

# Service Level Agreement

## Platform Service Flood

The Service Level Agreement (“**SLA**”) describes the current practices of Tricentis with regard to its provision of technical support and maintenance services to Customers that have entered into an Agreement for the Platform Service Flood.

Capitalized terms used but not defined herein shall have the meaning ascribed to them in the Master Agreement between Customer and Tricentis.

### 1 – Overview of Tricentis Software Support

Features	Platform Service Flood Support
Incident Initiation	unlimited
Email Support	yes
Live Chat Support	yes
Telephone Support	no
Support Response and Synopsis Time	see below
Live Remote Assistance	on demand

(i) “**Incident Initiation**” means the number of Support incidents that Customer may initiate or create per calendar year.

(ii) “**Live Remote Assistance**” means scheduled remote assistance, when requested by Customer, in order to expedite fault, issue, and/or error analysis and synopsis.

During the term of the Agreement and subject to Customer’s payment of the applicable Fee for the Platform Service, including, without limitation, any support and maintenance fees, Tricentis shall update the Platform Service with all Updates if, and when available. “**Update**” means an error correction, workaround, or other maintenance update of Flood that Tricentis makes generally available to its customers who have purchased maintenance and support, without extra charge.

## 2 – Notification and Prioritization Process; Communication

A Tricentis support representative will be responsible for coordinating with Customer. All faults shall be logged by Customer in application or via <https://help.flood.io> (“**Support Portal**”) in a clear and traceable manner. Tricentis will examine the reported incident and prepare an initial synopsis within the timeframe set forth below. If the fault can be fixed within the initial synopsis, the support issue will be closed. Otherwise, the incident will be escalated to the development team or the next relevant level.

In order for Tricentis to respond to Customer’s reports of difficulties or problems with Flood and assist in diagnosis of faults, Customer must provide adequate information and documentation to enable Tricentis to recreate the problem. Tricentis, following commercially reasonable efforts and failure to recreate the problem, may notify Customer that the problem could not be recreated, located or identified, if such is the case.

Tricentis will provide support for Flood via email and live chat.

## 3 – Response Times

Tricentis shall use commercially reasonable efforts to respond to Customer within 12 hours and provide an initial synopsis of the incident. “**Review/Synopsis**” means a brief summary of the major issues of an incident, an abridgment or condensation of a work. A synopsis holds either a final workaround or solution if available at that time, or detailed information when and what solution will be available for the respective incident.

## 4 – Support Hours

Support Hours	Platform Service Flood Support
	24/5

Details on support on bank holidays is located at the Support Portal. In case of maintenance downtimes, Tricentis will inform Customer 48 hours in advance.

## 5 – Annual Uptime Calculation

The „**Annual Uptime Percentage**” for Flood is calculated as follows: Maximum Available Minutes less Downtime divided by Maximum Available Minutes in a billing month for a given Flood subscription.

Annual Uptime Percentage:

**99,95%**, maintenance downtimes excluded

## 6 – Changes to SLA

Subject to the Agreement, Tricentis reserves the right, at its discretion, to change this SLA at any time based on prevailing market practices and the evolution of Tricentis’ software products.