# PRODUCT LIFECYCLE                    TRICENTIS TOSCA

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

## 1.    Release and Support Phase Definition

Naming conventions:          Tricentis Tosca versions X.#
                             Tricentis Tosca Patch versions #.# Patch X

**(I)**      The **Standard Support Phase** lasts 18 months. 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. This phase starts at the end of the Standard Support Phase and enters the next phase at the end-of-life date.

**(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 – Tricentis Tosca

**Release**
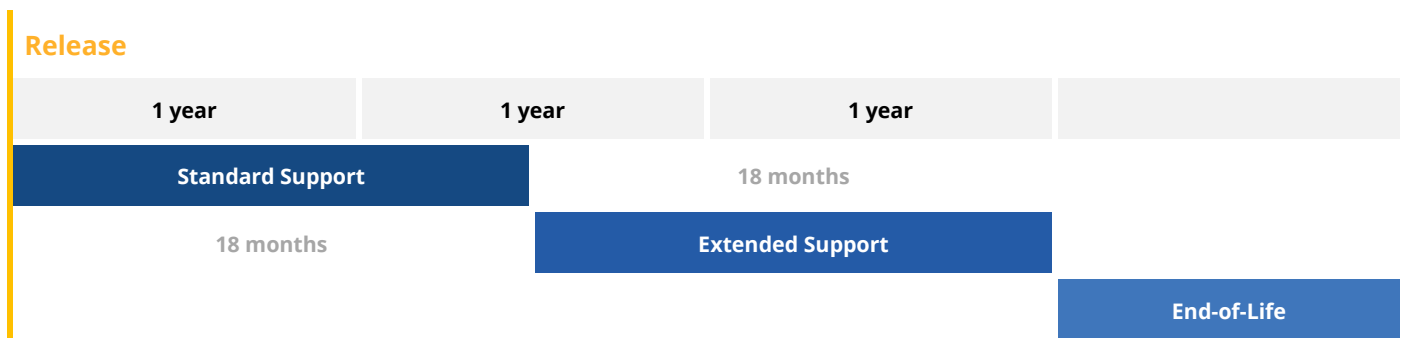
| 1 year | 1 year | 1 year | |
|---|---|---|---|
| Standard Support | | 18 months | |
| 18 months | Extended Support | | |
| | | | End-of-Life |

| 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) | ✔ | | |

(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)     **"General Assistance"** means the assistance of our Support Team 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. The urgency is determined by the number of Customers affected by the issue.

(vi)     **"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.