



ENTRUST

Managed PKI Services 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. **“Covered Offerings”** means Entrust’s mPKI Pro, mPKI Pro+, Cryptography as a Service, Managed Microsoft PKI, and/or Managed Root CA.
 - 1.2. **“First Line Support”** will be the provision of a direct response to all Customer’s Users with respect to inquiries concerning the performance, functionality or operation of the Covered Offerings.
 - 1.3. **“Named Support Contacts”** means individual Users nominated by Customer to act as Customer’s support representatives.
 - 1.4. **“Problem”** means an event that is not part of the standard operation of the Covered Offering which causes or may cause an interruption or degradation to the Covered Offering.
 - 1.1. **“Second Level Support”** means: (i) diagnosis of Problems; (ii) a resolution of Problems to the extent they are within Entrust’s control; and (iii) a direct response to Named Support Contacts with respect to the Problems and their resolution.
2. **Support Term.** The Offering Term for Support is as set out in the applicable Order, or, if not specified in the applicable Order, is for a period of twelve (12) months.
3. **Support Fees.** 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.
4. **Customer’s Obligations.** Customer will be responsible for nominating a maximum of 10 (ten) Named Support Contacts. These Named Support Contacts will be responsible for providing First Line Support.
5. **Support Services.** During the term of the Plan, Entrust will provide Customer with Second Level Support. The following sets out the scope of such services:
 - 5.1. **Hours of Operation.** Telephone support by an Entrust technical support specialist will be accessible 24 hours a day, 5 days a week, from 8:00 AM EST Monday through 8 PM EST Friday. E-mail and chat support will be accessible 24 hours a day 5 days a week, from 8:00 AM EST Monday through 8 PM EST Friday, excluding December 25.
 - 5.2. **Classification.** When Customer reports a Problem, Entrust will, in consultation with Customer, first classify the Problem according to its severity and nature. Severity 1 and 2 issues are limited to Problems that occur on a “Production System” (i.e. active users outside of a test lab environment). The incident will then be logged in Entrust’s problem tracking system and classified into one of the following categories below:

Severity 1: Critical error where the Covered Offering is severely impacted or suffered a complete failure, or which completely disables a CA in production use for which no work-around exists;

Severity 2: Either a critical error for which a work-around exists or a non-critical error where the Covered Offering’s functioning is significantly affected, limited, unstable or periodically



interrupted; and

Severity 3: Isolated Problem or test issue which does not significantly affect the functionality of the Covered Offering, and other inquiries/questions about the Covered Offering.

- 5.3. **Basic Response Times.** 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 a Problem 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 Problem reported by e-mail. Problems will be handled according to the level of severity. For Severity 1 and Severity 2 Problems, Entrust will advise Customer periodically at reasonable intervals as to the progress made by Entrust in diagnosing and/or correcting the Problem.
- 5.4. **Problem Resolution.** Entrust will make commercially reasonable efforts to resolve and correct Problems as follows:
 - 5.4.1. *Severity 1:* within twenty-four (24) hours from notification. If related to a Certification Authority, the resolution and correction will be implemented through a work around or currently available Certification Authority release. If changes are required to the Certification Authority, Entrust will make commercially reasonable efforts to resolve and correct a Severity 1 Problem within five (5) continuous days from notification.
 - 5.4.2. *Severity 2:* within five (5) business days from notification. Such resolution and correction may be provided to Customer as a fix or work-around.
 - 5.4.3. *Severity 3:* within twenty-one (21) continuous business days from notification. In the event of a Severity 3 Problem involving a Certification Authority, Entrust may include any Certification Authority error corrections in the next upgrade of the software used by Entrust.

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.