



ENTRUST

Support Schedule

The Agreement for any Support provided with respect to Covered Offerings (defined below) 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/general-terms.pdf>, and an Order for such Support. Capitalized terms not defined herein have the meanings given to them in the General Terms or the applicable Covered Offering 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. **"Covered Offering"** means each Hosted Service, Software, and Third Party Vendor Product for which Entrust provides Support Services.
 - 1.3. **"Customer-Hosted Offering"** means Software and/or Third Party Vendor Products that are hosted by Customer or installed on Customer's premises.
 - 1.4. **"Extended Support"** means the services which may be available from Entrust under a separate agreement, for Superseded Products or non-standard support relating to reinstatement of Support Services.
 - 1.5. **"Hosted Service"** for the purposes of this Schedule means Entrust's Identity as a Service, Certificate Services, Signing Automation Service, Remote Signing Service, PKI as a Service, Managed PKI, Managed Certificate Hub, Cryptography as a Service, Managed Root CA, and/or Managed Microsoft PKI.
 - 1.6. **"Incident"** means a Service Request that has been classified as Severity 1 in accordance with this Schedule.
 - 1.7. **"Named Support Contacts"** means individual Users nominated by Customer to act as Customer's support representatives.
 - 1.8. **"Problem"** means a reproducible defect that causes the Covered Offering to fail to conform to its applicable current Documentation.
 - 1.9. **"Production Environment"** means Customer's live business environment with active users.
 - 1.10. **"Response Time"** means the amount of time that elapses between the Customer's report of a Service Request to Entrust and Entrust's acknowledgement of the report, confirmation or assignment of a severity classification, and indicating that a response to the Problem or request has been initiated.
 - 1.11. **"Service Plan"** means either; (i) the **Silver Service Plan**, or (ii) the **Platinum Service Plan**, as set out in Section 8.
 - 1.12. **"Service Request"** means a reported Problem or request specific to a Covered Offering which is unique from any other opened support cases reported by Customer.
 - 1.13. **"Software"** for the purposes of this Schedule means any Software (as defined in the General Terms) licensed by Entrust under terms that incorporate this Schedule by reference.
 - 1.14. **"Superseded Product"** means previous version(s) of the Software or Third Party Vendor Product(s).
 - 1.15. **"Support Services"** means the services described in this Support Schedule relating to the Covered Offerings that are provided by Entrust according to the Service Plan specified in the applicable Order, and excludes Extended Support.
 - 1.16. **"Upgrade"** in the context of Software and Third Party Vendor Products that are commercial software products, means a subsequent release or version of the Software/Third Party Vendor Product; Upgrade releases will be designated by a change in the release number.



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 Covered Offering that they have purchased, as set out in the Platinum Service Plan Documentation.
4. **Support Term.** The Offering Term for Support Services is as set out in the applicable Order, or, if not specified in the applicable Order, is for a period of twelve (12) months.
5. **Support Fees.**
 - 5.1. 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.
 - 5.2. Customer may reinstate lapsed Support Services for any currently-supported version of the Software by paying all support fees in arrears to a maximum of thirty-six (36) months. Notwithstanding the foregoing, to the extent Entrust reasonably determines that reinstatement of Support Services would require non-standard assistance (e.g. as a result of issues excluded from the scope of this Schedule), such support shall be considered Extended Support.
6. **Customer's Responsibilities.**
 - 6.1. For Customer-Hosted Offerings, Customer shall establish proper backup procedures, in accordance with the process Documentation provided by Entrust, necessary to (i) replace critical data in the event of loss or damage to such data from any cause, (ii) recover the system in the event of error, defect or malfunction.
 - 6.2. Customer will be responsible for nominating Named Support Contacts up to the maximum number permitted under the applicable Service Plan. The Named Support Contacts will be registered in Entrust's systems in association with Customer's account, and Customer may update its Named Support Contacts from time to time. Customer shall ensure that its Named Support Contacts are educated and trained in the proper use of the Covered Offerings in accordance with applicable Documentation.
 - 6.3. Customer, through its Named Support Contacts, will be responsible for providing First Line Support to Customer's Users of the Covered Offerings. "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 Covered Offerings; initial diagnosis and trouble-shooting of Problems with the Covered Offerings; and addressing inquiries and Problems reasonably solvable with reference to the associated Documentation for the Covered Offerings. If, after commercially reasonable efforts, Customer is unable to answer, diagnose or resolve Problems with the Covered Offerings, one of the Named Support Contacts may contact Entrust to make a Service Request. Further, if Customer believes an Service Request may be a Severity 1 Incident, it must make the Service Request by telephone.
 - 6.4. When making a Service Request, Customer shall provide:
 - 6.4.1. All relevant system configuration settings, and keep Entrust informed of any relevant changes made to it. Customer is responsible for re-validating any configuration settings prior to moving to a Production Environment.
 - 6.4.2. Access to qualified functional or technical personnel to aid in diagnosis and to assist in repair or remediation of any Problem reported in the Service Request
 - 6.4.3. Upon Entrust's request, additional data deemed necessary or desirable by Entrust to reproduce the environment in which a reported Problem occurred, or to otherwise address the Service Request.



- 6.5. 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.
- 6.6. 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 Problems relating to the Covered Offerings.
7. **Support Services.** Support Services include the following services:
- 7.1. Entrust Support Portal. Entrust makes available a support portal which is accessible 24 hours a day, 7 days a week except for any downtime experienced due to periodic maintenance or network unavailability, which if scheduled, will occur on the weekend. Notice of any scheduled downtime is provided on the portal. Customer may use the portal to:
- 7.1.1. access and view Documentation for the Covered Offerings, support knowledge base, the Entrust support newsletter, Software lifecycle information, and security bulletins;
 - 7.1.2. download (where applicable) Covered Offerings; and
 - 7.1.3. log, view and receive updates on Customer's Service Requests.
- 7.2. Entrust will provide Second Line Support for the Covered Offerings, which will be available by telephone, chat and email. "Second Line Support" means (i) communicating with Customer's Named Support Contacts with respect to Service Requests; (ii) diagnosis of Problems reported in Service Requests; (iii) addressing Problems reported in Service Requests to the extent that they are within Entrust's control. The availability of Second Line Support is set out in the applicable Service Plan. With respect to suspected Severity 1 Incidents reported by telephone, if the call is not immediately answered, and Customer leaves a voicemail reporting a suspected Severity 1 Incident, Entrust shall use commercially reasonable efforts to acknowledge and confirm the classification within one (1) hour of receipt of the voicemail ("Immediate Incident Response Time").
- 7.3. Support for Third Party Vendor Products.
- 7.3.1. If Entrust provides Support Services for any Third Party Vendor Product, as specified in an Offering Schedule, Order, or as agreed by the parties in writing, Entrust will use commercially reasonable efforts to support such Third Party Vendor Product in the same manner as other Covered Offerings, with the following exceptions: (a) if resolution of any Service Request requires changes or fixes to the Third Party Vendor Product or other assistance from the third party vendor, Entrust's sole obligation will be to escalate such Service Request to the applicable vendor; and (b) any time periods set out in this Schedule shall exclude any time during which Entrust is required to wait for a response or resolution from the vendor.
 - 7.3.2. Customer will be responsible for testing any changes or fixes provided by the vendor to fix any Problems relating to a Third Party Vendor Product and notify Entrust if any additional issues or deficiencies are identified or if the change or fix does not resolve the Problem (or creates a new one).
 - 7.3.3. Unless otherwise agreed by the parties in writing, Customer will not contact the vendor of any Third Party Vendor Product directly, but instead will communicate any Service Requests to Entrust.
- 7.4. Service Request Classification. When Customer makes a Service Request, Entrust will, in consultation with Customer, first classify the Service Request according to its severity and nature. The Service Request will then be logged in Entrust's Service Request tracking system and classified into one of the following categories below. If Customer believes a Service Request 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.

7.5. Responding to Reported Service Request. Service Request will be handled according to their level of severity in the manner set out below:

- 7.5.1. 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.
- 7.5.2. Severity 2 Service Requests - 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 Service Request within the timeframes set out in the applicable Service Plan. The resolution and correction of Severity 2 Service Requests may be implemented through a work-around, software fix, web interface fix or upgrade.
- 7.5.3. For Severity 1 Incidents and Severity 2 Service Requests, Entrust shall advise Customer periodically at reasonable intervals as to the progress made by Entrust in diagnosing and/or correcting any reported Incident.
- 7.5.4. In the event of a Severity 3 Service Request for a Problem, Entrust may include the resolution in the next infrastructure software upgrade or web interface upgrade.

7.6. 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
Immediate Incident Response Time	1 hour	1 hour
Call back for voicemail (Except for calls reporting Severity 1 Incidents)	24 Hours	24 Hours
Response Time target for reported Service Requests		
Severity 1 Incidents	8 hours	4 hours
Severity 2 Service Requests	2 Business Days	1 Business Day
Severity 3 Service Requests	3 Business Days	2 Business Days

8. Upgrades for Customer-Hosted Offerings.

8.1. Software Upgrades. Entrust will use commercially reasonable efforts to make available to Customer all Upgrades for Software and Third Party Vendor Products generally available from Entrust at no additional cost to Customer. Upon the release of each Upgrade, Entrust will have no obligation to provide Support Services for Superseded Products. Entrust may offer to provide Extended Support for such Superseded Product for an additional charge under the terms and conditions of a separate agreement. If Customer is interested in purchasing Extended Support, Customer may contact an Entrust sales representative or authorized reseller for more information.

8.2. Platform Options. If Customer has licensed a platform-specific version of Software (server Software only, e.g. “for Windows”) and Entrust also offers the same version of the Software on an Entrust-supported computing platform other than the platform on which Customer originally licensed such Software (e.g. “for Mac”), upon request, Entrust will, at no additional charge, other than shipping costs, provide Customer with a copy of the alternate platform version of the Software as a replacement for the originally-licensed version. Customer may use the alternate platform version of the Software for the new platform pursuant to the same terms and conditions applicable to the original platform version of the Software, provided that Customer may not run both versions of the Software concurrently.

9. Exclusions.

9.1. Entrust shall have no obligation to provide Support Services under this Support Schedule if a Service Request is made because of: (a) Customer’s failure to maintain proper site or environmental conditions, (b) any fault of Customer or any User, including misconfiguration of components, improper use, or use that is not in accordance with the applicable Documentation, (c) any attempts at repairs, maintenance, or modifications to the Covered Offerings performed by a Person other than authorized service personnel of



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Entrust, (d) the acts of third parties (unless authorized by Entrust), (e) failure or interruption of any electrical power, telephone or communication line or like cause, (f) Problems caused by third party software, hardware or services, including but not limited to web server and web browser software, plug-ins and integrations, or (g) use of unsupported software (including Superseded Products).

- 9.2. If Entrust recommends having a Covered Offering deployed in a test environment prior to deployment in a Production Environment, and Customer chooses not to follow such advice, then Customer's use of the Covered Offering shall be at Customer's own risk and any Service Requests relating to such Covered Offering will be classified and treated as if they were in a test environment.
- 9.3. This Support Schedule expressly excludes on-site support and support for (a) any Offering that was provided on a "no charge", beta testing, proof of concept, evaluation or "not for resale" basis, (b) for Hardware, (c) for third party products and services other than Third Party Vendor Products as defined herein, including for applications that utilize Entrust toolkit software products, and (d) for non-Entrust developed integrations of the Covered Offerings with third party products or services.
10. **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.
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), 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.