subsequently be incorporated into an upcoming standard Service Release.

Unsupported Software

Once a Main Release or Service Release reaches End of Support, Descartes does not guarantee:

- *Defect investigation or reproduction against that software version.*
- *Development of defect corrections.*
- *Backporting of fixes.*
- *Compatibility with third-party integrations.*
- *Remediation of security vulnerabilities on the unsupported version.*
- *Standard SLA resolution commitments when resolution requires changes to unsupported software.*

The Descartes Support Team may continue to provide reasonable diagnostic assistance to determine whether an issue can be addressed through configuration or by upgrading to supported software.

Customers operating unsupported software will be required to upgrade before Descartes Development investigates or corrects a software defect.

Exceptions

Descartes recognizes that exceptional circumstances may occasionally prevent a customer from completing an upgrade within the standard support window.

Exceptions must:

- *Be requested before the applicable End-of-Support date.*
- *Identify the business or technical reason preventing the upgrade.*
- *Include an agreed remediation or upgrade plan.*

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- *Include a defined production upgrade date.*
- *Receive appropriate approval from Descartes.*

An approved exception does not necessarily require Descartes to develop defect corrections or security fixes for otherwise unsupported software.

Security considerations may limit Descartes' ability to approve or extend an exception.

Exceptions are intended to address extraordinary circumstances and are not an alternative to maintaining a supported software environment.

Customer Responsibilities

Customers operating single-tenant environments are responsible for:

- *Maintaining an appropriate upgrade and testing process.*
- *Performing appropriate validation and regression testing following the automatic Sandbox upgrade.*
- *Scheduling upgrades within published support windows.*
- *Promptly implementing Mandatory Security Updates.*
- *Communicating known constraints that could affect an upgrade schedule.*

Customers choosing the Customer-Scheduled Upgrade model accept responsibility for ensuring that customer-controlled scheduling does not cause the environment to fall outside the supported lifecycle.

Descartes Responsibilities

Descartes is responsible for:

- *Publishing and maintaining the supported software lifecycle.*
- *Providing reasonable notice of Main Releases and End-of-Support dates.*
- *Maintaining the standard Service Release process.*
- *Communicating material security-related upgrade requirements.*
- *Providing release information sufficient to support customer testing and upgrade planning.*
- *Maintaining multi-tenant environments on supported software.*
- *Maintaining customer Sandbox environments on the Current Release/Service Release in accordance with the standard release-management process.*
- *Working with single-tenant customers to establish appropriate upgrade schedules.*
- *Focusing defect remediation and engineering resources on supported software versions.*

Policy Administration

Descartes may periodically revise this policy to reflect changes in technology, security requirements, customer needs, release practices, or product strategy.

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Material changes affecting customer upgrade obligations will be communicated with reasonable advance notice where circumstances permit.

Questions regarding release eligibility, support status, upgrade scheduling, or exceptions should be directed to the appropriate Descartes Support, Customer Success, or account representative.

Policy Summary

Policy Area	Standard
Main Release Support	Current (N) and Previous (N-1)
N-2 Transition Period	30 days from external date of a new main release
Standard Service Release Cadence	Approximately monthly
Defect Correction / Fix-Forward	Generally delivered in a new Service Release on the Current Release only
Multi-Tenant Upgrades	Managed by Descartes
Single-Tenant Managed Upgrades	Managed by Descartes
Single-Tenant Customer-Scheduled Upgrades	Managed by customer. Permitted within 3G TMS software support lifecycle
Sandbox Environment Upgrades	Managed by Descartes
Mandatory Security Updates	Accelerated deployment may be required
Unsupported-Version Defect Fixes	Not provided as a standard commitment
Backporting	At Descartes' discretion
Critical Patches	Available when warranted for supported software
Exceptions	Formal, approved, and time-limited