



Entrust Certificate Services

Customer Support Success Kit

Version 5.1



ENTRUST

SECURING A WORLD IN MOTION

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Welcome to Entrust Certificate Services

At Entrust, we understand the demands of your organization and the need to keep your business operating efficiently.

The Entrust Customer Service Program is a key component of our commitment to offering customers the industry's broadest set of products and services for securing communication and providing trusted identities.

You can rest easy knowing that a trusted security expert is ready to help you resolve any issues that may arise as quickly as possible.

The Entrust Certificate Services (ECS) Customer Support Success Kit is your main reference resource for information on:

- Support programs, including contact information, instructions on submitting service requests, and severity level explanations
- Verification Program SLA targets and availability
- Platinum Services offerings such as AgileScan by ISG, automated TLS/SSL Server Test, and Discovery+

Thank you for choosing Entrust. We hope you find this document to be a valuable resource, and we look forward to working with you.

Customer support programs

At Entrust, you have the flexibility to choose the certificate service level that best aligns with your unique business requirements. Entrust Certificate Services deployments include the Silver Service offering at no extra cost. You may optionally purchase the Platinum Service offering to augment your service.

The Platinum Service offering provides the highest level of support, application, and verification services to ensure the most comprehensive level of service for your organization. The following pages outline the various benefits of each plan.

The support factor

Our success as a certificate service provider depends on the complete satisfaction of our customers. We are dedicated to maintaining industry standard certifications, and we know that providing quality services is critical for customer retention.

Entrust customer support is globally distributed, ensuring our customers can successfully deploy, use, and maintain Entrust certificates and services within their environments and on their timelines.

Entrust Certificate Services customer support teams

Entrust Certificate Services is organized into specialized teams to best meet the needs of our customers. The following details our individual teams, the products they support, and the type of support they provide.

Technical Support Team

- Entrust Certificate Services application support
- Certificate installation and troubleshooting
- API troubleshooting
- How-tos
- Feature requests

Verification Support Team

- Organization, domain, and/or business validation
- First-time verification and account reconfirmation requests
- Support with automated domain verification system

Service Locations

We provide global services from the following locations:

- Ottawa, Canada
- Reading, UK
- Singapore
- Madrid, Spain

Support service programs

	SUPPORT	SILVER*	PLATINUM*
Term	Annual Agreement	✓	✓
Support Services Availability	Phone	24/5	24/7
		Sunday, 8 p.m. ET to Friday, 8 p.m. ET	
		North America (toll free): 1-866-267-9297	North America (toll free): 1-877-237-8754
		Outside North America: 1-613-270-2680	Outside North America: 1-613-270-3715
	Email/Chat	24/5 Sunday, 8 p.m. ET to Friday, 8 p.m. ET	24/5 Sunday, 8 p.m. ET to Friday, 8 p.m. ET
	ecs.support@entrust.com		
	Prioritized Requests	X	✓
Emergency Telephone Support (Non-supported hours)	Severity 1	✓	✓
	Severity 2	Paid Support Available	✓
	Severity 3	Paid Support Available	✓

SUPPORT FEATURES		SILVER*	PLATINUM*
Certificate Management Tools	Discovery+	✓	Includes 100 Foreign Management Licenses
	TLS/SSL Server Test	Integrated	Automated
	AgileScan by ISG		✓
Online Self-Service Support	Knowledge Base	✓	✓
	Known Issues	✓	✓
	Product Documentation	✓	✓
	Diagnostic Tools	✓	✓
	API Code Sample	✓	✓
	Video How-Tos	✓	✓
Product Releases	New Releases	✓	✓
	Maintenance Releases, Service Packs	✓	✓
	Updates Applied Automatically	✓	✓
Web Seminars		✓	✓

Severity	Description
Critical 1	<p>Production server or other mission-critical system(s) are down, and no workaround is immediately available.</p> <p>End user must have dedicated resources available to work on the issue on an ongoing basis during reported incident.</p> <p>All Severity 1 calls must be returned by telephone.</p>
Critical 2	Major functionality is impacted, or significant performance degradation is experienced. The issue is highly impacting portions of your business operations, and no reasonable workaround exists.
Critical 3	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting low number of users. Acceptable workaround available.

	SUPPORT	SILVER*	PLATINUM*
Severity	Severity 1	8 Business Hours	4 Business Hours
	Severity 2	2 Business Days	1 Business Day
	Severity 3	4 Business Days	2 Business Days

What is service excellence?

At Entrust, service excellence is an attitude.

It means changing from a solely product-based business to instead offering expanded services that reduce the required efforts of our customers and partners.

It transcends accounts, organizations, functions, and regions. Service excellence is engrained in every department, and it begins and ends with our people.

Entrust has more than 25 years of experience providing excellent service.

Service Excellence Objective

Entrust strives to deliver world-class sales engagement, support, and services to our customers.

- Service excellence is key to continued growth
- Service excellence can be a key differentiator

Customer Service Review

Monthly, Cross-Organizational Review

- CEO, VPs, PMs, Sales, R&D, Marketing

Emphasis on Customer Support Activities

Visibility and Discussion

End-to-End Breadth

- Internal product trials
- Strategic and hot accounts
- Service-centric

Service Delivery

- CVA analysis and improvement
- Pareto and trend analysis
- Identify high-value, low-cost opportunities to reduce incoming SR volume
- Feed improvements to CS, R&D, Sales



Supplementary materials

Browsers	Entrust.net Certificate Authority (2048)	Entrust Root Certification Authority	Entrust Root Certification Authority (G2)	Entrust Root Certification Authority (G3)	Entrust Root Certification Authority (EC1)
Windows	All	All	All	-	Vista
OSX	10.4	10.5	10.9.4	-	10.9.4
Mozilla	1.0	3.1	38	-	38
Opera	5	9.51	12.0	-	14
iOS	2.0	2.2	8	-	8
Android	2.3	2.3	2.3	-	2.3
Blackberry	3.6	5.0	10	-	10
Java	1.4.2	6 u15	6 u22	-	7 u79

For a more detailed list of where our roots are embedded, visit [entrust.com/resources/certificate-solutions/tools/root-certificate-downloads](https://www.entrust.com/resources/certificate-solutions/tools/root-certificate-downloads)

Entrust Certificate Services feature differences

Entrust simplifies certificate management with our centralized platform, Entrust Certificate Services. Our SaaS-based solution helps you improve service uptime, avoid security lapses, and preserve brand reputation with 24/7 web-based access. A host of tools and technical insights help you manage the lifecycle of all your digital certificates, allowing for easy certificate deployment across your organization.

See what else ECS delivers by visiting [the Entrust Certificate Services page](#).

The chart on the following page details the feature differences between the Entrust Silver and Platinum Service packages.



FEATURES	SILVER	PLATINUM
<p>AgileScan by ISG</p> <p>Search for unmanaged, hard-coded, or hidden certificates that are hard to find, taking vulnerability scanning to the next level. It goes past the endpoints (e.g., firewalls, VPNs, and servers) to detect both public and private certificates residing within your IT environment for robust cryptographic lifecycle management.</p>	N/A	Improve your overall IT security posture by gaining visibility to an accurate audit of your complete cryptographic inventory.
<p>TLS/SSL Server Test</p> <p>Tests servers for secure configuration by performing a deep analysis of the configuration of any TLS/SSL endpoint on the public internet and determines if they are compliant with best practices.</p>	<p>Integrated</p> <p>Manually request TLS/SSL server tests on demand and schedule recurring notifications on the results.</p>	<p>Automated</p> <p>Automatically request TLS/SSL server tests on demand and schedule recurring notifications on the results.</p>
<p>Discovery+</p> <p>Consolidate all Entrust and non-Entrust certificates into a centralized dashboard, making it easier to manage digital certificates regardless of issuing certificate authority. Multiple scan and import tools locate all certificate types with the option to consolidate management of foreign certificates with our centralized dashboard.</p>	A management license is required for customers who want to manage their foreign (non-Entrust) certificates in Entrust Certificate Services.	Includes up to 100 management licenses. Extra charge based on additional certificates managed.

Verification service programs

	VERIFICATION	SILVER*	PLATINUM*
Term	Annual Agreement	✓	✓
Verification Services Availability	Phone	24/5 Sunday, 8 p.m. ET to Friday, 8 p.m. ET	24/7
	Email	24/5 Sunday, 8 p.m. ET to Friday, 8 p.m. ET	24/5 Sunday, 8 p.m. ET to Friday, 8 p.m. ET
	ecs.verification@entrust.com		
	Prioritized requests	X	✓
Expedite Services		Paid Available	Included
Response Time Targets	Business Hours Voicemail	1-5 hrs.	1-3 hrs.
	Business Hours Email	1-5 hrs.	1-3 hrs.
Resolution Targets	Expedited Requests	1-3 hrs.	Within 1 hr.
	Standard Requests	1-5 hrs.	1-3 hrs.
Named Contacts	Billing Contact	1	1
	Authorizing Contact	1	Up to 5
	Technical Contacts	2	15

CATEGORY	AVAILABILITY / SLA TARGET	DETAILS
Named Contacts	N/A	Web-based (work is queued for next business day)
	24/7	Phone-based (work starts immediately)
Verification Services (OV)	24 Hours*	24/7/365 phone verification to achieve 24-hour verification turnaround
EV/Code Signing Verification	3 Days*	24/7/365 phone verification to achieve three-day verification turnaround for EV certificates
Expedites	No Charge	

Note: Order expedites and verification services turnaround occurs during regular business hours of 8 a.m. to 8 p.m. ET and are provided as commercially reasonable efforts. Platinum customers may initiate mission-critical requests 24x7x365 by telephone. SLA target is dependent upon the customer completing the necessary steps to validate their business or domain and submitting the required response(s) to us in a timely manner.

	BUSINESS CHECK	JURISDICTION CHECK	DOMAIN CHECK	EMPLOYMENT VERIFICATION
Extended Validation TLS/SSL Verification (EV) Requirements	X	X	X	X
Organization Validation (OV) TLS/SSL Verification Requirements	X		X	X
Code Signing (OV/EV) Verification Requirements	X	X	X	X

Business Check: In order to validate that the organization is an active and legal entity, Entrust will search qualified, independent information sources to determine the organization’s address and phone number. If this information cannot be determined, legal/accountant letters may be accepted.

If such a letter is used, Entrust is required to validate that the lawyer/accountant is active in their respective governing body and registered with the Bar or as a CPA.

Entrust will also call the lawyer/accountant through a third party to verify that they wrote and signed the letter.

Entrust is unable to process certificate requests for countries listed on the embargoed countries list. For more information, see page 11.

Jurisdiction Check: Entrust will search the incorporating or registrant agency in the organization’s jurisdiction of incorporation to determine the legal business name, registration number, status, etc.

Domain Check: Entrust can also provide customers with a security code that can be uploaded to an HTML file or included in the DNS entry of the domain to confirm control over the domain.

Entrust will verify that the organization is the registered owner of the domain name by performing a WHOIS lookup. The registrant name must match the organization's legal name. If it does not match, Entrust will send a permission request to a contact on the WHOIS record. IP addresses and hostnames are not permitted.

Employment Verification (EV Only): Using a third-party number, Entrust will call the organization applying for the certificate to confirm information for:

- **Higher Authority (HA):** The HA must be an employee of the organization submitting the EV request. They must also be in a manager role (or above), or in direct line of management of either the certificate signer or certificate approver. The HA selected should be easily reachable by phone and aware that Entrust will be in contact to confirm their title, company information, email, and phone number. HAs cannot be listed as any other contact on the request. The HA can also be a lawyer or registered accountant and doesn't have to be employed with the organization. They must be actively registered with their respective association. The HA will verify the identity of the contract signer, certificate approver, and certificate requestor. In order to validate the HA, Entrust may need to contact the human resources department via a third-party source.
- **Contract Signer (CS):** A contract signer is an individual who is authorized by the organization to accept agreements on behalf of the company. This may be the same person as the certificate approver or certificate requestor but can't be the same person as the HA. The online subscription agreement must be accepted before the

certificate can be issued. As part of the final verification, Entrust may contact the CS to verbally confirm that they accepted the online subscription agreement. This is done at the time of the initial EV setup.

- **Certificate Approver (CA):** A certificate approver is authorized to approve certificate requests on behalf of the organization. This person will provide confirmation for the ownership and exclusive rights to the domain name by accepting an online consent form. This may be the same person as the CS or certificate requestor but can't be the same person as the HA. The consent form must be accepted before the certificate can be issued. As part of the final verification, Entrust will contact the CA to verbally confirm that they accepted the online consent. This is done for each new EV domain added to an account.
- **Certificate Requestor (CR):** A certificate requestor requests the domain on behalf of the organization. If the above items are completed successfully, and all agreements are completed, Entrust will approve the EV information.

Employment Verification (OV and Code Signing): Using a third-party number, Entrust will call the organization applying for the certificate to confirm that the CR is employed by the organization and authorized to request and issue certificates on behalf of the company.

If this is a new order, consent will have to be accepted by the authorizing contact before Entrust can generate the account.

We recommend that two individuals be authorized on each account.



Embargoed Countries

The list of embargoed countries is subject to Canadian and U.S. export controls and subject to change at any time. For a list of current countries, visit the **Sanctioned Countries** page.

For more information

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ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling strong identities, secure payments, and protected data. We offer an unmatched breadth of solutions that are critical to the future of secure enterprises, governments, the people they serve, and the data and transactions entrusted to them. With our experts serving customers in more than 150 countries and a network of global partners, it's no wonder the world's most entrusted organizations trust us.

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