

Software Update Policy

This policy describes Vocera's current Software Update types, the types of updates that will be provided to customers with active maintenance contracts, and general release schedules. Software Updates are categorized as Major Software Releases, Minor Software Releases, Service Packs, Firmware Releases or Emergency Fixes, all as explained further below. This policy pertains to the Vocera software and communications devices purchased by the Customer from Vocera or Vocera's authorized reseller.

At Vocera's sole discretion, we may choose to issue Service Packs, Firmware Releases, Minor Releases and Major Releases on a periodic basis. The purpose of this document is to describe those software deliveries in more detail for planning purposes. All of the upgrade types below may require a system outage window for a server reboot.

Software Updates are also categorized as Included Updates or Optional Updates. "Included Updates" are defined as updates to the core features included in all versions of the Vocera Communications System or to optional features (e.g., the Report Server or dictation functionality) that the End User has separately licensed from Vocera. All customers with a current software maintenance agreement are entitled, at no additional charge, to receive all Included Updates while their software maintenance agreement is in effect.

"Optional Updates" are defined as updates which Vocera makes available to introduce or update optional features not essential to use of the core functionality of the Vocera Communications System. All Customers who have licensed an optional feature of the Vocera Communications System are entitled, at no additional charge, to receive corresponding Optional Updates issued while their software maintenance agreement is in effect.

All customers entitled to any Software Update are encouraged to upgrade so that they may take advantage of new features, enhancements, bug fixes, etc. Customers may have to install Included or Optional Updates to utilize new hardware product offerings. Also, although Included Updates will always be backwards compatible with the pre-existing hardware and software environment, an enhanced hardware/software environment may be needed to gain full advantage from the update. If Vocera hereafter posts any new or modified version of this Policy at www.vocera.com/legal, such new or modified version will apply to maintenance and support renewal terms that begin subsequent to the date of such posting.

1. Service Packs

Approximately once per quarter, Vocera will issue a service pack for the current software release. These Service Packs will contain bug fixes and minor enhancements as well as support for new hardware as needed. The Service Packs may also contain updates to third party components if those updates are deemed by Vocera to be suitable for inclusion in the Service Pack. Whenever practical, Vocera plans to deliver Service Packs with a full installation and uninstallation capabilities.

2. Firmware Releases

Occasionally, Vocera may choose to release a Firmware Release to update the firmware in one or more types of Vocera Badge. Firmware Releases are always classified as Included Updates and are usually provided with an installation script or instructions for replacing only the necessary files on the server.

3. Major Software Releases

Less than once per year, Vocera will ship a major software release. Major releases generally contain significant new features, functionality and enhancements as well as everything else that a Minor Release could include. These releases may also contain non-critical bug fixes not addressed by Service Pack releases, as well as the rollup of all previous bug fixes addressed by prior Service Pack releases. Additionally, these releases usually contain the latest available major release of third party software components that are available in time for Vocera to include them in a full testing cycle consistent with the release schedule.

4. Minor Software Releases

No more than once per year, Vocera will ship a minor software release. These releases generally contain minor enhancements to existing features, and may also contain minor new features. These releases may also contain non-

critical bug fixes not addressed by Service Pack releases, as well as the rollup of all previous bug fixes addressed by prior Service Pack releases. Whenever practical, Vocera plans to provide an upgrade from the previous major release to the next minor release of software. Minor Releases will include full installation and uninstallation capabilities. Additionally, for third party software components, these releases usually contain the latest available minor release, update or service pack release version available in time for Vocera to include them in a full testing cycle consistent with the release schedule. These third party component updates will only be for the major release level that Vocera is currently supporting.

5. Emergency Fixes

Under unusual circumstances (e.g., where necessary to address a defect critically impacting a specific customer installation), Vocera will issue an Emergency Fix, also called a “Hot Fix”. Hot Fixes may include an installation program and generally require assistance from Technical Support for installation. Hot Fixes do not undergo a full testing cycle in order to expedite delivery, and are only used when absolutely necessary to help a customer. An Emergency Fix is considered a temporary solution to be used until the next Service Pack. Vocera intends to continue to provide a reminder with the Service Pack installer to notify a customer if an Emergency Fix will be removed in the application of the Service Pack.

6. Note about Microsoft Updates

Vocera regularly applies Microsoft Updates to internal servers and will notify customers if any incompatibilities are found with normal Vocera system operation. The Vocera application is not tightly coupled to Windows or other Microsoft software, so there is a very low probability that an update will cause any problems. Customers should proactively install Microsoft maintenance per Microsoft’s recommendations.