



# Entrust Managed PKI EMEA Service Levels and Support

These service levels and support provisions are incorporated into any Agreement between Entrust and Customer consisting of (i) the Entrust Products and Services General Terms and Conditions (“[General Terms](#)”); (ii) an Order for Entrust Managed PKI EMEA (“Offering”) that includes service levels and support; and (iii) the applicable Offering Schedule(s). Capitalized Terms not defined herein have the meanings given to them in the General Terms or the applicable Offering Schedule(s). Entrust may revise these service levels and support provisions by posting a new version at <https://www.entrustdatacard.com/resource-center/licensing-and-agreements>. 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 Levels

### a. Targets

Entrust will use commercially reasonable efforts to achieve the targets set out below (each, a “Service Level Target”):

Offering	Applicable Components/Functions	Target Uptime
Entrust Managed PKI EMEA	RA and CA Services	97.5%
	OCSP Service	99.9%
	CRLs	99.5%

### b. Calculation of Uptime

“Uptime” is calculated for each calendar month by subtracting the percentage of Downtime minutes during such month from 100%.

“Downtime” means, subject to the exclusions below, an interruption of five (5) minutes or more during which the ability of ten percent (10%) or more of all users of the applicable Offering(s) to access the applicable component or function is substantially impaired due to interruptions or impairments.

### c. Maintenance Windows and Other Exclusions from Downtime

“Maintenance Windows” are the time frames during which Entrust may perform scheduled routine system maintenance. The Maintenance Windows will not exceed 12 hours per month. Entrust will use commercially reasonable efforts to provide 2 weeks’ advance notice of the Maintenance Windows.



Unavailability due to any of the following is excluded from Downtime: (i) any Maintenance Windows, (ii) suspension or termination of the applicable Offering in accordance with the terms of the applicable Agreement; (ii) implementation of critical / emergency security patches in accordance with a relevant risk/vulnerability assessment; (iii) factors outside of Entrust’s reasonable control, including any Force Majeure event, Internet accessibility problems beyond Entrust’s ISP environment; (iv) Customer’s or any third party’s network, software, equipment or other technology or service.

## 2. Support

### a. Support for Incidents

During the term of the applicable Agreement, Entrust will provide Customer with the support services set forth herein for Incidents with the Offerings.

“Incidents” means an event that is not part of the standard operation of the Offering which causes or may cause an interruption or degradation to the Offering.

### b. First and Second Line Support

Customer will be responsible for nominating a maximum of 10 (ten) individuals who will act as Customer’s support representatives. These support representatives will be responsible for providing First Line Support to Customer’s users of the Offerings. “First Line Support” means the provision of a direct response to all of Customer’s personnel and other entities that it permits to interact with the Offering with respect to inquiries concerning the performance, functionality or operation of the Offering.

Entrust will provide Second Line Support for the Offerings. “Second Line Support” means (i) diagnosis of Incidents; (ii) a resolution of Incidents to the extent that they are within Entrust’s control; and (iii) a direct response to Customer’s nominated support representatives with respect to the problems and their resolution specific to the Offering.

### c. Support Helpdesk Availability

Technical support assistance and diagnostics support will be provided by a support specialist by telephone, and will be accessible during the applicable working support hours. Telephone numbers and working support hours are listed below, and are determined by the location from which the Offering is being delivered, as specified in the applicable Order.

Delivery Location	Working Support Hours	Helpdesk Telephone number(s)
United Kingdom	9AM-5:30PM GMT Monday to Friday (excluding public holidays of England and Wales)	+44 1635 231361

Entrust may also provide email and extranet web support, however, the extranet web support system and email are only monitored during working support hours.

### d. Incident Classification

When Customer reports an Incident, Entrust will, in consultation with Customer, first classify the Incident according to its severity and nature into one of the categories below. The Incident will then be logged in Entrust’s tracking system:

Severity 1	Critical issue in which the Offering is severely impacted or suffered a complete failure.
Severity 2	A major production issue in which the Offering is functioning with limited capabilities, instability or periodic interruption.



Severity 3	A minor production or test issue related to the Offering in which an isolated incident is encountered, and other inquiries/questions about the Offering.
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e. Incident Response

Entrust will use commercially reasonable efforts to provide an initial call back response to Customer within one (1) hour of Entrust's receipt of notice of an Incident reported by telephone.

Entrust will use commercially reasonable efforts to provide an initial response to Customer within one (1) business day of Entrust's receipt of an incident reported by e-mail. Incidents will be handled according to the level of severity. For Severity 1 and Severity 2 Incidents, Entrust will advise Customer periodically at reasonable intervals as to the progress made by Entrust in diagnosing and/or correcting the Incident.

f. Incident Resolution

Entrust will make commercially reasonable efforts to resolve and correct Incidents as follows:

- i. For Severity 1 Incidents, within twenty-four (24) hours from notification.
- ii. For Severity 2 Incidents, within five (5) business days from notification.
- iii. For Severity 3 Incidents, within twenty-one (21) continuous business days from notification.

The above time periods shall exclude any time during which Entrust is required to wait for a response or resolution from Customer or a third party.