

SERVICE PACKAGE

TOSCA 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. The Consulting Subscription shall ensure that Customer has access to a knowledgeable Tosca 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 and in brief time windows. It is ideal for getting additional creative input on how to apply Tricentis Tosca ("**Tosca**") to a task.

Session and Types. A session is a fixed time window of up to 4 hours that are scheduled in advance and conducted remotely via phone and screen sharing or offline ("**Session**"). Sessions are held in specific categories of Sessions that result in different resource assignments as listed below ("**Session Types**"). The Service Package stated in the Order (Regular or Enterprise) consists of the following number of Sessions per month:

Session Type	Regular Consulting Subscription (Number of Sessions / Month)	Enterprise Consulting Subscription (Number of Sessions / Month)
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

Session Delivery. Company provides Services through remote Sessions to Customer which may be and delivered in two different ways:

- Live
- Offline (offline session starts live to gather detailed requirements and continues offline)

Company Consultants. For the Consulting Subscription engagement, Company appoints experienced Tosca representatives who have profound know-how and practical experience in the implementation of Tosca ("**Consultants**").

2 Service Package Description

2.1 Session Type: Knowledge Transfer

Session Delivery: Live

Customer can request a session with a Consultant to better understand the concepts, ideas, and best practices around specific Tosca features and functions. During this Session the Consultant shares their 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 may include but are not limited to the following topics:

- 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

Session 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 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 the Tosca 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 Session Type: Custom Control Creation

Session Delivery: Offline

Automation extensions ("**Custom Controls**") or Special Execution Tasks ("**SET**") are built by the Consultant for the application in scope. 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 starts with requirements gathering and a feasibility analysis. Once deemed feasible and the requirements are clear the session continues offline without Customer on the line. The delivery of the session outcome (usable files) is done through the Company Support Download Area. This occurs 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/handover requires individual Sessions and map to the Session Types as follows:

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

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

2.4 Session Type: Recompilation of Custom Code

Session Delivery: Offline

The session starts with requirements gathering and a feasibility analysis. Once deemed feasible and the requirements are clear the session continues offline without Customer on the line. The Consultant recompiles 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 is limited as follows: up to 1 addon, 10 Custom Controls or 5 SETs. The Delivery of the session outcome (usable files) is done through the Company Support Download Area. This will occur 2 business days after the Session was conducted. Bug-Fixes, feature requests and user training/handover requires individual Sessions and map to the Session Types as follows:

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

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

2.5 Session Type: Automation Challenges

Session Delivery: Live

A Consultant supports 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

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

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

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 is constantly monitored and compared with the total by each Session Type. A Session may last less than 4 hours but is still regarded a Session. Session Types cannot be exchanged among each other.

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

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

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.

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

Service Request. Customer requests 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 Company.

Session Slots. Session is only 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
- INDIA Region: Slot 1: 9am-1pm India Standard Time / Slot 2: 1pm-5pm India Standard Time
- APAC Region: Slot 1: 9am-1pm Australian Eastern Time / Slot 2: 1pm-5pm Australian Eastern Time

Service Change Request. Customer can request to cancel or re-schedule a Session ("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. Sessions not postponed or cancelled in time are added to the Session Count.

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 Company) counts against the Session time.

Session Outcome. A Session does 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 the Session is deemed as delivered and added to the Session Count. Company however guarantees to provide knowledgeable Consultants that provide and apply valuable expertise to a problem.

Session End. A session ends either (i) after expiry of the session time window of 4 hours or (ii) upon the problem(s) being solved or (iii) as soon as the parties mutually agree to end the Session, whichever comes soonest.

No-Show. A Session is considered a "No-Show" in the event a User (registered under <https://support.tricentis.com>) of Customer does not appear via the chosen means of communication within 15 minutes of Session start. No-Shows will be added to the Session Count.

5 Term and termination

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

Renewal Term. This Consulting Subscription 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.