TRICENTIS

TRICENTIS SERVICE – ORDER DETAILS

CONSULTING SUBSCRIPTION

These additional terms shall apply to subscription offerings of Services provided to Customer ("**Service Subscription**"), as ordered by Customer in the Order and subject to the terms and conditions herein stated as well as in the Agreement.

1. SERVICE PACKAGE OVERVIEW

1.1. Objectives and Targets. The Service Subscription shall ensure that Customer has access to a knowledgeable Tricentis Consultant who can either assist in bouncing ideas off to get a second opinion, to provide expertise on how a challenge is best approached (and for which reasons) or to do actual work that Customer is not yet trained enough to do. The Service is provided remotely and in brief time windows. It is ideal for getting additional creative input on how to apply Tricentis Tosca ("**Tosca**") to a task.

1.2. Session and Types. A session is a fixed time window of up to 4 hours that will be scheduled in advance and conducted remotely via phone and screen sharing or offline ("**Session**") and will be held in specific categories of Sessions that will result in different resource assignment as listed below ("**Session Types**"):

Session Type	Regular Service Subscription (Session Total / Period)	Enterprise Service Subscription (Session Total /Period)
1. Knowledge Transfer	3	15
2. Portfolio Review	1	5
3. Custom Control Creation	2	10
4. Recompilation of Custom Code	1	5
5. Automation Challenges	3	15

1.3. Session Delivery. Tricentis will provide its Services through remote Sessions to Customer and may be and conducted by Customer in two different ways:

• Live

• Offline (offline session will start live to gather detailed requirements and continue offline)

1.4. Tricentis Consultants. For the Service Subscription engagement, Tricentis will appoint experienced Tosca representatives who have profound know-how and practical experience in the implementation of Tosca ("**Consultants**").

2. CONSULTING SUBSCRIPTION DESCRIPTION

2.1. Session Type – Knowledge Transfer   Session Delivery: Live

Customer can request a session with a Tricentis consultant to better understand the concepts, ideas, and best practices around a specific Tosca features and functions. During this Session the Consultant will share his/her experiences with using certain features in different environments and for distinct reasons. This type of session is usually requested for larger functions where additional context on real world usage is lacking or unclear. Below are a few examples for different potential session topics. Sessions are not limited to these kinds of topics and granularity level:

• Test Data Management

• Test Case Design

• Requirements engineering

• Recovery scenarios & unattended execution

- API automation
- Webservices automation
- SAP automation
- Web automation

2.2. Session Type – Portfolio Review
<div align="right">Session Delivery: Live</div>

The Architect will review the existing work done, content created on Tricentis solutions and processes implemented. The goal of this review is to provide feedback and guidance about the work done so far. It will result in recommendations on how to enhance the use of Tosca in daily operations. This review process is intended to act as a best practice guide and cross-check to ensure that Customer gains maximum value from its Tosca investment over the short, medium and long-term. At the end of the review, Customer will receive a brief report identifying issues, risks and recommendations for next steps.

2.3. Custom Control Creation
<div align="right">Session Delivery: Offline</div>

Automation extensions (custom controls) or Special Execution Tasks ("**SET**") will be built for the application in scope by the Engineer. These 2 options become necessary whenever Tosca's automation framework reaches its pre-built out of the box limits and a programmatic solution becomes more elegant than the available out of the box options. The session will start with requirements gathering and a feasibility analysis. Once deemed feasible and the requirements are clear the session will continue offline without Customer on the line. The delivery of the session outcome (usable files) will be done through the Tricentis Support Download Area. This will occur 2 business days after the session was conducted. Customer is responsible for testing and sign-off of the Deliverable. Bug-fixes, feature requests and user training/code handover will require individual Sessions and map to the Session Types as follows:

- Bug Fix – Automation Challenge
- Feature Request – Custom Control Development
- User Training/Code Handover – Knowledge Transfer

Note: Creation of custom controls will demand full remote access to Customers environment with a very specific machine configuration. The machine must have **Tricentis Tosca, the system under test and MS Visual studio** installed.

2.4. Recompilation of Custom Code
<div align="right">Session Delivery: Offline</div>

The session will start with requirements gathering and a feasibility analysis. Once deemed feasible and the requirements are clear the session will continue offline without Customer on the line. The Engineer will recompile the code base for the given customizations to ensure they are made again compatible and functioning with the required version of Tosca and application to be automated. The amount of recompilation work per session will be limited as follows: up to 1 addon, 10 custom controls or 5 SETs. The Delivery of the session outcome (usable files) will be done through the Tricentis Support Download Area. This will occur 2 business days after the Session was conducted. Bug-Fixes, feature requests and user training/code handover will require individual Sessions and map to the Session Types as follows:

- Bug Fix – Automation Challenge
- Feature Request – Custom Control Development
- User Training/Code Handover – Knowledge Transfer

Note: Creation of custom controls will demand full remote access to Customers environment with a very specific machine configuration. The machine must have **Tricentis Tosca, the system under test and MS Visual studio** installed.

2.5. Automation Challenges
<div align="right">Session Delivery: Live</div>

A Consultant will work with Customer to overcome specific automation challenges encountered. An "**Automation Challenge**" is the unsuccessful attempt by Customer to use Tosca to automate a business process or test case. It may not be apparent to Customer which features of Tosca can lead to the successful automation of said scope. Hence Customer can leverage the creativity and experience of Consultants to help with guidance and hands-on tinkering to implement a solution for the hurdle faced. Some Automation Challenges may lead into another Session – Custom Control Creation.

3. PRICING AND INVOICING

3.1. Invoicing. Invoicing will occur monthly in advance for the Fees as indicated in respective Order.

3.2. Session Period. A period is equivalent to a calendar month ("**Period**"). Subscription will be only granted for full periods. Periods start with the 1st of month.

3.3. Session Count. A session count is the amount of sessions scheduled and used in a Period ("**Session Count**"). Each Period has its own and independent Session Count per Session Type. The Session Count resets every Period and will constantly monitored and compared with the total by each Session Type. A Session may last less than 4 hours but will still be regarded a Session. Session Types cannot be exchanged among each other.

3.4. No Carry-Over. The amount of Sessions not consumed by Customer, cannot be transferred to the next Period. Unused Sessions will be void, and the Session Count will reset with the next Period ("use it or lose it"-principle).

3.5. Session Subject. A Session can only address a maximum of 3 different Customer issues (each a "**Problem**"). Additional Problems will require a new Session, even if the Session time window has not been fully exhausted.

4. ORGANIZATION

4.1. Customer Responsibilities and Required Infrastructure. The successful completion of the Order requires Customer's cooperation. Customer shall provide all such information, data, documentation, equipment and other physical and human resources as may be reasonably required by Tricentis to enable Tricentis to meet its obligations under this Agreement as pre-requisite and are not included in the Fees.

4.2. Lead Time. Tricentis requires a lead time of up to 2 business days to staff a remote session.

4.3. Service Request. Customer will request the Sessions through consultingsubscription@tricentis.com. Sessions can only be requested in accordance with given lead times. Service Requests shall state at a minimum (i) the respective work day, (ii) Session slot, (iii)Session Type and (iv) Problem. Sessions are only confirmed and scheduled after email confirmation by Tricentis.

4.4. Session Slots. Session will only be offered at 2 distinct slots per work day:

- AMS Region: Slot 1: 8am-12pm US Central Time / Slot 2: 12pm-4pm US Central Time
- EMEA Region: Slot 1: 9am-1pm Central European Time / Slot 2: 1pm-5pm Central European Time
- APAC Region: Slot 1: 9am-1pm Australian Eastern Time / Slot 2: 1pm-5pm Australian Eastern Time

4.5. Service Change Request. Customer can request to cancel or re-schedule a Session ("**Service Change Request**") and must be submitted to consultingsubscription@tricentis.com within 24 hours before confirmed Service has been scheduled. Service Change Requests are only accepted by Tricentis if confirmed by email to Customer. Sessions not postponed or cancelled in time will be calculated to the Session Count.

4.6. Session Preparation. It is Customer's duty to prepare the sessions beforehand to make them as productive as possible. Any delay caused by preparatory activities during the session (such as installation of missing software or digging for the Problem to present to Tricentis) will count against the Session time.

4.7. Session Outcome. A Session will not necessarily result in a firm outcome (e.g. problem solved). It might result in a follow-up Session or steps outside of this Consulting Subscription (e.g. Customer Support or other). In such an event Tricentis will still regard the Session as rendered and will add it to the Session Count. Tricentis however guarantees to provide knowledgeable Consultants that will provide and apply valuable expertise to a Problem.

4.8. Session End. A session will end either (i) after expiry of the session time window of 4 hours or (ii) the Problem(s) to be solved or (iii) the parties mutually agree to end the Session.

4.9. No-Show. A Session will be considered a "**No-Show**" in the event a user (registered under support.tricentis.com) of Customer does not appear via the chosen means of communication within 15 minutes of Session start. No-Shows will be counted towards the Session Count.

5. TERM AND TERMINATION

5.1. **Term**. This subscription will last for one calendar month.

5.2. **Renewal Term**. This Service Subscription will be automatically renewed on a monthly basis for a further month, unless Service Subscription is cancelled by either party in writing (e-mail suffices) 15 days prior end of Term.