PRODUCT LIFECYCLE TRICENTIS RPA

Being part of the Service Level Agreements, the purpose of the Tricentis RPA product lifecycle is to help you plan or prepare your maintenance and support requirements accordingly.

1. Release and Support Phase Definition

Tricentis releases up to two (2) Tricentis RPA Long Term Support versions ("**LTS**") every year and up to two (2) Tricentis RPA Short Term Support versions ("**STS**") every month.

Naming conventions: Tricentis RPA "yyyy.mm LTS/STS"

LTS versions include product features requiring fewer updates over a longer product lifetime. They also include the product features of the updates of the recent STS versions invented after the latest LTS version.

STS versions include new features that may undergo future changes based on feedback or as otherwise decided by Tricentis. STS versions give the Customer access to the latest features issued by Tricentis. Customer accepts the necessity to upgrade Tricentis RPA for all new features in order to continue receiving support.

(I) The **Standard Support Phase** lasts 18 months for LTS versions and at least 1 month for STS versions. It starts at the general availability date of a release and enters the next phase at the end of the Standard Support Phase.

(II) The term for the **Extended Support Phase** is another 18 months for LTS versions. This phase starts at the end of the Standard Support Phase and enters the next phase at the end-of-life date. An Extended Support Phase is not provided for STS versions.

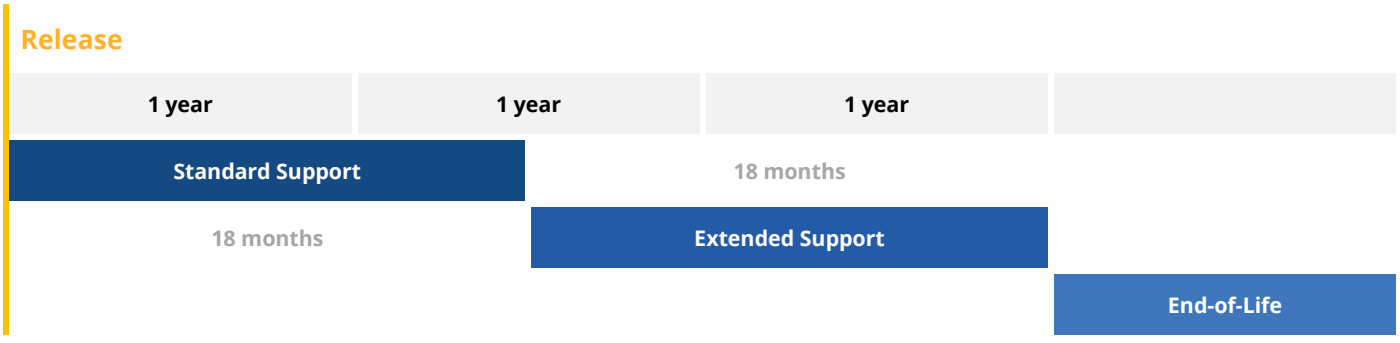
(III) The **End-of-Life Phase** starts at the end-of-life date.

The above-mentioned phases do not apply to any "Software as a Service" based products which provide ongoing access to the latest version, provided that your subscription is active.

2. Changes to the Product Lifecycle

Subject to the agreement, the Company reserves the right, at its discretion, to change this Product Lifecycle at any time based on prevailing market practices and the evolution of the Company's software products.

3. Product Lifecycle – Long Term Support (LTS)



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

(i) **"Self-service Resources"** means access to all support services on the Support Portal (*https://www.support.tricentis.com/community/*). This includes knowledge base articles, a discussion forum, and documentation.

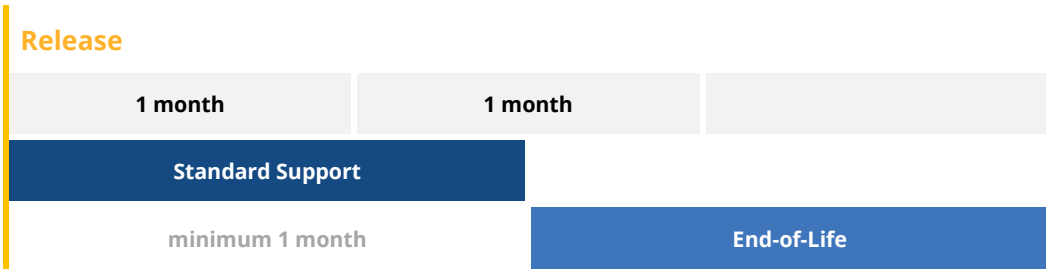
(ii) **"Security-related Hotfix"** means a quick fix to ensure software security compliance for the Customer.

(iii) **"Critical Hotfix (bug fixes)"** means the release of an urgent hotfix to resolve the detrimental effects of a core software functionality issue. The urgency is determined by the number of Customers affected by the issue.

(iv) **"Non-critical Hotfix (bug fixes)"** means the release of a hotfix to resolve the detrimental effects of a software error. The non-urgency is determined by the issue being manageable whilst it is live.

(v) **"General Assistance"** means the assistance of our Support Team in dealing with the Customer's incident. This includes troubleshooting, diagnosis and resolution.

4. Product Lifecycle – Short Term Support (STS)



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

(vi) **"Self-service Resources"** means access to all support services on the Support Portal (*https://www.support.tricentis.com/community/*). This includes knowledge base articles, a discussion forum, and documentation.

(vii) **"Security-related Hotfix"** means a quick fix to ensure software security compliance for the Customer.

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(ix) **"Non-critical Hotfix (bug fixes)"** means the release of a hotfix to resolve the detrimental effects of a software error. The non-urgency is determined by the issue being manageable whilst it is live.

(x) **"General Assistance"** means the assistance of our Support Team in dealing with the Customer's incident. This includes troubleshooting, diagnosis and resolution.