

# Partner Service Level Agreement Tricentis Software

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

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

## 1 – Center of Excellence

The Center of Excellence is a dedicated group of employees at the Partner company, consisting of maximum 10 Tricentis Software Experts who manage direct communication with Tricentis Support Services. Tricentis will provide support for the Tricentis Software only to the Center of Excellence.

Tricentis Software Experts have to be at least certified in the Tricentis Academy Courses AS1, AS2.

## 2 – Overview of Tricentis Partner Software Support

Features	Partner Support Plan
Unlimited Support Portal User Count	✔
Unlimited Support Portal Incident Initiation	✔
Self Help Resources	✔
Tosca Community Access	✔
Software Updates	✔
Unlimited Free Online Training Courses	✔
Quarterly Reports	✔

(i) “**Support Portal**” means the Tricentis Software Support Service management website located at <https://support.tricentis.com/community/home.do>.

(ii) “**Unlimited Support Portal User Count**” means the number of Support Portal users that may register with the underlying Partner account.

(iii) “**Unlimited Support Portal Incident Initiation**” means the number of Support incidents that the Center of Excellence may initiate or create with the incident initiation Webform on the Tricentis Support Portal per calendar year.

(iv) “**Unlimited Free Online Training Courses**” Partner’s employees may unlimitedly certify and recertify themselves with self-paced online training courses.

[\(www.tricentis.com/academy/courses/\)](http://www.tricentis.com/academy/courses/)

(v) “**Quarterly Reports**” Partners will be provided by mutual consent with incident and training certification overview reports on quarterly basis.

During the term of the Agreement and subject to Partner's payment of the applicable Fee for the Tricentis Software, including, without limitation, any support and maintenance fees, Tricentis shall update the Tricentis Software with all Updates if, and when available. "Update" means an error correction, workaround, or other maintenance update of the Tricentis Software that Tricentis makes generally available to its Partners who have purchased maintenance and support, without extra charge. Tricentis provides software maintenance

services for major and minor releases for the duration of 18 months as of the respective release. Tricentis releases up to six (6) new versions of the Tricentis Software per year. Partner will be notified proactively via the Support Portal. Partner is entitled to download new releases upon their availability during the term of an active maintenance agreement. Tricentis may change its release schedule, change, discontinue or add service offerings from time to time at its own discretion and will notify Partner via the Support Portal.

Support Option	Standard Support Phase	Extended Support Phase	End of Life Phase
Self-service Resources	✔	✔	✔
General Assistance	✔	✔	
Feature Enhancements	✔		
Critical Hotfix (bug fixes)	✔		
Non-critical Hotfix (bug fixes)	✔		

### 3 – Notification Process; Communication

A Tricentis support representative will be responsible for coordinating with the Center of Excellence. All faults shall be logged by the Center of Excellence via the support portal located at [support.tricentis.com/community/contact.do](https://support.tricentis.com/community/contact.do) ("Support Portal") in a clear and traceable manner. Tricentis will examine the reported incident. If the fault can be fixed, the support issue will be closed. Otherwise, the incident will be escalated to the system experts. In order to Tricentis to respond to the Center of Excellence's reports of difficulties

or problems with Tricentis Software and assist in diagnosis of faults, the Center of Excellence 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 the Center of Excellence that the problem could not be recreated, located or identified, if such is the case.

### 4 – Support Hours

Details on inactive support on bank holidays can be found under the Support Portal:

[support.tricentis.com/community/contact.do](https://support.tricentis.com/community/contact.do)

In case of maintenance downtimes, Tricentis will inform Partners 48 hours in advance.

Support Hours	Partner Support Plan
	24/7