



Release Management Policy for Qlik Software

This Release Management Policy describes Qlik's current release management practices for Qlik Software. Releases are available to customers and partners with a valid and current agreement which includes Support Services for Software. This policy is subject to change from time-to-time at Qlik's discretion. Except as otherwise defined in this Policy, capitalized terms shall have the same meaning as set forth in the Support Policy.

A. Qlik Software Release Definitions

Type	Definition	Testing	Error Correction Eligibility
Initial Release	An Initial Release may include (a) new as well as enhanced features, (b) new fixes, or (c) changes to supported environments. All Initial Releases are considered equivalent regarding availability of new features.	Full testing	Each Initial Release is a "Supported Version" in accordance with Section C below.
Service Release	A Service Release is a cumulative release and may include new fixes as well as fixes from previous Service Releases on the current Initial Release. Service Releases may also contain changes to supported environments.	Targeted risk-based testing based on scope	Until the next Initial Release or Service Release (whichever is first) is made generally available.
Patch Release	A scheduled Patch Release may include (a) new fixes to the most recent Initial Release or (b) changes to supported environments. A customer specific Patch Release is a customer-specific fix for a business-critical defect.	Bug fix verification	Until the next Initial Release or Service Release (whichever is first) is made generally available.

B. Releases

- 1. Initial Releases.** Initial Releases for Qlik Software are made available at Qlik's discretion and may include new features, enhancements and/or bug fixes.
- 2. Service Releases and Patch Releases.** Service Releases and/or Patch Releases may be made available following the current Initial Release at Qlik's discretion.

C. Technical Support for Initial Releases

Unless stated otherwise in the Documentation, Qlik will provide technical Support Services in accordance with the Support Policy for Initial Releases of Software for twenty-four (24) months from the date such Initial Release was made generally available (a "Supported Version"). After twenty-four (24) months, the Software will no longer be supported by Qlik in accordance with the Support Policy ("End of Support" or "End of Life" Software). Limited Extended Support for End of Support Software may be available for purchase at Qlik's discretion.

For purposes of this policy, Software includes any software client that must be downloaded and installed to use certain Qlik Cloud solutions. Notwithstanding, certain tools made available by Qlik without additional charge and used for accessing third party systems are subject to a modified support period, which is identified in their corresponding Documentation or the Qlik download site. Examples of such tools include, without limitation, software for Qlik Connectors®, Data Gateway (Data Movement); Data Gateway (Direct Access); and DataTransfer®.