QUARTZY

Trusted Tester Program Charter

MISSION

The primary mission of the Quartzy Trusted Tester Program (TTP) is to work with key customers like you on the product roadmap and planned new products or services. Feedback from our customers will inform the future product direction. Our vision for this Trusted Tester Program is to have customers share how they are using our products in their labs to address their challenges and how they would like to use those products in the future. Quartzy will share with our TTP members our future product road-map and upcoming enhancements.

OBJECTIVES

As a member of the TTP, you are asked to help Quartzy:

- Evaluate current state of products, sharing candid feedback on product or service gaps and strengths
- Preview and help prioritize product roadmap strategy and timeline
- Identify and discuss customer trends and challenges in lab management
- Provide feedback on new initiatives via user interviews, usability studies, and surveys
- Share industry trends and drivers impacting your organization

Quartzy will be sharing private company and product strategy details in these sessions and ask that due to the sensitivity of this information, all Trusted Tester Program materials and discussions are kept confidential. Please note that delivery dates of any enhancements shared are subject to change at any time.

BENEFITS

As a member of the Quartzy Trusted Tester Program, you will enjoy the following benefits:

- The opportunity to influence our strategic roadmap
- The ability to influence our prioritization of future innovations
- Opportunities to provide feedback on new products and features in usability studies
- Early access to new features and first invites to beta groups
- Foster relationships with key decision makers within Quartzy
- Receive swag, gift cards, or other gifts

DURATION

TTP membership commitment is for a minimum of 12 months. After the initial 12 month term ends, the future makeup and membership tenure of the members will be determined by the interest of existing members to remain in the program, weighed against interest from other customers to join.

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WHAT YOU ARE COMMITTING TO

During the 12-month committment, we ask that:

- members commit to a minimum of four (4) * 1-hour usability sessions or interviews at a pace of
  one (1) session per quarter
- members commit to two (2) semi-annual half-day virtual sessions to discuss broader topics as a group
- members will come to the sessions prepared for an active discussion based on the content
  provided to them
- members will be active and engaged contributors to the TTP. They wish to provide direct in-depth
  feedback on topics and on the future direction of the Quartzy product roadmap
- At the virtual sessions, our preference is for customer cameras to be on to support
  open communication
- members agree that the sessions will be recorded for internal use only

MEMBERSHIP CRITERIA

- TTP Membership will be reviewed and approved by Quartzy based on several criteria and
  membership will be reviewed on an annual basis.
- TTP membership is limited to 2 primary contacts in any one customer account. We do understand that
  there are exceptional times when the primary customer contacts can't attend or may not be the
  domain expert, and optional backups must be named.
- TTP members sign a NDA.