September 2020

IDENTITY ESSENTIALS Software Assurance & Support

As of release 2021, the name of SMS Passcode is being changed to Identity Essentials. There is no change in functionality of your existing instance of SMS Passcode apart from the features and functionalities mentioned in the release.

Software Assurance Offering

Software Assurance is an essential option for security products like IDENTITY ESSENTIALS. We offer Software Assurance for all our software products in order to ensure the systems you protect by IDENTITY ESSENTIALS stay secure. The Software Assurance offering is incorporated by reference into, and governed by the End User License Agreement for Identity Essentials Software between you ("Customer") and the Entrust entity with which Customer entered into such agreement (the "Agreement").

Software Assurance is an option for the Customer and can be purchased for 1, 2, 3, 4 and 5 years at a time.

The Software Assurance provides access to:
1. Product updates
2. Software fixes
3. Product service packs
4. Up to date technical Information like
   a. Knowledgebase Articles
   b How-to documents
   c. Product FAQ
5. Qualified support through our certified channel partners
In addition to Software Assurance, Entrust offers an Extended Support Agreement, which provide support directly from Entrust both within and outside of business hours (24x7).

Overview - Terms and Conditions

Software Assurance applies to all IDENTITY ESSENTIALS components as listed below:

• IDENTITY ESSENTIALS Starter Pack
• IDENTITY ESSENTIALS Modem License
• IDENTITY ESSENTIALS MFA CAL
• IDENTITY ESSENTIALS Password Reset CAL

Price
Software Assurance is available at a rate of 20% of the IDENTITY ESSENTIALS license price based on the current list price. A discount is offered for multiyear upfront purchase. Please refer to the current price list for details.

At the time of expiration, Software Assurance renewal costs will be calculated based upon the current IDENTITY ESSENTIALS list price at the time of renewal.

Terms
The Software Assurance has a 1, 2, 3, 4 or 5 year term.

Start date
The Software Assurance starts at the purchase date of the IDENTITY ESSENTIALS software licenses.

Software Assurance Renewal
One month before expiration of the Software Assurance, Entrust will send a renewal notification to Customer by email. Software Assurance renewal is ordered through the Entrust channel partner who sold the Software license. In case Customer has IDENTITY ESSENTIALS products with different expiration dates, any products expiring within the renewal term will be synchronized at the time of renewal.

Change of partner
In case Customer wishes to change the Channel Partner for its Software Assurance renewal purchase, Customer should inform Entrust in writing.

Cancellations
Software Assurance terminates automatically at the end of the term if not renewed. Thereafter no support or updates, as described under the Software Assurance offering, will be available. If Software Assurance expires for part of a license and is not renewed, Software Assurance for the whole license will terminate. Likewise if new products without Software Assurance are added to an existing license with Software Assurance, the existing Software Assurance will terminate.

Re-activating the Software Assurance
If Software Assurance has expired and Customer wishes to re-activate the Software Assurance, the price of the Software Assurance will be calculated based on the period the Software Assurance was inactive plus the new Software Assurance period. In addition, a 25% re-activation fee (applied against the aforementioned price) will be added.

Support & Maintenance
Support and maintenance as part of Software Assurance includes the availability of:
• Product updates (minor and major versions)
• Software fixes
• Product service packs
• Up to date technical product Information's like
  – Knowledgebase Articles
  – How-to documents
  – Product FAQ
• Qualified support from Entrust certified engineers at our Entrust channel partner

• Direct contact with Entrust when requesting new software version
Product update, service packs and software fixes are available for Customer through Entrust support, by email sent to support@entrust.com with your license number.

Software fixes
Software fixes are created by Entrust to address specific issues in a specific released software version. This may include replacement of binaries. Typically, when a new issue is discovered by an Entrust customer requiring a fix in the product, a new software fix will be issued by Entrust and made available to the Entrust customers that subscribed to the Software Assurance.

Updates/Minor releases
Entrust may decide to combine a number of available software fixes into one bigger installation file, typically called updates. Updates generally comes with an install/uninstall option.

Major releases
Entrust will from time to time and at its sole discretion release "major releases". Entrust typically numbers its product releases using the number system x.y-numbering scheme. In such a scheme, a change in the "x" digit usually signifies a major release, while a change in the "y" digit usually signifies an update/minor release.

Entrust will usually provide an install/uninstall function.

Entrust will inform all customers with valid Software Assurance by email when new software releases are available.

IDENTITY ESSENTIALS Channel Partner Model

Entrust supplies its products via a channel model, which means that Entrust has appointed certified and educated channel partners to sell and install IDENTITY ESSENTIALS products.

Channel partner
IDENTITY ESSENTIALS products are available through a channel of certified partners appointed and educated by Entrust. Channel partners are typically integrating 3rd party products with IDENTITY ESSENTIALS. The channel partners typically know the customer environment in which the IDENTITY ESSENTIALS products are installed, and as a result such channel partners are best suited to support their customers directly.

Software Assurance assures customers that when they are facing a specific issue with their IDENTITY ESSENTIALS product, they are able to contact an Entrust-certified engineer at their Entrust channel partner.

1st line support
The channel partner's certified engineer will perform the 1st line support directly to the customers.
• The certified engineer will analyze and identify the problems related to IDENTITY ESSENTIALS products.
• The certified engineer will verify whether the problem is a known issue for which a software fix is already published.
• The certified engineer will eventually suggest possible workarounds based upon FAQ, How-to, KB articles and available knowledge experience.

Escalation to Entrust
A valid Software Assurance agreement will enable the certified engineer to escalate the problem to Entrust international support team. The escalation shall either be via telephone, email or support chat. The support language is English.

The Entrust support team will take the necessary action to address the specific issue and to provide a solution.

Methods of contact/Availability
Within business hours, the Entrust customer support team can be contacted by email at support@entrust.com, online at trustedcare.entrust.com or by phone.

Customer Support
• +1-877-237-8754 - North America
• +1-613-270-3715 - Outside North America
Landline specific numbers
• +1 800-3800-0038 – International Toll Free
• + 44 (0) 118 953 3081

Business days are defined as Monday through Friday and business hours are defined from 9:00AM to 05:00PM CET (GMT+1), excluding official Danish Holidays. Entrust customer support strives to respond within 24 hours.

Exclusions
The Software Assurance agreement excludes on-site assistance from an Entrust engineer.

About IDENTITY ESSENTIALS
IDENTITY ESSENTIALS is the leading technology in two- and multi-factor authentication using your mobile phone. IDENTITY ESSENTIALS is the ideal multi-factor authentication (MFA) solution for companies seeking a fast, cost-efficient solution to secure worker identities and enable their remote workforce. IDENTITY ESSENTIALS installs in minutes and is much easier to implement and administer with the added benefit that users find it an intuitively smart way to gain better protection. The solution offers out-of-the-box protection of standard login systems such as Citrix, Cisco, Microsoft, VMware View, Juniper and other IPsec and SSL VPN systems as well as web sites. Installed at thousands of sites, this is a proven patent pending technology. In the last years, IDENTITY ESSENTIALS has been named to the Gartner Group Magic Quadrant on User Authentication, awarded twice to the prestigious Red Herring 100 most interesting tech companies list, a Secure Computing Magazine Top 5 Security Innovator, InfoSecurity Guide Best two-factor authentication, a Citrix Solution of the Year Finalist, White Bull top 30 EMEA companies, a Gazelle 2010, 2011, 2012 and 2013 Fast Growth firm and a ComOn most promising IT company Award. For more information visit: www.entrust.com.

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