Workflow Signing Cloud Services
Service Levels

These service levels provisions ("SLA") are incorporated into any written agreement under which Entrust Corporation or one of its subsidiaries ("Entrust") grants the right to access and use any of the Entrust offerings identified in Section 1 of this document below (each, an "Offering") to a party (in this document, "Customer"), provided that Customer has purchased the SLA option applicable to the Offering. Such an agreement is referred to herein as the "Agreement". Capitalized Terms not defined herein have the meanings given to them in the Agreement. Entrust may revise the SLA by posting a new version at https://www.entrust.com/legal-compliance/terms-conditions. Such new version will become effective on the date it is posted except that if the new version significantly reduces Customer's rights, it will become effective sixty (60) days after being posted. If Customer objects in writing during that sixty (60) day period, the new version will become effective upon renewal of Customer's subscription.

1. **Service Level Targets.** Entrust will use commercially reasonable efforts to achieve the targets set out below (each, a "Service Level Target"):

Relevant Offering(s)	Components/Functions	Target
Workflow Signing	- API link (creation of transactions and receiving status updates) - Signer User Interface (interface used by Signers engaging in live transactions) - Online Portal (creation and management of transactions)	99.8% Uptime
	- Test components (including beta/early access components, etc.) - All components of Offerings provided for evaluation purposes	n/a

2. **Calculation of Uptime.**

   2.1. "Uptime" is calculated for each calendar month by subtracting the percentage of Downtime during such month from 100%.

   2.2. "Downtime" means, subject to the exclusions in Section 3.2 below, the sum of all Major Outage minutes and 30% of Partial Outage minutes (Major Outage minutes + (Partial Outage minutes * 0.3)). For clarity, degraded performance (running slow) does not constitute Downtime.

   2.3. "Major Outage" means, subject to the exclusions in 3.2 below, a time during which all authorized Users are unable to use a component or function listed in Section 1 above.

   2.4. "Partial Outage" means, subject to the exclusions in 3.2 below, a time during which some, but not all, authorized Users are unable to use a component or function listed in Section 1 above.

3. **Maintenance Windows and Other Exclusions from Downtime.**

   3.1. "Maintenance Windows" are the time frames during which Entrust may perform scheduled routine system maintenance on the Offering. The regular Maintenance Window for the Hosted Services is between 0.00 AM and 07.00 AM CET Monday through Friday (Business Days) or on weekends. Within these Maintenance Windows, Entrust has the right to carry out unplanned and unannounced maintenance work. Entrust will use commercially reasonable efforts to provide 5 Business Days advance notice of the Maintenance Windows via https://status.signhost.com/ to Customer's registered contacts. Announcements are made through the chosen channel (for example via e-mail) at https://status.signhost.com/.

3.2. Unavailability due to any of the following is excluded from Downtime, Major Outage and Partial Outage: (i) any Maintenance Windows, (ii) suspension or termination of the applicable Offering in accordance with the terms of the applicable Agreement; (iii) implementation of critical / emergency repairs or security patches in accordance with a relevant risk/vulnerability assessment; (iv) factors outside of Entrust's reasonable control, including any Force Majeure event, internet accessibility problems beyond Entrust's ISP environment; and (v) Customer's or any third party's network, connections, software, equipment or other technology or service, including external third party verification services made available through or integrated with the Hosted Service.

4. **Reporting.** Customer must register its designated contacts to receive status updates and reports. Entrust makes monthly online reports available to the Customer's registered contacts. The reports contain information about the availability of the Hosted Services, incidents and possible maintenance. These reports are available online via https://status.signhost.com/.