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**

   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/](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.