



## ENTRUST

### Workflow Signing Service Support Schedule

If Entrust provides any customer or technical support with respect to Covered Offerings (defined below), such support is subject to these Support terms (“this Schedule”) and the Entrust General Terms and Conditions (“General Terms”) that are available at <https://www.entrust.com/general-terms.pdf>. 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 Offering”** means each Hosted Service, Software, and third party vendor product resold or provided by Entrust in connection with the Hosted Service or Software, in each case, for which Entrust provides Support Services.
  - 1.2. **“Customer-Hosted Offering”** means Covered Offerings that are hosted by Customer or installed on Customer’s premises.
  - 1.3. **“Hosted Service”** for the purposes of this Schedule means Entrust’s Workflow Signing Cloud Services and Online Portal.
  - 1.4. **“Named Support Contacts”** means individual Users registered by Customer using the mechanisms provided by Entrust to act as Customer’s support representatives.
  - 1.5. **“Production Environment”** means, with respect to Software, Customer’s live business environment with active users, and with respect to the Hosted Service, Entrust’s live business environment with active customers.
  - 1.6. **“Response Time”** means the amount of time that elapses between the Customer’s submission of a Service Request to Entrust and Entrust’s acknowledgement of receipt of the report, as determined by Entrust.
  - 1.7. **“Resolution Time”** the amount of time that elapses between the Customer’s submission of a Service Request to Entrust and the estimated time at which Entrust expects that the Covered Offering or the affected component of the Covered Offering will be replaced or a workaround will be created, or that the request will be otherwise resolved, as determined by Entrust.
  - 1.8. **“Service Plan”** means either; (i) the **Silver Service Plan** (formerly Basic), or (ii) the **Platinum Service Plan** (formerly Basic Plus), as set out in Section 8.
  - 1.9. **“Service Request”** means a request from Customer or one of Customer’s Users for Support Services specific to a Covered Offering and that is unique from any other opened support cases reported by or on behalf of Customer.
  - 1.10. **“Software”** for the purposes of this Schedule means the Entrust or Workflow Signing digital signing mobile application, and any other Software (as defined in the General Terms) licensed by Entrust under terms that incorporate this Schedule by reference.
  - 1.11. **“Superseded Product”** means previous version(s) of Covered Offerings.
  - 1.12. **“Support Services”** means the services described in this Schedule relating to the Covered Offerings that are provided by Entrust according to the Service Plan specified in the applicable Order.
  - 1.13. **“Update”** means a subsequent release or version of the Covered Offering.
2. **Support Provision.** Entrust will provide the Support Services in accordance with the applicable Service Plan set out in the Order or applicable Covered Offering Schedule.



3. **Support Term.** The Offering Term for Support Services is as set out in the applicable Order, or, if not specified in the applicable Order, is for a period of twelve (12) months.
4. **Support Fees.**
  - 4.1. 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.
  - 4.2. Customer may reinstate lapsed Support Services for any currently-supported version of the Software by paying all support fees in arrears to a maximum of thirty-six (36) months. Notwithstanding the foregoing, to the extent Entrust reasonably determines that reinstatement of Support Services would require non-standard assistance (e.g. as a result of issues excluded from the scope of this Schedule), such support will be subject to additional fees and terms set out in a separate agreement executed by both parties.
5. **Customer's Responsibilities.**
  - 5.1. For Customer-Hosted Offerings, Customer shall establish proper backup procedures, in accordance with the process Documentation provided by Entrust, necessary to (i) replace critical data in the event of loss or damage to such data from any cause, (ii) recover the system in the event of error, defect or malfunction.
  - 5.2. Customer will be responsible for registering Named Support Contacts. The Named Support Contacts will be registered in Entrust's systems in association with Customer's Online Portal account, and Customer may update its Named Support Contacts from time to time. Customer is responsible for providing Entrust at all times with correct and current contact details for its Named Support Contacts. Customer shall ensure that its Named Support Contacts conduct themselves at all times in a professional manner, and are educated and trained in the proper use of the Covered Offerings in accordance with applicable Documentation. In the event that any Named Support Contact engages in hostile, violent or abusive language or behavior, Entrust shall have the right to suspend such individual's access to Support Services, without liability under the Agreement, and Customer shall be required to appoint a replacement Named Support Contact.
  - 5.3. Customer, through its Named Support Contacts, will be responsible for providing First Line Support to Customer's Users of the Covered Offerings. "First Line Support" means the provision of a direct response to all of Customer's Users with respect to inquiries concerning the performance, functionality or operation of the Covered Offerings; initial diagnosis and trouble-shooting of problems with the Covered Offerings; and addressing inquiries and problems reasonably solvable with reference to the associated Documentation for the Covered Offerings. If, after commercially reasonable efforts, Customer is unable to answer, diagnose or resolve inquiries or problems with the Covered Offerings, one of the Named Support Contacts make a Service Request using the method set out in Section 6.4 below (Service Request Management).
  - 5.4. Entrust's obligations under this Schedule are conditional on Customer providing the following for each Service Request, and any time periods set out in this Schedule shall exclude any time during which Entrust is required to wait for Customer's provision of:
    - 5.4.1. Business name of Customer, and current contact details of the appropriate Named Support Contact.
    - 5.4.2. An accurate and complete description of the question or problem, including to the extent applicable, impact and severity (one or multiple Users affected); time of observation, how the problem was discovered, information about any error codes, any relevant screenshots, and steps to take to reproduce the problem.
    - 5.4.3. A description of the steps taken by the Named Support Contacts as part of First Line Support to attempt to resolve the Service Request.
    - 5.4.4. All relevant system configuration settings, and updates to keep Entrust informed of any relevant changes made to it. Customer is responsible for re-validating any configuration settings prior to moving to a Production Environment.



- 5.4.5. Access to all locations, services and accounts under Customer's management that Entrust reasonably requires in order to respond to the Service Request.
- 5.4.6. Access to qualified functional or technical personnel to aid in diagnosis and to assist in repair or remediation of any problem reported in the Service Request.
- 5.4.7. Upon Entrust's request, additional data deemed necessary or desirable by Entrust to reproduce the environment in which a reported problem occurred, or to otherwise address the Service Request.
- 5.4.8. For Priority 1 Service Requests, dedicated Customer resources available to work on the problem on an ongoing basis until resolution.
- 5.5. Unless specifically permitted in the applicable Agreement, Customer (and its Named Support Contacts) shall only contact Entrust, and not any of its suppliers or licensors, with questions or problems relating to the Covered Offerings.
6. **Support Services.** Support Services include the following services:
  - 6.1. Entrust Support Resources. Entrust makes the following support resources available:
    - 6.1.1. Public Support page with information about functionalities of the Covered Offerings, error messages and troubleshooting, videos demonstrating how to use the Covered Offerings, and answers to frequently asked questions;
    - 6.1.2. Public Status page at <https://status.signhost.com/> where Entrust pro-actively publishes information about general outages, maintenance and problems; and
    - 6.1.3. Support menu and chat tool accessible from Customer's Online Portal account where Customer's Named Support Contacts may log, view and receive updates on Customer's Service Requests.
  - 6.2. Entrust will provide Second Line Support for the Covered Offerings, which will be available by telephone, chat message and email. "Second Line Support" means (i) communicating with Customer's Named Support Contacts with respect to Service Requests; (ii) diagnosis of problems reported in Service Requests; (iii) addressing Service Requests to the extent that they are within Entrust's control. The scope of Second Line Support is set out in the applicable Service Plan.
  - 6.3. Support for Third Party Products.
    - 6.3.1. If Entrust provides Support Services for any third party software product, as specified in an Offering Schedule, Order, or as agreed by the parties in writing ("Third Party Covered Offering"), Entrust will use commercially reasonable efforts to support such product in the same manner as other Covered Offerings, with the following exceptions: (a) if resolution of any Service Request requires changes or fixes to the Third Party Covered Offering or other assistance from the third party vendor, Entrust's sole obligation will be to escalate such Service Request to the applicable vendor; and (b) any time periods set out in this Schedule shall exclude any time during which Entrust is required to wait for a response or resolution from the vendor.
    - 6.3.2. Customer will be responsible for testing any changes or fixes provided by the vendor to fix any problems relating to a Third Party Covered Offering and notify Entrust if any additional issues or deficiencies are identified or if the change or fix does not resolve the Service Request (or creates a new one).
    - 6.3.3. Unless otherwise agreed by the parties in writing, Customer will not contact the vendor of any Third Party Covered Offering directly, but instead will communicate any Service Requests to Entrust.
  - 6.4. Service Request Management.
    - 6.4.1. Service Requests must be submitted to Entrust using the contact details below or via chat message in the Online Portal. However, if Customer believes an Service Request may be classified as Priority 1,



it must make the Service Request by telephone. Service Requests reported to Entrust in any other manner, such as to a different telephone number or email address, will not trigger the application of this Schedule.

Name	Function	Email address	Telephone number
Entrust Support	Support	support@Entrust.nl	+31 (0)23 737 0046

- 6.4.2. Service Request Classification. When Customer makes a Service Request, Entrust will, in consultation with Customer, classify the Service Request according to its severity and nature. The Service Request will then be logged in Entrust's Service Request tracking system and classified into one of the following categories below. If Customer believes a Service Request may be classified as Priority 1, it must report by telephone.

Classification/ Level	Severity and Nature
Priority 1 High	Production Environment server or other mission critical system(s) are down and no workaround is immediately available.
Priority 2 Medium	Major functionality is impacted or significant performance degradation is experienced in a Production Environment. The situation is causing a high impact to portions of the business operations using the Offering in the Production Environment and no reasonable workaround exists.
Priority 3 Low	Problem or question relating to non-Production Environments; inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting low number of users or an acceptable workaround is available. Examples: editing account information and/or signing screen colour settings.

- 6.4.3. Responding to Reported Service Request. Entrust shall make commercially reasonable efforts to respond to and address Service Requests within the target Response Times and Resolution Times set out in the applicable Service Plan.

- 6.5. Service Plan. The following table describes the service levels for the Silver Service Plan and Platinum Service Plan:

Support Service	Silver Service Plan	Platinum Service Plan
Availability of technical support services by telephone and email	From 9:00 hours to 17:00 hours Central European Time (CET), Monday through Friday, with the exception of Dutch public holidays ("Working Hours")	
Response Time target for reported Service Requests		
Priority 1	n/a	30 minutes
Priority 2 & 3	n/a	0.5 Working Hours
Resolution Time target for reported Service Requests		
Priority 1	n/a	4 hours
Priority 2	n/a	8 Working Hours
Priority 3	n/a	16 Working Hours

7. **Updates.** Entrust will use commercially reasonable efforts to make Updates available to Customer at no additional cost to Customer. Upon the release of each Update, Entrust will have no obligation to provide Support Services for Superseded Products.

8. **Exclusions.**

- 8.1. Entrust shall have no obligation to provide Support Services under this Schedule if a Service Request is made because of: (a) Customer's failure to maintain proper site or environmental conditions, (b) any fault of Customer or any User, including misconfiguration of components, improper use, or use that is not in



accordance with the applicable Documentation, (c) any attempts at repairs, maintenance, or modifications to the Covered Offerings performed by a Person other than authorized service personnel of Entrust, (d) the acts of third parties (unless authorized by Entrust), (e) failure or interruption of any electrical power, telephone or communication line or like cause, (f) except with respect to third party Covered Offerings, problems caused by third party software, hardware or services, including but not limited to web server and web browser software, plug-ins and integrations, or (g) use of unsupported software (including Superseded Products).

- 8.2. If Entrust recommends having a Covered Offering deployed in a test environment prior to deployment in a Production Environment, and Customer chooses not to follow such advice, then Customer's use of the Covered Offering shall be at Customer's own risk and any Service Requests relating to such Covered Offering will be classified and treated as if they were in a test environment.
- 8.3. This Schedule expressly excludes on-site support and support for (a) any Offering that was provided on a "no charge", beta testing, proof of concept, evaluation or "not for resale" basis, (b) for Hardware, (c) for third party products and services other than Covered Offerings, including for applications that utilize Entrust toolkit software products, and (d) for non-Entrust developed integrations of the Covered Offerings with third party products or services.
9. **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.
10. **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 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.