

Tricentis Product Lifecycle Policy

1. Applicability

This Product Lifecycle Policy applies to only On-Premises Products that are not licensed under a subscription term license that provides access to the latest release version as long as the subscription is active.

2. Release and Support Phases

- (i) The **“Standard Support Phase”** starts upon general availability of the product release and continues for the period specified in the product version release announcement.
- (ii) The **“Extended Support Phase”** starts at the end of the Standard Support Phase and continues for the same period as the Standard Support Phase or date specified in an end-of-life announcement.
- (iii) The **“End-of-Life Phase”** starts at the end of the Extended Support Phase.

3. Product Lifecycle

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

***For all Hotfixes, customer may need to upgrade in order to implement.**

- (i) **“Self-service Resources”** means access to all support services on the Tricentis Support Hub (<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) **“General Assistance”** means the assistance of Tricentis Support in dealing with the Customer’s incident. This includes troubleshooting, diagnosis and resolution.
- (iv) **“Feature Enhancements”** means specific feature enhancements, or the inclusion of a new feature as requested by the customer.
- (v) **“Critical Hotfix (bug fixes)”** means the release of an urgent hotfix to resolve the detrimental effects of a core software functionality issue.
- (vi) **“Non-critical Hotfix (bug fixes)”** means the release of a hotfix to resolve the detrimental effects of a software error.

4. Changes to the Product Lifecycle Policy

Tricentis may update or modify this Product Lifecycle Policy at any time at its discretion.