



ENTRUST

## ENTRUST VISITOR MANAGEMENT AS A SERVICE SERVICE LEVEL AGREEMENT

This Entrust Visitor Management as a Service - Service Level Agreement (“**SLA**”) is incorporated by reference into, and governed by the Entrust Visitor Management as a Service - Terms of Service (together with the Order Form, the “**Agreement**”). Unless otherwise provided herein, capitalized terms will have the meaning specified in the Agreement. Entrust reserves the right to change the terms of this SLA in accordance with the change provisions contained in the Agreement.

### 1. Service Target

Entrust will use commercially reasonable efforts to make the Service available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during each monthly Billing Period (the “**Service Target**”).

### 2. Definitions

- “**Downtime**” means a state during which authorized Users are unable to use the Service.
- “**Maintenance Window**” means a time frame during which Entrust performs scheduled routine system maintenance on the Service.
- “**Monthly Uptime Percentage**” is calculated by subtracting from 100% the percentage of minutes during the Billing Period in which Service was in the state of Downtime.

### 3. Maintenance Windows

Entrust will use commercially reasonable efforts to provide Partner with advance notice of any Maintenance Window.

### 4. Downtime Exclusions

Downtime does not include any unavailability that results from: (i) suspension or termination of the Service pursuant to Section 12 (*Term, Termination & Suspension*) of the Terms of Service; (ii) factors outside of Entrust’s reasonable control, including without limitation, any force majeure event, Internet accessibility problem beyond Entrust’s ISP environment, Customer’s network, software, equipment or other technology; or (iii) any Maintenance Window.

*Entrust Proprietary*

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