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Hosted Services Support Schedule

The Agreement for any Support provided with respect to Entrust's Certificate Services, Signing Automation Service, PKI as a Service and/or Remote Signing Service (each, a "Hosted Service" and collectively the "Hosted Services") is made up of these Support terms (the "Support Schedule"), the Entrust General Terms and Conditions ("General Terms") that are available at <https://www.entrust.com/-/media/documentation/licensingandagreements/certificate-solutions-general-terms.pdf>, and an Order for one or more of the Hosted Services that includes Support. Capitalized terms not defined herein have the meanings given to them in the General Terms or the applicable Hosted Service Schedule.

1. **Definitions.** The following terms shall have the meaning ascribed to them as follows:
 - 1.1. **"Business Day"** means any means any day other than a Saturday or Sunday. For greater certainty, an event occurring outside of the hours between 8:00AM to 8:00PM Eastern Standard Time (EST) will be deemed to have occurred at the start of the next Business Day.
 - 1.2. **"Incident"** means a reported problem which is unique from any other opened support incident reported by Customer.
 - 1.3. **"Named Support Contacts"** means individual Users nominated by Customer to act as Customer's support representatives.
 - 1.4. **"Response Time"** means the amount of time that elapses between the Customer's report of an Incident to Entrust and Entrust's response acknowledging the report and indicating that a response to the problem has been initiated.
 - 1.5. **"Service Plan"** means either; (i) the **Silver Service Plan**, or (ii) the **Platinum Service Plan**, as set out in Section 8.
 - 1.6. **"Support Services"** means the services described in this Support Schedule relating to the Hosted Service(s) and any Software provided in connection with the Hosted Service(s) that are provided by Entrust according to the Service Plan specified in the applicable Order.
2. **Support Provision.** Entrust will provide the Support Services in accordance with the applicable Service Plan set out in the Order.
3. **Additional Benefits.** Customers who have purchased a Platinum Service Plan may be entitled to receive certain additional benefits relating to the specific type of Hosted Service that they have purchased, as set out in the Platinum Service Plan Documentation.
4. **Support Term.** Support Services are provided by Entrust for the duration of the Offering Term pursuant to the terms and conditions set out herein.
5. **Support Fees.** The services set out in the Silver Service Plan are included at no additional charge as part of any subscription for a Hosted Service. An upgrade to the Platinum Service Plan is available for an additional fee. Any and all fees for the Support Services will be as set out in the applicable Order and are payable in accordance with the Order and the General Terms.
6. **Customer's Responsibilities.**
 - 6.1. Customer will be responsible for providing First Line Support to Customer's users of the Hosted Services. "First Line Support" means the provision of a direct response to all of Customer's Users with respect to inquiries concerning the performance, functionality or operation of the Hosted Service.
 - 6.2. Customer will be responsible for nominating Named Support Contacts up to the maximum number permitted under the applicable Service Plan.



6.3. For Severity 1 Incidents, Customer must have dedicated resources available to work on the issue on an ongoing basis during the reported Incident. If no dedicated Customer resources are available, Entrust's obligations with respect to the Incident will be suspended until such time as such resources become available.

7. **Support Services.** Support Services include the following services:

7.1. Entrust will provide Second Line Support for the Hosted Services. "Second Line Support" means (i) diagnosis of Incidents; (ii) responding to Incidents to the extent that they are within Entrust's control; and (iii) communicating with Customer's Named Support Contacts with respect to questions, problems and responses specific to the Hosted Service. Unless specifically permitted in the applicable Agreement, Customer (and its Named Support Contacts) shall only contact Entrust, and not any of its suppliers or licensors, with questions or Incidents relating to the Hosted Services.

7.2. Technical Support Services.

7.2.1. Technical support services, available by telephone, chat and email, to assist in the diagnosis and resolution of technical issues relating to the Hosted Services purchased by Customer. The availability of technical support services is set out in the applicable Service Plan.

7.2.2. If Customer leaves a telephone voicemail requesting technical Support Service, Entrust shall use commercially reasonable efforts to provide an initial call back to such voicemail within the Response Time set out in the applicable Service Plan.

7.3. Incident Classification. When Customer reports an Incident, Entrust will, in consultation with Customer, first classify the Incident according to its severity and nature. The Incident will then be logged in Entrust's problem tracking system and classified into one of the following categories below. If Customer believes an Incident may be a Severity 1 Incident, it must report the Incident by telephone.

Severity 1	Production server or other mission critical system(s) are down and no workaround is immediately available.
Severity 2	Major functionality is impacted or significant performance degradation is experienced. The situation is causing a high impact to portions of Customer's business operations and no reasonable workaround exists.
Severity 3	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting low number of users or an acceptable workaround is available.

7.4. Responding to Reported Incidents. Incidents will be handled according to their level of severity in the manner set out below:

7.4.1. Severity 1 Incidents - Entrust shall promptly initiate and continue diagnostic and remedial measures, using qualified employees and in a workmanlike manner conforming to standards generally accepted in the software support industry. Entrust shall make commercially reasonable efforts to respond to a Severity 1 Incident within the target Response Times set out in the applicable Service Plan. The resolution and correction of Severity 1 Incidents may be implemented through a work-around, software fix, web interface fix or upgrade.

7.4.2. Severity 2 Incidents - Entrust shall promptly initiate and continue diagnostic and remedial measures, using qualified employees and in a workmanlike manner conforming to standards generally accepted in the software support industry. Entrust shall make commercially reasonable efforts to respond to a Severity 2 Incident within the timeframes set out in the applicable Service Plan. The resolution and correction of Severity 2 Incidents may be implemented through a work-around, software fix, web interface fix or upgrade.

7.4.3. For Severity 1 and Severity 2 Incidents, Entrust shall advise Customer periodically at reasonable intervals as to the progress made by Entrust in diagnosing and/or correcting any reported Incident.



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7.4.4. In the event of a Severity 3 Incident, Entrust may include the resolution in the next infrastructure software upgrade or web interface upgrade.

8. **Service Plan.** The following table describes the service levels for the Silver Service Plan and Platinum Service Plan:

Support Service	Silver Service Plan	Platinum Service Plan
Maximum number of Named Support Contacts	5	10
Availability of technical support services by telephone	24/5 (Sunday, 20:00 Eastern time to Friday, 20:00 Eastern time)	24/7/365
Priority telephone call handling:	No	Yes
Availability of technical support services by email/chat	24/5 (Sunday, 20:00 Eastern time to Friday, 20:00 Eastern time, except for December 25)	24/5 (Sunday, 20:00 Eastern time to Friday, 20:00 Eastern time, except for December 25)
Priority email handling:	No	Yes
Call back for voicemail	24 Hours	24 Hours
Response Time target for reported Incidents		
Severity 1 Incidents	8 hours	4 hours
Severity 2 Incidents	2 Business Days	1 Business Day
Severity 3 Incidents	3 Business Days	2 Business Days

9. **Out of Scope Services.** If Customer requires support that goes beyond what is described in this Schedule, including for example training and on-site services, such services may be available for purchase from Entrust pursuant to a separate written Agreement.

10. **Exclusions.**

10.1. Entrust shall have no obligation to provide Support Services under this Support Schedule if an Incident is caused by: (a) Customer’s failure to maintain proper site or environmental conditions, (b) any fault of Customer or any User, including misconfiguration of components (c) any attempts at repairs, maintenance, or modifications to the Certificates Services performed by other than authorized service personnel of Entrust, (d) the unauthorized acts of third parties, (e) failure or interruption of any electrical power, telephone or communication line or like cause, (f) problems caused by third party software and services, including but not limited to web server and web browser software, plug-ins and integrations, or (g) use of unsupported software (including unsupported versions of Entrust Software).

10.2. This Support Schedule expressly excludes support for any Hardware, and for third party products and services, including for the development of applications that utilize Entrust toolkit software products, and for integrations of the Hosted Services or any Entrust Software with third party products or services.

11. **Termination.** In addition to the termination rights in the General Terms, if either party is in material breach, or fails to perform one or more of its material obligations under this Support Schedule, the other party may, by written notice to the party in material breach, require the remedy of the material breach or the performance of the material obligation and, if the party so notified fails to remedy or produce a reasonable plan to remedy (which if such plan is not followed by the breaching party shall entitle the other party to terminate the Agreement for Support immediately),



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or perform within thirty (30) days of the written notice, declare the party in material breach to be in default and terminate the Agreement for Support.