



Instant Financial Issuance as a Service Service Level Agreement

This Instant Financial Issuance as a Service - Service Level Agreement (“IFaaS Service SLA”) service levels and support provisions are incorporated into the (i) Master Agreement Financial Instant Issuance by and between Entrust Corporation and Customer, and (ii) the IFI Cloud Rider. Capitalized Terms not defined herein have the meanings given to them in the Master Agreement or the IFI Cloud Rider. Entrust may revise these service levels and support provisions by posting a new version at <https://www.entrust.com/legal-compliance/terms-conditions/ifias-a-service>. 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 at the end of Customer’s current subscription.

1. Service Levels

a. Targets

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

Service	Target
Instant Financial Issuance as a Service	99.5% Uptime

b. Calculation of Uptime

“Uptime” is calculated for each calendar month by subtracting the percentage of Downtime minutes during such month from the hours of 8:00 AM until 8:00 PM Eastern time, Monday through Friday, 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 Instant Financial Issuance as a Service 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 4 hours per month. Entrust will use commercially reasonable efforts to provide 1 weeks’ advance notice of the Maintenance Windows and schedule Maintenance Windows outside of working support hours.

Unavailability due to any of the following is excluded from Downtime: (i) any Maintenance Windows, (ii) suspension or termination of the applicable Instant Financial Issuance as a Service 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 and Internet accessibility problems beyond Entrust’s environment; and (iv) Customer’s or any third party’s network, software, equipment or other technology or service.

d. 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 Customer 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.



e. 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 up 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 Instant Financial Issuance as a Service divided by the number of months in the applicable Term.

The total aggregate amount 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 upon the Customer’s request made within 30 days of the month in which a service level defaults occurs. Service Level Credits can only be applied against the next billing cycle of your subscription fees due to Entrust for the Instant Financial Issuance as a Service 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. Requests can be submitted to FII_Cloud_Notifications@entrust.com

2. **Support**

a. Support for Errors

During the term of the applicable Agreement, Entrust will provide Customer with the support services set forth herein for Incidents with the Instant Financial Issuance as a Service.

“Incidents” means an event that is not part of the standard operation of the IFI Cloud Service which causes or may cause an interruption or degradation to the Instant Financial Issuance as a Service.

b. 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.

Delivery Location	Working Support Hours	Helpdesk Telephone number(s)
North America	8:00 AM until 8:00 PM Eastern time, Monday through Friday (certain holidays excluded)	800.568.4598

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

c. Error 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 Level	Description
Severity Level (P0)	System Down: The Instant Financial Issuance as a Service disables the whole or a material portion of the product, and no reasonable workaround exists to remedy the problem. Customer is prevented from performing critical business functions.
Severity Level (P1)	Significant Loss of Service: The Instant Financial Issuance as a Service has a non-critical error that significantly affects the functionality of the whole or a material part of the product. Able to perform job functions, but performance is degraded or severely limited. P0 issues for which a workaround exists will be considered P1 issues
Severity Level (P2)	Minor Loss of Service: The Instant Financial Issuance as a Service not operating as specified. Job function is largely unaffected. Impact is an



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	inconvenience, which may require a workaround to restore functionality. P1 issues for which a workaround exists will be considered P2 issues
Severity Level (P3)	Request for Information: Request for an enhancement or documentation clarification is requested regarding the Instant Financial Issuance as a Service. There is no impact on the operation of the software. Issue is limited to documentation errors, minor deviations or cosmetic issues with the Software whose consequences do not meet P0 through P2.

d. Incident Response

Entrust's initial response, targeted time to Resolution and Updates to the reported Incident is defined below for each Severity Level:

Severity Level	Initial Response	Targeted Time to Resolution	Updates
P0	Call back within thirty (30) minutes	Within four (4) Support Hours	Once per day during Support Hours
P1	Call back within two (2) Support Hours	Within twenty four (24) Support Hours	Once every 2-3 days during Support Hours
P2	Call back within four (4) Support Hours	Within five (5) business days	Once a week during Support Hours
P3	Call back within twenty four (24) Support Hours	Within the next release cycle - P3 issues may be resolved through the release of software enhancements, at Entrust's discretion	Quarterly

Notes:

1. Target time to Resolution based on commercially reasonable efforts by Entrust. Problem resolution is based in part on availability of Customer personnel to assist Entrust technicians to allow access to Customer systems (when required for problem determination) either remotely or through permissions based web systems, issue logs or other information required to resolve issue. Entrust access to Customer systems will be limited only to permissions granted by Customer personnel and per Customer security protocols.

2. Updates may be provided either by phone or email.