



SERVICE LEVEL AGREEMENT

VALID FROM 01/03/2026

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CHANGE HISTORY

VERSION	CHANGE
n.n.b. ¹	• -
February 27, 2026	<ul style="list-style-type: none"> • Support process (ticket flow) visually optimized
February 24, 2026	<ul style="list-style-type: none"> • Legal tightening and clarification of the basic SLA • FUP expanded and clarified (incl. emergency measures) • Platform use and responsibilities tightened • Service levels explicitly positioned as indicative • Hosting and Agent Terms Clarified • Support process improved, better aligned with practice • Editorial corrections
February 18, 2026	<ul style="list-style-type: none"> • SAS with Qixium explanation • Minor textual corrections
01/02/2026	<ul style="list-style-type: none"> • Clear distinction between Support and QaaS (ascending model) • Addition of QaaS with additional benefits and control • Expand ticket types: Development Request and Consultancy Request • Release rings clarified and linked to Support/QaaS • Rates and minimum purchase for consultancy established • New chapter "Additional agreements" (FUP, hosting, agent)
07/10/2024	<ul style="list-style-type: none"> • Introduction expanded and better described • Release schedule updated based on implementation progress • Availability percentage updated • Maintenance and Maintenance Window (2.1) improved • Proactive service better described
01/10/2024	<ul style="list-style-type: none"> • Change history added, changes will be reported here from now on • Introduction renewed • Changes document updated, included in introduction • Layout renewed, chapters reordered for readability • Ticket flow improved in relation to TOPdesk and more high level described • Releases rewritten and aligned with current operating processes • Fair Use Policy has been adjusted, reformulated and we monitor this ourselves instead of the cloud provider.
01/03/2023	<ul style="list-style-type: none"> • V3 of this support agreement
September 14, 2022	<ul style="list-style-type: none"> • V2 of this support agreement
13/07/2021	<ul style="list-style-type: none"> • V1 of this support agreement

¹ Non-substantive changes are already included in the change history and communicated at least once a year, or when a substantive change occurs.

INTRODUCTION

This Service Level Agreement (SLA) describes the operational agreements and service levels for Scope4mation's services to customers using its software products and associated service and maintenance services. In this document, we explain how Qixium, the iPaaS engine behind our Service Automation Suite, is configured and what you can expect from it.

This SLA is a general "basic SLA" that applies to the standard services provided by Scope4mation.

If the parties require additional or different agreements regarding service levels, warranties, availability, penalty arrangements, or compensation, these will be set out exclusively in a separate, written agreement between the parties. In that case, that specific agreement will prevail over this SLA.

This SLA is subject to Scope4mation's terms and conditions. These terms and conditions include provisions regarding liability, limitation of damages, and other legal obligations.

This SLA may be amended by Scope4mation. Non-material changes may take effect immediately. Material changes will be announced at least 30 days in advance. If a change results in a material deterioration of the Service, the Customer has the right to terminate the agreement in writing within 30 days of the announcement of the change.

QIXIUM AS THE TECHNICAL ENGINE BEHIND SAS

Qixium is the technical engine behind the Service Automation Suite (SAS). Within SAS, Qixium handles the integration, data processing, orchestration, and automation of processes between different systems.

All connections, data flows, and workflow automations are controlled and managed by Qixium. This means that the continuity, performance, and security of SAS depend directly on the correct operation and management of Qixium. Therefore, the support agreement also includes the functional and technical management of Qixium as the underlying core component of SAS.

SCOPE OF THIS SLA

The scope of this document concerns the support provided by Scope4mation to customers using:

PRODUCT	MODULES/PLUGINS
Qixium	Entire iPaaS platform
Data	Basic support, see table on page 4: Incident handling and bugs
Manager	Consultancy support, see page 8: Consultancy Support

This SLA applies exclusively to the services and modules purchased by the customer and agreed upon in writing. The SLA does not extend to services, modules, or functionalities that are not explicitly included in the agreement between the parties.

COMPLIANCE

Scope4mation prioritizes information security (including through our ISO 27001 certification) and handles your data with care. What do we do to achieve this and what documents can we provide?

We have explained this in detail [on our website](#).

Always apply: If you encounter a vulnerability or weakness in our platform, please report it immediately! All information (including an explanation of this process) can be found [here](#).

SUPPORT & QAAS

Support offers a comprehensive basic service. Support focuses on proactively handling incidents, bugs, and questions about software operation. The service is ticket-driven and provides support within the framework of this SLA.

Qixium as a Service (QaaS) is Scope4mation's management service and builds on its Support offering. Within QaaS, Scope4mation takes an active role in the functional management of the Qixium environment, including monitoring, change management, coordination around releases, and regular consultation. QaaS is designed for organizations that require greater control, direction, continuity, and predictability in managing their integrations and processes.

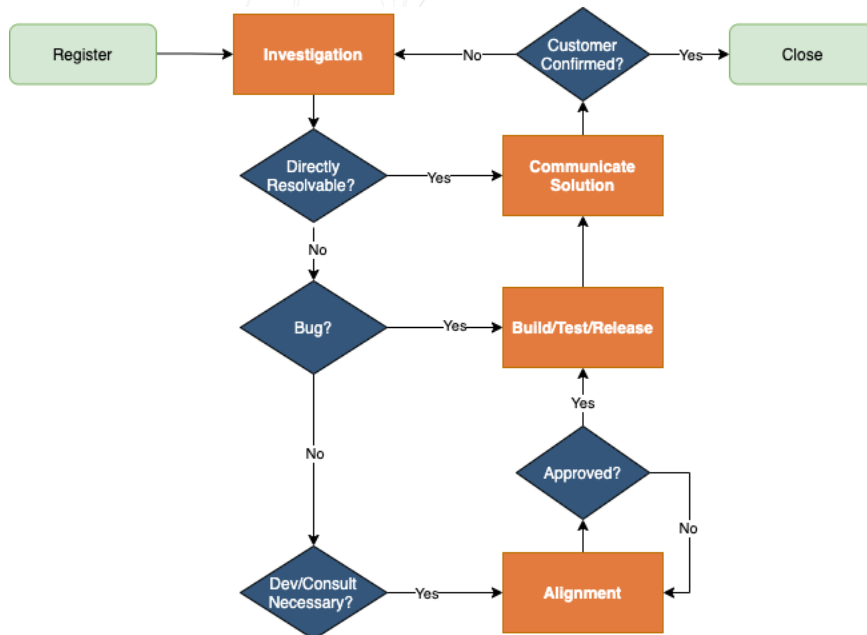
QaaS encompasses all components of Support and extends them with functional management and proactive service provisioning, as shown in the table below.

FUNCTIONALITY	SUPPORT	QAAS
Incident handling and bugs	Yes	Yes
Questions about functionality	Yes	Yes
Knowledge base	Yes	Yes
Documentation	Yes	Yes
Prioritization and initial analysis	Standard	Tuned
Proactive monitoring	Basic	Extensive

HANDLING OF SUPPORT REQUESTS

TICKET FLOW

We use the following ticket flow:



GENERAL PROCEDURE

Support requests are recorded and handled in accordance with the process and associated status flow described in this SLA.

Scope4mation assesses each report to determine whether:

- a substantive question or configuration support request;
- a software error (bug) within the standard service;
- a request for extension, modification or consultancy.

Software bugs within the standard service will be repaired free of charge within the regular release schedule.

Requests that result in additional functionality, customization, or consultancy fall outside of standard support and will only be carried out after consultation and explicit approval from the customer.

After a substantive response or delivery, the ticket is placed in "Waiting for Customer" status. From that point on, a response period of 10 business days applies.

STATUS

STATUS TOPDESK	WITHIN	DESCRIPTION	WAITING TIME
New		Ticket has been registered and has not yet been processed substantively.	No waiting time. Response time is measured from registration.
In Progress		Ticket is being processed substantively by a support employee (investigation, response or solution).	No waiting time. Resolution time is measured as long as the ticket is actively being processed.
Waiting for Customer		Ticket has been answered substantively or a solution has been communicated and Scope4mation is waiting for a response or confirmation from the customer.	If no response is received from the customer within 10 business days, Scope4mation is entitled to close the ticket administratively. In the event of a later response, Scope4mation will assess whether reopening within the original notification is appropriate.
Waiting for Development		Ticket requires a software adjustment (bug fix) or inclusion in a development release.	The turnaround time depends on the schedule and release cycle. After delivery, the ticket is moved back to "In Progress" for further processing and communication.
Closed		Ticket has been completed and administratively closed.	No waiting period. If the customer responds to a closed ticket, Scope4mation will assess whether reopening is appropriate within the original report. Requests outside the scope of the ticket will be handled as new tickets.

1ST TIME REGISTERING

If this is your first time registering and you have not yet submitted a ticket, please request access to our Self Service Portal (SSP). Visit [the](#) Support website, click Register, and follow the steps outlined.

AVAILABLE CHANNELS

Support requests must always be registered first via our [TOPdesk Self Service Portal](#), so that a ticket number is created.

Telephone support is available exclusively via the support number +31 318 894 613 and is solely for clarification or expediting an existing ticket. Other Scope4mation phone numbers cannot be used for support requests.

PROCESSING A TICKET

After submitting a ticket, it will be reviewed by one of our first-line service desk representatives. They will then determine the priority. Additional information may be requested, or the ticket will be resolved immediately. You will be kept informed of the status by email. If you disagree with the priority, please contact us by phone.

Via scope4mation.topdesk.net. More complex questions, or those with a longer expected resolution time, will be passed on to our second-line support team. If they can't resolve the issue either, the ticket will be escalated to third-line support.

PRIORITY, RESPONSE TIME AND RESOLUTION TIME

PRIORITY	SITUATION DESCRIPTION	REACTION TIME	SOLUTION TIME THAT WE AIM FOR	RESOLUTION TIME IN PRACTICE* <small>INDICATIVE, NON-BINDING</small>
Low	Business processes are not affected. There is no urgency	8	32 hours	Up to 0-90% within 16 hours Up to 90-95% within 24 hours Up to 95-100% within 32 hours
Normal	Business processes are experiencing some disruption and some employees can no longer perform their regular tasks in the standard manner.	4	16 hours	Up to 0-90% within 8 hours Up to 90-95% within 16 hours Up to 95-100% within 20 hours
High	Major impact on business processes and/or high urgency. <i>In these cases, always contact our Service Desk by phone. The ticket will then be assigned and processed immediately, minimizing response time.</i>	2	8 hours	Up to 0-90% within 4 hours Up to 90-95% within 8 hours Up to 95-100% within 12 hours

PLEASE NOTE: All times stated are calculated based on the office hours stated in this SLA.

* This is an estimate of the percentage (response time included) within which an observed or reported Fault (whether or not temporarily by means of a Workaround) has been resolved or repaired.

Handling unavailability notifications in our SaaS environment is our highest priority. During the day, notifications are sent to the SaaS team via TOPdesk, and outside office hours, they are sent directly to the SaaS team. We communicate about progress and resolution time via our [status page](#).

We aim for the following maximum response and resolution time:

Description Situation	Response time	Resolution time (hour)
Qixium.net SaaS environment is not available	15 min	2
<p>Our SaaS team is notified of this immediately through monitoring software, and does not wait for the first ticket to be submitted.</p> <p>Please report an unavailability by phone if it's not visible on Scope4mation Status. Outside of Service Desk hours, you can do so using the numbers listed on our website. We'll respond immediately.</p>		

- Tickets that don't relate to the production environment (such as test and acceptance environments) are assigned a "Low" priority by default. However, tickets for these environments may require a higher priority. In that case, please contact us by phone.
- The hours stated are business hours, from 8:30 AM to 4:30 PM (GMT +1), excluding Dutch holidays. This does not apply to unavailability of our SaaS environment . This is handled 24/7.
- The response and resolution timers begin running as soon as the ticket is created. The response timer stops after the first response. If the ticket with the first response remains unresolved, the resolution timer continues. The resolution timer stops when the ticket is assigned the "Waiting for Customer" or "Waiting for Development" status.
- The stated response and resolution times represent standard service levels within the basic service provision. Deviating agreements or additional guarantees are only agreed upon in writing between the parties.

The stated service levels do not apply in the event of force majeure or circumstances beyond Scope4mation's reasonable control, including disruptions at third parties or underlying infrastructure providers.

- The production environment has an availability objective of 99.99% per calendar month.

Hosting takes place in a dedicated environment at CloudVPS. Scope4mation depends on this provider's availability and service levels for the underlying infrastructure.

Downtime is defined as complete unavailability of the production environment for all users for a continuous period of at least 5 minutes. The

following are not considered downtime:

- announced maintenance windows;
- emergency maintenance related to security vulnerabilities;
- force majeure situations;

- disruptions to third parties or external networks beyond the reasonable sphere of influence of Scope4mation;
- disruptions that are (partly) caused by the customer's infrastructure, configuration or actions.

The service levels specified in this SLA are standard service levels within the basic service provision. These service levels do not confer any rights to financial compensation or damages unless explicitly agreed upon in writing between the parties.

TICKET TYPES

We distinguish between 5 types of applications:

TYPE	DESCRIPTION	ELEMENT FROM SUPPORT
Ask	<p>Questions about Qixium functionality. We assume that anyone who logs a question has a thorough understanding of Qixium.</p> <p>If a request falls outside of regular support due to its nature or scope, this will be discussed with the customer in advance. Functional questions that require less than 30 minutes of analysis or response fall under regular Support.</p>	Yes
Storage	The reliability of information provision and/or the continuity of business operations is affected.	Yes
Bug	Qixium contains a programming error.	Yes
Development Request	A development request involves requesting new functionality, extensions, or modifications that do not fall within the existing standard functionality. Development requests relate to product development or customization and are not part of regular support.	No
Consultancy Request	A consultancy request concerns support regarding setup, optimization, advice, or guidance on software use. Consulting focuses on improvement, and application implementation falls outside the reactive support services.	No

UPDATES & SUPPORT

In this chapter we discuss everything related to our services.

MAINTENANCE & MAINTENANCE WINDOW

The service is provided as a SaaS solution. Technical updates, security patches, and platform development are part of the standard service and are centrally managed by Scope4mation.

The maintenance specified in this SLA covers operational support, incident handling, and functional support for platform use. This does not constitute a separate technical maintenance contract for software updates.

Regular maintenance is scheduled in maintenance windows, which are announced by email at least one week in advance. These windows will include a brief overview of the work to be performed, as well as a brief description of the impact on service provision.

Where possible, regular maintenance will be performed after 6:00 PM ECT (European Standard Time). However, if the nature of the maintenance does not permit this, this will be clearly indicated in the announcement. Regular maintenance also includes the rollout of releases, which we roll out without further notice, at the times specified in "RELEASE MANAGEMENT."

If the time-sensitivity of the maintenance is critical, for example, in the case of critical vulnerabilities, an urgent maintenance window will be announced by email. This can be announced at very short notice.

If possible, emergency maintenance is scheduled at a time that reduces its impact; however, the nature of the maintenance does not always allow this.

If it is necessary to deviate from this, the customer will be informed in a timely manner by email ([subscribe](#) via the Releases newsletter) and the [Scope4mation Status](#) page.

PROACTIVE SERVICE

At Scope4mation, we have a SaaS team that focuses on setting up and managing the infrastructure. This team also handles escalations and provides information. This is an additional service included in the subscription, where we proactively communicate and interact with the customer.

Scope4mation monitors, among other things, the following aspects of the infrastructure/Qixium instance:

MONITORING	DESCRIPTION
Proactive Controls & Analysis	<ul style="list-style-type: none"> Automatic analyses based on “patterns” and “abnormal behavior” principles Daily analysis of scenario error messages <ul style="list-style-type: none"> “Configuration errors”, for example connector accounts that have expired on a customer Qixium instance Technical disruptions, for example an automation that cannot reach an agent <ul style="list-style-type: none"> Automatic analyses based on “patterns” principles, for example, recognisability between patterns and different customers
Endpoint Monitoring	Availability of a URL
Resource Monitoring	Resource usage: <ul style="list-style-type: none"> CPU Disk Memory Network

CONSULTANCY SUPPORT

If you can't figure it out yourself, we're happy to support you with one of our experts.

Consultancy services are only performed after explicit confirmation from the customer. If, during the handling of a support ticket, it becomes apparent that additional consultancy is required, this will be discussed in advance. Without confirmation, no consultancy fees will be charged. If a request falls within the scope of regular support by nature and scope, no consultancy fees will be charged.

The following rates and minimum purchase units apply for consultancy work:

TYPE	EXPLANATION	RATE Per hour	MINIMUM PURCHASE
Ad-hoc support with Support	<ul style="list-style-type: none"> Support following a support ticket Remote 	€250,-	Half day (4 hours) Then per block of 4 hours
with QaaS subscription	<ul style="list-style-type: none"> Support following a support ticket Remote 	€150,-	Half day (4 hours) Then per block of 4 hours
Non-Qixium	<ul style="list-style-type: none"> No Qixium, but e.g. legacy support Preparation will be charged Remote 	€250,-	Day (8 hours) Then per block of 8 hours

QAAS – ADDITIONAL BENEFITS

Qixium as a Service (QaaS) offers additional benefits compared to standalone support and consultancy deployments. Structural involvement creates greater continuity, transparency, and predictability in managing the Qixium environment. These benefits are outlined below.

Aspect	Without QaaS	With QaaS
Involvement	Ad hoc	Structural
Context & knowledge	Fragmented	Guaranteed
Changes	Individual actions	Coordinated
Monitoring	Limited	Structural
Direction	Not structurally assigned	Fixed point of contact
Costs	Variable, ad hoc	Predictable

RELEASE MANAGEMENT

Customers with a current maintenance contract for Scope4mation software products automatically receive new releases on their Qixium SaaS environment, as part of the service.

We release software with the following objectives:

- Provide new or improved functionality;
- Fixing bugs in the software;
- Security updates;

We use multiple release rings to ensure a controlled and phased rollout of new functionality. Each Qixium tenant is assigned to a release ring by default.

The release rings have the following order (top to bottom):

RING	DESCRIPTION	AVAILABLE AT
Broad	Standard rollout for production environments	Support
Targeted	Phased rollout after 1st validation, on a test environment	Support
Preview	Early release availability	QaaS
Early Access	Receive new features first	QaaS

The release ring allocation is managed by Scope4mation. Any deviations or additional coordination regarding release timings will occur solely based on explicit agreements within QaaS.

We aim to release the software according to a fixed schedule, meaning there will be a release approximately every month. The rollout starts on that day, with the environment being briefly unavailable. This will happen automatically in batches, starting at the specified time and rolling it out over a period of one week.

RELEASE SCHEDULE 01/01/2026 >

Every 1st Monday of the month

The schedule mentioned is a guideline and does not guarantee exact implementation dates.

The stated release schedule applies to all Qixium SaaS environments. In situations where customer connections, automated processes, or business-critical integrations are sensitive to changes, deviations from this schedule are possible in consultation. Deviations are only possible based on explicit, pre-agreed agreements within Qixium as a Service (QaaS) and are documented in writing.

COMMUNICATION

Scope4mation informs you about the availability of new and upcoming releases (applies only to Broad & Targeted release information) through our release newsletter. You can subscribe [here](#). Every month, we publish a release newsletter outlining upcoming and existing releases, including features and service improvements.

SAFETY AND ACCESS

Security is divided into two parts: access for Scope4mation and for Qixium tenants.

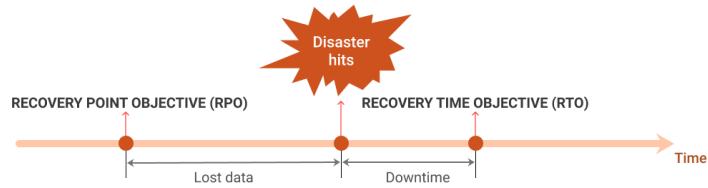
ACCESS	SAFETY
Management	<p>Access to our environments is controlled and configured in accordance with our strict ISO27001 definitions and procedures.</p> <p>To achieve this we apply the following principles:</p> <ul style="list-style-type: none">• Personal accounts• Multi-factor authentication• Whitelisting• Proxy ssh remote login
Qixium environment (instance)	<p>Qixium customer instances are accessible via the internet and are not restricted by default. We have secured every Qixium instance. Each instance is protected with personal accounts, including MFA; SSO is also available as an optional extra. Each instance operates independently, and all configured users/options are restricted to the instance alone. We strongly recommend using SSO.</p> <p>Customers using a Qixium environment can influence the level of security themselves, and we strongly recommend using all possible options. Where possible, we enforce this through strong passwords, mandatory MFA, and advice.</p> <p>We always advise to:</p> <ul style="list-style-type: none">• To activate MFA• Use strong passwords• Use SSO as access

DATA PROTECTION

When a system failure occurs, the RPO and RTO are two data points that can tell us how severely the downtime has impacted business operations:

- Recovery Point Objective (RPO) is a measure of how often we make backups.
- Recovery Time Objective (RTO) is the amount of downtime we are willing to tolerate

RPO and RTO explained



TYPE	EXPLANATION
RPO	The maximum age of backups (RPO) is 24 hours.
RTO	The recovery time objective is highly dependent on the extent of the outage, and since we purchase the SaaS Service from a provider, we are dependent on external service levels and therefore also the RTO.

LOSS	DESCRIPTION	RTO (Hours)*
Loss of data	This could be as simple as someone deleting a configuration, or as complex as a case of ransomware or an infected database.	2
Loss of functionality	For example, when changes in security, an update or system configuration have a negative impact on the service provision.	4
Loss of a system	For example, when hardware fails, or a virtual server can no longer become active	8
Loss of a business location	In this case, a disaster could include a power outage, fire, flood, or even a chemical spill outside the building. The company's facilities require recovery to an alternative location.	16
Loss of operation	This is a complete cessation of business operations, i.e. the "worst case scenario"	24

The stated RTO values are objectives within the basic service provision. No rights to financial compensation or damages can be derived from these, unless explicitly agreed upon in writing between the parties. Recovery times depend partly on external suppliers and infrastructure. In the event of force majeure or circumstances beyond Scope4mation's reasonable control, the stated objectives cannot be guaranteed.

ADDITIONAL

CUSTOMIZATION

Customisation means modules, configurations or functionalities developed specifically for an individual customer that are not part of the standard Qixium service.

Customization is offered separately and is not a standard part of Qixium services. Customization falls entirely outside the scope of this basic SLA.

For custom work, separate written agreements are made, including – where applicable – agreements on delivery, acceptance, support, maintenance, further development and any service levels.

Unless expressly agreed otherwise in writing, Scope4mation is not obligated to provide maintenance, testing, support, availability guarantees, or further development of custom work.

The customer is responsible for testing, accepting, and maintaining custom work, unless the parties have explicitly agreed otherwise in a separate agreement.

PLATFORM USE & RESPONSIBILITY

Qixium is a configurable build platform that allows customers to independently implement and manage integrations, automations, and configurations. The customer is fully responsible for the design, setup, management, and consequences of their own configurations, automations, and changes within the platform.

Customers are expected to possess sufficient knowledge and skills to use the platform carefully and responsibly. Scope4mation offers training, workshops, and mentoring programs to support knowledge development.

If the customer has any doubts about the impact or technical correctness of a proposed change, the customer should not implement it independently and should contact Scope4mation beforehand.

Changes and configurations should, where possible, be tested in advance in a test or acceptance environment. Implementing changes directly into a production environment without prior validation is entirely at the customer's risk.

If, according to objective standards, there is incorrect, careless or improper use of the platform, and this leads to disruptions, instability, performance problems or necessary repair work, this work is not covered by regular support.

In that case, Scope4mation reserves the right to charge for the associated work as a consultancy fee. The customer will be informed of this in advance, unless urgent repairs are required to prevent further disruption to service.

FAIR USE POLICY (FUP)

The service is based on normal and reasonable use of the platform within the agreed functionality.

Excessive usage occurs if the use of resources — including data traffic, API calls, synchronizations, processing capacity, storage or network load — is structurally more than three times the average usage of comparable customer environments within the platform over a consecutive period of 30 days, or if this demonstrably leads to disruption of stability, performance or availability of the platform or inconvenience to other customers.

Scope4mation reserves the right to monitor usage, including data traffic and network load, to protect the continuity, stability, and security of the platform.

In case of excessive use:

1. the customer will be informed about this;
2. the customer is given a reasonable period of 7 days to normalize usage;
3. If normalisation does not take place, use may be temporarily restricted or additional costs may be charged, after prior notice.

If excessive use leads to an acute disruption of the stability, security or availability of the platform, Scope4mation is entitled to take appropriate measures immediately and without prior recovery period to limit the impact.

The FUP applies exclusively to structural and demonstrably disproportionate use and not to incidental peak loads within normal use.

HOSTING ON CUSTOMER LOCATION

Hosting can be provided on-site for our Data Manager software or in the cloud for Qixium tenants. This may require a local connection to the customer's environment. Scope4mation is not responsible for the availability, security, or performance of infrastructure under the customer's control. Scope4mation can offer paid support upon request. Scope4mation no longer releases updates for the Data Manager platform.

QIXIUM AGENT

A Qixium instance can use Agent technology to connect to the customer's environment. This is often used for automations, where Qixium communicates with the customer's environment to perform activities.

Customer Responsibilities When Using a Qixium Agent:

- The technical infrastructure is in place, available, tested, operational, reliable and suitable for the required load and operation of the Qixium Agent.
- The customer is responsible for adequate security, infrastructure capacity, availability and performance of the systems and connections under its responsibility and required for the Qixium Agent to function.
- Changes to the customer's infrastructure are implemented in such a way that the preconditions remain intact or improve. Scope4mation will be informed of any changes to the infrastructure, if relevant.
- Any consequences arising from failure to comply with the above requirements and configuration conditions are entirely at the customer's own risk and expense.
- For connector release updates, the customer is responsible for testing and applying the update to their own infrastructure.