

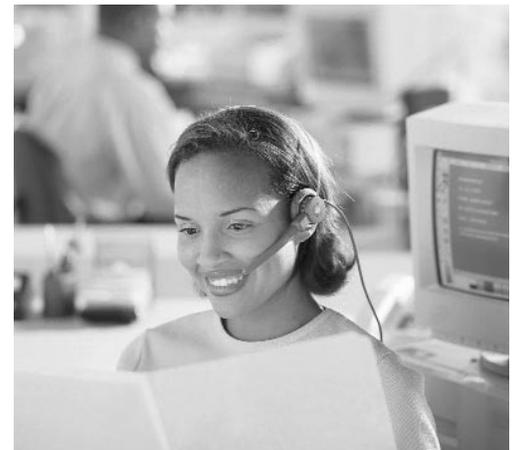
## Comprehensive, Flexible Support Services From the Trusted Security Experts

Performance. Reliability. Uptime. You demand it in your IT systems and your security infrastructure is no exception. Now that you have invested in information security, you need to maintain that investment with comprehensive support services and access to the most up-to-date software releases to keep you on the leading edge of security. With Entrust TrustedCare, you can feel confident knowing that you have the support of trusted security experts dedicated to helping you get the most out of your Entrust software.

Entrust TrustedCare offers customers flexible methods of accessing its support services. These methods include TrustedCare Online, Entrust's self-service online knowledge portal and responsive technical customer support via web service request, telephone or e-mail. With TrustedCare Online, customers can find valuable information such as product updates and documentation 24 hours-a-day, seven-days-a-week. Through ongoing training and continuous improvement of the professional customer response team, Entrust support is focused on providing priority response and 'fixing it right the first time.'

## Support Options

Entrust offers a variety of support level options that provide customers with a comprehensive technical response service and access to a wealth of information aimed at helping them to use their Entrust software. Based on your organization's unique characteristics such as your most critical business hours, your network environment and your development objectives, your Entrust Account Executive can help you evaluate the options so that you can choose the level of Entrust TrustedCare that best meets your needs.



*"They put 2nd and 3rd level people handling the first call. All of their people are well trained and knowledgeable."*

Entrust Customer

## TrustedCare Benefits

When you become a TrustedCare customer, you are offered flexible methods of accessing Entrust support resources (online and telephone). Options are available to access telephone support during your critical business hours, or even up to 24 hours a day and 7 days a week. With Entrust TrustedCare, you can benefit from the following:

**Anytime, anywhere access to TrustedCare Online,** Entrust's efficient self-service portal and extensive online knowledge base.

**Comprehensive technical response** from security experts, including problem resolution and recovery advice for production systems in supported configurations. Also includes support for third-party products purchased from Entrust.

**Access to new releases of Entrust software** products for additional functionality, improved robustness, and support for integration with third-party products.

**Availability of software patches and product upgrades,** including e-mail notification of service packs.

**Personal support management** from your Entrust Customer Relationship Manager who provides you with a single point of contact to manage your overall support and solution migration needs.



## Other Benefits Include:

**Troubleshooting assistance** with respect to installation and upgrade of Entrust software, planning of security architectures, development of applications using Entrust APIs and integration of Entrust software with third-party products.

**Access to Entrust Toolkits** that provide developers with the ability to apply best-in-class security to almost any business application.

**Proactive support** through notification of security bulletins, current known issues and new service packs.

**Efficient electronic download** of Entrust products.

**Invitations to technical web seminars** about frequent service requests and Entrust products.

**Local language support** where available.

## TrustedCare Online

Entrust TrustedCare Online is a sophisticated web-based support and customer care environment that gives you access to Entrust technical product information, 24 hours a day. Secured by Entrust technology products, TrustedCare Online allows you to authenticate to a secured site, tailored for Entrust customers. This personalized environment helps to provide you with services, support and resources to assist in the deployment of Entrust products and solutions. All customers with current support agreements are granted access to TrustedCare Online for designated employees.

### Online Benefits

TrustedCare Online offers customers a knowledge repository of technical notes, product documents, third-party integration guides and troubleshooting tips. Key benefits include:

**Online service request** submission, tracking and completion.

**Fast, efficient download** of software, toolkits, service packs, patches, code samples and product documentation.

**Searchable troubleshooting knowledge base** of practical resolutions.

**Platform and integration** documentation on officially supported configurations of Entrust products and third-party products.

**Educational content** and access to training resources and business solution information.



**Customer account management capabilities** for fast, efficient profile updating, ordering of license keys and evaluation software and renewal of support agreements.

**Customer configuration database** — An Entrust-secured repository of your secure architectures that empowers the response team to provide you with more personalized care to help improve resolution times.

**News and events board** that gives you information on new products, training courses, security information and more.

**Subscription to Entrust technical discussion forums** that offer you the opportunity to engage with other Entrust customers and staff.

## Customer Value-Add

Entrust is dedicated to providing continuous improvement in its customer service and support. We give customers an opportunity to provide feedback after their service requests have been completed. We value our customers and review every comment and suggestion. Lastly, we implement a follow-up program with customers to help ensure that their needs are being met. This insight provides us with the basis for customer-driven continuous process improvement in our delivery of customer support.

In addition, Entrust sponsors third-party market research to measure the aspects of service that are most important to customers and ensure that we continue to provide best-in-class service relative to our competition. Specifically, the market research has shown that Entrust excels in providing highly competent customer support agents, being responsive to customer needs and keeping customers informed about the resolution status of their service requests.

The table below lists some of the attributes of support that are most valued by our customers and a rating of Entrust's recent performance (Q1, 2004) in those areas, as measured through Entrust's technical support feedback forms.

What Customers Said is Important to Them (Q1, 2004)*	How Entrust Performed (Q1, 2004)**
Technical expertise of staff	9.15
Timely resolution based upon your Service Level Agreement	8.80
Time to respond after your service request is logged	9.13
Representative's ability to follow-up and provide status reports	9.09
Representative's ability to fix issues right, the first time	8.60

\*Attributes are listed in descending order of priority.

\*\*Scores shown are the averages of scores received for these attributes on Entrust support performance surveys conducted in the first quarter of 2004. Scores range from 1 to 10, with 10 being the highest possible score.

### About Entrust

Entrust, Inc. [Nasdaq: ENTU] is a world-leading provider of Identity and Access Management solutions. Entrust solutions for secure identity management, secure messaging and secure data enable enterprises and governments to extend their business reach to customers, partners and employees by transforming the way transactions are done online.

### For More Information

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