PARTNER SERVICE LEVEL AGREEMENT

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

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.   Reseller Partner Software Support

The Support described below is only applicable to Partners who are engaged as Reseller Partners and have previously signed the respective Reseller Schedule.

Features	Platinum Support Plan	Gold Support Plan
Unlimited Incident Initiation	✔	✔
Unlimited Support Portal User Count	✔	✔
Email Support	✔	✔
Live Chat Support	✔	✔
Telephone Support	✔	✔
Live Remote Assistance "on demand"	✔	✔
Live Remote Assistance "ad hoc"	✔	
Controlled Release Access	✔	
Customer Designated Support Representative	✔	
Unlimited Free Online Training Courses	✔	

(i)   "**Controlled Release Access"** means the Customer being granted access to alpha/beta versions of Tosca (including integrations and addins), as they become available. Such access enables the Customer to test new releases of Tosca upfront. These versions will be explicitly marked as alpha/beta versions and as such are not covered by the Support Plan.

(ii)   **"Customer Designated Support Representative"** means the Company will assign a specific and adequately skilled support representative that shall serve as the primary point of contact for all support-related customer requests. The Customer Designated Support Representative will coordinate all account-related processes.

(iii)   **"Incident Initiation"** means the number of support incidents that the Customer may initiate or create per calendar year.

(iv)   "**Live Remote Assistance"** means scheduled remote assistance, when requested by the Customer, in order to expedite fault, issue, and/or error analysis and synopsis.

(v)   "**Support Portal User Count"** means the number of Support Portal users that may register with the underlying Customer account.

(vi)   "**Unlimited Free Online Training Courses"** means the Customer's employees may unlimitedly certify and recertify themselves with self-paced online training courses (*https://www.tricentis.com/academy/training-certifications/*).

3.   Managed Services Partner Software Support

The Support described below only is applicable to Partners who are enganged as Managed Services Partners and have previously signed the respective Managed Services Schedule.

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"** means Support for all Tricentis Products except for Beta Products, environment and components. For Support requests, Customers only have to contact the person named in the section "Contact at Company" as provided within the applicable Order Form.

(ii)   **"Support Portal"** means the Tricentis Software Support Service management website (*https://www.support.tricentis.com/community/home.do*).

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

(iv)   **"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.

(v)   **"Unlimited Free Online Training Courses"** means Partner's employees may unlimitedly certify and recertify themselves with self-paced online training courses (*https://www.tricentis.com/academy/courses/*).

(vi)   **"Quarterly Reports"** means 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 the Partner's payment of the applicable fee for the Tricentis ProductsSoft, including, without limitation, any support and maintenance fees, the Company shall update the Tricentis Software with any and all updates if, and when available.

"**Update**" means an error correction, a workaround, or other maintenance update of Tricentis Software that the Company makes generally available to its Partners who have purchased maintenance and support, without extra charge.

In case of a new version release of Tricentis Product, the Partner will be notified proactively via the Support Portal. The Partner is entitled to download new releases upon their availability during the term of an active maintenance agreement. The Company 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. Product Lifecycles for each individual Tricentis Product are available at *https://www.tricentis.com/legal-information/contracts/*.

In case a Partner has signed a Reseller and a Managed Services Schedule the Support applicable to Reseller Partners as described under section 2 above shall apply.

4.   Notification Process; Communication

A support representative of the Company will be responsible for coordinating with the Center of Excellence. All faults regarding Tricentis Products shall be logged by the Center of Excellence via the Support Portal in a clear and traceable manner. The Support Portal for Tricentis Tosca is located at support.tricentis.com/community/contact.do. The Company will examine the reported incident. If the fault can be fixed, the support incidentwill be closed. Otherwise, the incident will be escalated to the development team, or the next relevant level.

In order to respond to the Customer's reports of difficulties or problems with Tricentis Products and to assist in diagnosis of faults, the Center of Excellence must provide adequate information and documentation to enable the Company to recreate the problem. The Company, following commercially reasonable efforts and failure to recreate the problem, may notify the Customer that the problem could not be recreated, located, or identified, if such is the case.

5. Support Hours

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

Details on support on bank holidays can be found under the Support Portal at *support.tricentis.com/community/contact.do*. In case of maintenance downtimes, the Company will inform the Partner 48 hours in advance.