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### Hosted Service (nSaaS) Support Schedule

Capitalized terms not defined herein have the meanings given to them in the [General Terms](#) or the other Schedules applicable to the nSaaS Offering.

1. **Definitions.** The following terms shall have the meaning ascribed to them as follows:
  - 1.1. “**Incident**” means a reported problem which is unique from any other opened support incident reported by Customer.
  - 1.2. “**Named Support Contacts**” means individual Users nominated by Customer to act as Customer’s support representatives.
  - 1.3. “**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.
  - 1.4. “**Service Plan**” means **nSaaS Support Services Plan**, as set out in Support Welcome Pack.
  - 1.5. “**Support Services**” means the services described in this Support Schedule and the Support Welcome Pack relating to the nSaaS Offering and any Software provided in connection with the nSaaS Offering that are provided by Entrust.
  - 1.6. “**Support Welcome Pack**” Document containing information related to Service Plan which is provided to the Customer at the time of subscription to the Support Services.
2. **Support Provision.** Entrust will provide the Support Services in accordance with the applicable Service Plan.
3. **Support Term.** Support Services are provided by Entrust for the duration of the Offering Term pursuant to the terms and conditions set out herein.
4. **Customer’s Responsibilities.**
  - 4.1. Customer will be responsible for nominating up to five (5) Named Support Contacts.
  - 4.2. 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.
5. **Support Services.** Support Services include the following services:
  - 5.1. Technical Support Services. Technical support services, available by telephone, help center and email, to assist in the diagnosis and resolution of technical issues relating to the nSaaS Offering purchased by Customer. The availability of technical support services is set out in the Support Welcome Pack.
  - 5.2. Entrust 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. Incident classification is set out in the Support Welcome Pack. Responding to Reported Incidents. Incidents will be handled according to their level of severity in the manner set out below:
    - 5.2.1. Severity 1 & 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 support industry as relevant to the Support Services. Entrust shall make commercially reasonable efforts to respond to a Severity 1 & 2 Incident within the target Response Times set out in



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the applicable Service Plan.. The resolution and correction of Severity 1 & 2 Incidents may be implemented through a work-around, software fix, or update to the relevant nSaaS component.

- 5.2.2. 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.
- 5.2.3. In the event of a Severity 3 Incident, where a suitable workaround has been provided, Entrust may include the resolution in the next scheduled update to the relevant nSaaS component.

6. **Service Plan:** Uptime and Uptime Service Level Credits. The following table describes the service levels for the Service Plan:

6.1 Targets – Entrust will use reasonable commercial efforts to achieve the target set out below;

Offering	Applicable Components/Functions	Target Uptime
nShield-as-a-Service (nSaaS)	HSM cluster availability across two or more datacenters	99.9%
nShield-as-a-Service (nSaaS)	Single instance HSM availability across a datacenter	99%

6.2 “Uptime” - is availability of the service calculated in the number of minutes for each year by subtracting the percentage of Downtime (in minutes) during which the service is not available and is calculated as below:

$$Uptime\ in\ \% = \frac{(Availability\ (in\ minutes)\ in\ yearly\ Review\ Period - Downtime\ (in\ Minutes))}{Total\ Minutes\ in\ Yearly\ Review\ Period}$$

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

6.4 Maintenance Windows – “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.

6.5 Notice of Default – In order to receive a Service Level Credit (as defined below), Customer must provide written notice to Entrust within thirty (30) days of the failure if Licensee believes Entrust has failed to meet any Service Level Target (“Service Level Default”). Upon receipt of such notice, Entrust will verify the accuracy of details provided by Customer against its service logs to determine, acting reasonably, whether a Service Level Default has or has not occurred, and will provide details relating to the cause of the Service Level Default to Customer within thirty (30) days from the date of notification. Customer’s failure to provide the notice required in this section will disqualify Customer from receiving a Service Level Credit.

6.6 Service Level Credit - Customer will be entitled to receive the Service Level Credit for a confirmed Service Level Default. “Service Level Credit” means an amount equal to five percent (5%) of the Monthly Fee for the calendar month in which the Service Level Default occurs, where “Monthly Fee” means the subscription fees paid to Entrust for the applicable Offering divided by the number of months in the applicable Term. The total aggregate amount



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of the Service Level Credit to be issued by Entrust to Customer for all Service Level Defaults that occur in a single calendar month will be capped at five percent (5%) of the Monthly Fee for such calendar month. Service Level Credits can only be applied against the renewal subscription fees due to Entrust for the applicable Offering and any unused Service Level Credits are forfeited upon termination of the Agreement. For clarity, Entrust is not required to issue refunds or make payments against such Service Level Credits under any circumstances, including upon termination of this Agreement. The Service Level Credit is Customer's sole and exclusive remedy for any Service Level Default.

7. **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.
  
8. **Exclusions.**
  - 8.1. 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 Offering performed by anyone 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, (g) use of unsupported software (including unsupported versions of Entrust Software), or (h) failure by Customer to provide the required information for Entrust to action the support request;
  
  - 8.2. This Support Schedule expressly excludes support for any Hardware (other than the Hardware directly related to the provision of the nSaaS Offering), and for third party products and services, including for the development of applications that utilize Entrust toolkit software products, and for integrations of the nSaaS Offering or any Entrust Software with third party products or services.
  
9. **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.