1.   Overview

The CA Incremental Release Program is a program that defines a customer-interactive delivery model where product features are developed and released under the agile methodology. As CA's development teams complete new capabilities, these product features are made available for customer implementation ("Incremental Releases"), enabling product teams' development of products that more quickly match customer and market requirements than products that are released under standard release methodology ("Standard Releases").

CA at its sole discretion will determine which CA Software Products will be included in the CA Incremental Release Program.

Support ("Maintenance"), for Incremental Releases is provided under the following terms and conditions and otherwise as expressly set forth on the Order Form entered into by you and the CA entity ("CA") through which you acquire this Maintenance. The terms set forth herein shall be effective from the date specified in the section of the Order Form entitled "Effective Date of Order Form".

CA Support generally consists of technical support for CA software provided telephonically, online and via email by qualified support engineers, and upgrades for such software, in accordance with the Working with CA Support guide, which is available at http://support.ca.com. In the event of any conflict between the terms of this CA Incremental Release Program Support Policy and Working with CA Support guide, the terms of this CA Incremental Release Program Support Policy and Terms shall govern. Capitalized terms not defined in this Incremental Release Program Support Policy and Terms shall have the meaning set forth in the Working with CA Support guide.

2.   Frequency of New Versions/Releases

CA, at its sole discretion, will determine the frequency of new Incremental Releases. Release frequencies will vary by product.

3.   Notifications

Notifications regarding the availability of new Incremental Releases will solely be published on CA Support Online at http://support.ca.com.

4.   Additional Customer Responsibilities

In order to receive CA Support for a CA Incremental Release, you must maintain a supported environment. All other computer hardware, operating systems, and third-party software associated with the affected CA software must be maintained on compatible releases and version levels from the manufacturer as defined by CA as being compatible with the CA software. CA will maintain the list of associated compatible hardware and software and may unilaterally change the list without prior notice.