

Tricentis Support Plans

1. Applicability

Tricentis provides support according to these terms to customers who have an active maintenance contract or paid subscription for Tricentis products as indicated in the applicable Order. Capitalized terms used but not defined in this document will have the meaning defined in the Tricentis General Terms of Use.

2. Support Plan Overview

Features	Platinum Support Plan	Gold Support Plan
Unlimited Incident Initiation	✓	✓
Unlimited Support Hub User Count	✓	✓
Email Support	✓	✓
Live Chat Support	✓	✓
Telephone Support	✓	✓
Scheduled Live Remote Assistance	✓	✓
Ad Hoc Live Remote Assistance	✓	
Customer Designated Support Representative	✓	
Free Online Training Courses	✓	

- (i) **“Ad Hoc Live Remote Assistance”** means unscheduled remote assistance with a Customer support representative.
- (ii) **“Customer Designated Support Representative”** means that Tricentis will assign a support representative as the primary point of contact for all Customer product support requests.
- (iii) **“Scheduled Live Remote Assistance”** means scheduled remote assistance with a Customer support representative.
- (iv) **“Free Online Training Courses”** means the Customer’s employees have access to Tricentis’s available foundation level self-paced online training courses described at <https://tricentis.com/academy> and accessible at <https://academy.tricentis.com/>.

3. Product Updates

Product updates for On-Premises Products are available if customer has an active subscription or maintenance contract. Updates to SaaS Products are provided automatically as long as customer has an active subscription.

Customer will be notified of new releases via the Tricentis Support Hub at: <https://support.tricentis.com/community/>. The Customer may download new releases of On-Premises Products during the term of an active subscription or maintenance contract. Tricentis may change its release schedule, change, discontinue or add service offerings from time to time at its own discretion and will notify Customers via the Support Hub.

4. Support Requests

Customers must log all support requests via the Tricentis Support Hub at: <https://support.tricentis.com/community/>. Customer will categorize the request according to Tricentis’s severity definitions available on the Tricentis Support Hub. Customer must provide adequate information and documentation to enable Tricentis to recreate any reported problems. Tricentis will use commercially reasonable efforts to recreate the reported problem and may notify the Customer if the problem could not be recreated, located or identified.

5. Support Response

Tricentis will use commercially reasonable efforts to provide a response to the request under the timeframes below subject to Tricentis's confirmation that the request priority category selected was consistent with applicable severity definitions.

Request Priority	Platinum Support Plan		Gold Support Plan	
	Response Time	Review Time	Response Time	Review Time
Severity 1 (urgent)	4 business hours	8 business hours	8 business hours	16 business hours
Severity 2 (high)	8 business hours	16 business hours	16 business hours	32 business hours
Severity 3 (medium)	12 business hours	24 business hours	24 business hours	48 business hours

6. Support Hours

Platinum Support Plan	Gold Support Plan
24/7	24/5

Details on support during holidays are available on the Support Hub.

7. Monthly Uptime Calculation for SaaS Products

Tricentis will use commercially reasonable efforts to maintain a Monthly Uptime Percentage for SaaS Products of 99.00 % (excluding maintenance downtimes).

The **"Monthly Uptime Percentage"** for SaaS Products is calculated as follows: Maximum Available Minutes less Downtime divided by Maximum Available Minutes in a billing month for a given Tricentis Product subscription.

"Downtime" means the time during which a SaaS Product is not capable of being accessed or used by the Customer, as monitored by Tricentis. The following are not counted as Downtime for the purpose of calculating Monthly Uptime Percentage:

- (i) Product unavailability caused by scheduled maintenance. Tricentis will inform the Customer 48 hours in advance of scheduled maintenance.
- (ii) Product unavailability caused by conditions beyond the reasonable control of Tricentis or its subcontractor(s), including any force majeure event, the failure or unavailability of the Customer's systems, unavailability of the Internet, or the failure of any other technology or equipment used to access the product.

8. Support Limitations

Support is not available for:

- (i) Limited Use Licenses
- (ii) Customer Systems or changes to Customer Systems
- (iii) Unauthorized alterations or additions to Tricentis products
- (iv) Use of a Tricentis product in a manner that does not conform with the Documentation
- (iii) Factors outside Tricentis's reasonable control, including any force majeure event, failure or unavailability of Customer's systems, unavailability of the Internet, or the failure of any other technology or equipment used to access the product
- (v) Customer's failure to follow appropriate security practices
- (vi) Services provided by third parties

9. Changes to Support

Tricentis may update or modify this document and its available support offerings at any time at its discretion.