

SERVICE PACKAGE

QTEST CONSULTING SUBSCRIPTION

These additional terms shall apply to subscription offerings of Services provided to Customer (“**Service Package**”), as ordered by Customer in the Order and subject to the General Terms and Conditions or the relevant Agreement referred to in the Order.

1 Service Package Overview

Objectives and Targets. This Service Package shall ensure that Customer has access to a knowledgeable qTest consultant who can discuss ideas and provide a second opinion, 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. It is ideal for getting additional creative input or assistance in how to apply Tricentis qTest (“**qTest**”) to specific environments and user base.

Available Hours. The Service Package is started with a basis of 16 hours for each period (“**Available Hours**”). A period is equivalent to a calendar month (“**Period**”). These hours can be used on predefined Activities (as defined below) to help educate, configure, or resolve issues. Activities are held in specific categories based on the consultant required and the managed deliverable these are referred to as (“**Activity Type**”).

Activities and Hours. An activity is a limited engagement to train, advise, or assist Customer (“**Activity**”). The Activity can be conducted remotely via phone and screen sharing or offline. Each Activity is defined using the typical and shortest duration for delivery of the Activity (“**Minimum Hours**”). Selection of an Activity will reduce the Available Hours by the Minimum Hours and any additional time incurred.

Activity Type	Minimum Hours (Number of Hours / Activity)
Knowledge Transfer	4
Portfolio Review	4
Content Creation	8
Automation	8

Activity Type	Minimum Hours (Number of Hours / Activity)
Report Creation	8
Clean Install	8
Upgrades	16

Activity Delivery. Company provides Services through remote Activities to Customer which may be delivered in two different ways:

- Live
- Offline (offline Activities start live to gather detailed requirements and continue offline)

Consultants. For the Service Package engagement, Company appoints experienced qTest representatives who have profound know-how and practical experience in the implementation of qTest (“**Consultants**”).

2 Service Package Description

2.1 Activity Type: Knowledge Transfer

Activity Delivery: Live

Customer can request an activity with a Consultant to better understand the concepts, ideas, and best practices around specific qTest features and functions. A Consultant will work with Customer to understand their challenges and desired outcome. During this Activity the Consultant shares their experiences with using certain features in different environments and for distinct reasons. The Consultant will arrange an appropriate time for up to a 2-hour remote session for Knowledge transfer. Customer may invite up to 25 attendees for this session.

This type of Activity 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 activity topics. Activities may include but are not limited to the following topics:

- Manager
- Sessions
- Launch
- Pulse
- Insights

2.2 Activity Type: Portfolio Review

Activity Delivery: Live

The Consultant reviews the existing work done, content created on Company solutions and processes implemented. The goal of this review is to provide feedback and guidance about the work done so far. It results in recommendations on how to enhance the use of qTest 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 the qTest investment over the short, medium and long-term. At the end of the review, Customer receives a brief report identifying issues, risks and recommendations for next steps.

2.3 Activity Type: Content Creation

Activity Delivery: Offline

The Activity begins with the Consultant working with Customer to understand specific training needs to be covered in 2-hour video content. Customer will provide information around processes, workflows, or unique environmental needs that need to be addressed. The Consultant will shape their knowledge around the product to compile training material to cover the necessary topics. The Consultant will create video content on the Customer's environment and deliver a recorded walkthrough with voice overlay to Customer.

2.4 Activity Type: Automation

Activity Delivery: Offline

Pulse extensions ("Parsers") are built by the Consultant for the application in scope. The Activity starts with requirements gathering and a feasibility analysis. Once deemed feasible and the requirements are clear the Activity continues offline without Customer on the line. The delivery of the artifacts (usable files) is done through the Tricentis Support Download Area. Customer is responsible for testing and sign-off of the Deliverable. Feature requests and user training/handover requires individual Activities and map to the Activity Types as follows:

- Feature Request – Automation
- User Training/Handover – Knowledge Transfer

2.5 Activity Type: Report Creation

Activity Delivery: Offline

Customer will present a mock up or example of the report they wish to have produced in qTest Insights. A Consultant will review environment setup to ensure that the environment has the correct configurations to yield desired results. If the environment lacks the correct configuration the Consultant will document necessary changes required to obtain reporting data and present to Customer. If the setup and configuration is agreed upon the Consultant will work to create the report in Customers environment. Once the report is available Customer will be notified and Customer will need to verify data and sign off. Feature requests and user training/handover requires individual Activities and map to the Activity Types as follows:

- Feature Request – Automation
- User Training/Handover – Knowledge Transfer

2.6 Activity Type: Clean Install

Activity Delivery: Live

Clean on-premise installs may be requested by Customer for self-hosting of the qTest software. Customer will be provided machine specifications and prerequisites. It will be necessary for Customer to procure the hardware and insure any installation of 3rd party software. Customer will indicate when the environment is available, and the Consultant will setup a time slot for the install. The Consultant will actively walk Customer through the installation and escalate any issue with the development team if needed.

2.7 Activity Type: Environment Upgrade

Activity Delivery: Live

A Consultant shares communication regarding the upgrade procedure and any prerequisites. Customer specifies a single environment to be upgraded. The Consultant and Customer review the unique aspect of Customers environment and any specific configurations related to their existing install. An agreed upon time and date are set for Customers upgrade. Customer coordinates any necessary hardware procurement, or 3rd party installs. Upon the agreed upon date the Consultant will perform the designated upgrade. The Consultant will create any support tickets for any issues created during the upgrade. If the upgrade is unsuccessful due to issues pertaining to the install package, the Consultant will track and resolve with no additional hours charged.

3 Pricing and Invoicing

Invoicing. Invoicing occurs monthly in advance for the Fees as indicated in respective Order.

Activity Period. Subscription is only granted for full Periods. Periods start with the 1st of month.

Consumed Hours. Consumed Hours are the Hours actually consumed by Customer. An Activity is set with a specified minimum number of hours. If an Activity requires more time, Customer will be notified and can choose to consume additional hours on top of the minimum. At the end of the Activity Customer will be notified of the remaining balance.

No Carry-Over. The amount of Available Hours not consumed by Customer, cannot be transferred to the next Period. Unused Available Hours are void, and the Available Hours reset with the next Period (“use it or lose it”-principle).

Activity Subject. An Activity can only address a maximum of 3 different Customer issues (each a “Problem”). Additional Problems require a new Activity.

4 Organization

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 Company to be able to meet its obligations under this Agreement as pre-requisite and are not included in the Fees.

Consultant Access. For any Activity requiring the Consultant to preform configurations, trainings, or adjustment to Customer's environment. Customer must provide direct remote access and correct permissions to the qTest software.

Lead Time. Company requires a lead time of up to 2 business days to staff an Activity.

Service Request. Customer requests Activities through consultingsubscription@tricentis.com. Activities can only be requested in accordance with given lead times. Service Requests shall state at a minimum (i) the respective work day, (iii) Activity Type and (iv) Problem. Activities are only confirmed and scheduled after email confirmation by Company.

Service Change Request. Customer can request to cancel or re-schedule a Activity ("Service Change Request") with a written Service Change Request which must be submitted to consultingsubscription@tricentis.com within 24 hours before the scheduled start of the confirmed Service. Service Change Requests are only accepted by Company if confirmed by email to Customer. Activities not postponed or cancelled in time are subject to depletion of the minimum hours.

Weekly Limitation. Customer is guaranteed availability of 8 hours a week. This can be exceeded based on availability of Consultants at the discretion of Company.

Activity Preparation. It is Customer's duty to prepare the Activities beforehand to make them as productive as possible. Any delay caused by preparatory activities during the Activity (such as installation of missing software or digging for the Problem to present to the Consultant) are subject to deductible time.

Activity Outcome. An Activity does not necessarily result in a firm outcome (e.g. problem solved). It might result in a follow-up Activity or steps outside of this Service Package (e.g. Customer Support or other). In such an event the Activity is deemed as delivered and Minimum Hours are deducted. Company however guarantees to provide knowledgeable Consultants that provide and apply valuable expertise to a problem.

Activity End. An Activity ends either (i) upon the problem(s) being solved, (ii) complete depletion of available hours or (iii) as soon as the parties mutually agree to end the Activity, whichever comes soonest.

No-Show. An Activity is considered a "No-Show" in the event of Customer not appearing via the chosen means of communication within 15 minutes of Activity start. No-Shows will be added to the Consumed Hours.

5 Term and termination

Term. The Term of the Service Package is one month unless specified otherwise in the Order.

Renewal Term. This Service Package automatically renews on a monthly basis for a further month, unless it is cancelled by either party in writing (e-mail suffices) 15 days prior to the end of Term.