



Identity and Access Management (AUTH) Support Schedule

The Agreement for any Support provided with respect to the 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. **"Business Day"** means any day other than Saturday, Sunday, or a public holiday.
- 1.2. **"Covered Offering"** means each Hosted Service, Software, and third-party product resold or provided by Entrust, in each case, for which Entrust provides Support Services.
- 1.3. **"Customer-Hosted Offering"** means Covered Offerings that are hosted by Customer or installed on Customer premises.
- 1.4. **"End of Support Product"** means a Covered Offering or a version of a Covered Offering for which Entrust no longer provides Support Services, as further specified in the applicable product lifecycle policy that is provided or made available to Customer.
- 1.5. **"Extended Support"** means the services which may be available from Entrust, at its sole discretion, under a separate agreement or schedule (i) for an End of Support Product; or (ii) for non-standard support for a Covered Offering relating to reinstatement of Support Services.
- 1.6. **"Hosted Service"** for the purposes of this Support Schedule means Identity as a Service (IDaaS).
- 1.7. **"Named Support Contacts"** means individual Users nominated by Customer to act as Customer's support representatives.
- 1.8. **"Problem"** means a reproducible defect that causes the Covered Offering to fail to conform to its applicable current Documentation.
- 1.9. **"Production Environment"** means Customer's live business environment with active users.
- 1.10. **"Response Time"** means the amount of time that elapses between the Customer's report of a Service Request to Entrust and Entrust's acknowledgement of the report, confirmation or assignment of a severity classification, and indicating that a response to the Problem or request has been initiated.
- 1.11. **"Service Plan"** means the different level-of-service packages (e.g. inclusions, availability, responsiveness) available for the Covered Offering as referenced in the Support Welcome Pack.
- 1.12. **"Service Request"** means a reported Problem or request specific to a Covered Offering which is unique from any other opened support cases reported by Customer.
- 1.13. **"Software"** for the purposes of this Support Schedule means Identity Enterprise (formerly IdentityGuard), Identity Essentials, and GetAccess, and any other Software (as defined in the General Terms) licensed by Entrust under terms that incorporate this Support Schedule by reference.
- 1.14. **"Support Services"** means the services described in this Support Schedule relating to the Covered Offerings that are provided by Entrust according to the Service Plan specified in the applicable Order and excludes Extended Support.
- 1.15. **"Support Welcome Pack"** means the guide to using Support Services for the applicable Covered Offerings containing, inter alia, information related to the relevant Service Plans, available at <https://www.entrust.com/sites/default/files/documentation/brochures/data-security-welcome-pack-br.pdf>.



- 1.16. **“Upgrade”** in the context of Covered Offerings that are commercial software products, 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.
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. 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. In the event Support Services expire or are otherwise terminated, Entrust shall have no obligation to provide Support Services until the lapsed Support Services have been renewed and paid for in accordance with the Agreement. Reinstatement of Support Services must be purchased to cover the lapsed Support Services since expiration or cancelation and must be renewed until the Support Services are current. Entrust shall also charge an additional reinstatement fee of twenty per cent (20%) of the annual list price for the Support Services if the Support Services have lapsed for a period of six (6) months or less, and forty (40%) if the Support Services have lapsed for a period of more than six (6) months. In addition, Customer shall warrant that as of the date of the Order for renewal, to the best of its knowledge all Covered Offerings are functioning correctly. Notwithstanding the foregoing, reinstatement eligibility is subject to Entrust discretion and validation that the Covered Offerings are up to date. 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 Support Schedule), Entrust shall determine, in its sole discretion, whether such support (i) shall be provided as Extended Support; (ii) shall be subject to a separate Professional Services engagement, or (iii) shall not be provided at all.
5. **Customer Responsibilities.**
 - 5.1. Customer will be responsible for nominating Named Support Contacts. The Named Support Contacts will be registered in Entrust's systems in association with Customer's account, and Customer may update their Named Support Contacts from time to time. Customer shall ensure that their 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. If 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.
 - 5.2. Customer, through its Named Support Contacts, will be responsible for providing 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 troubleshooting 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 Problems with the Covered Offerings, one of the Named Support Contacts may contact Entrust to make a Service Request. The Support Welcome Pack may set out specific requirements for Service Requests depending on the severity level.
 - 5.3. Customer shall promptly report any identified Problem to Entrust by logging it into the Support Help Center or by email or by telephone as described in the Support Welcome Pack and providing the details referenced therein. Without limiting the foregoing, Customer shall, when making a Service Request, provide:
 - 5.3.1. The Entrust contract number when reporting the initial problem - once the Problem has been logged and assigned a ticket number, the ticket number should be quoted in all subsequent communications;



- 5.3.2. All relevant system configuration settings and keep Entrust informed of any relevant changes made to them. Customer is responsible for re-validating any configuration settings prior to moving to a Production Environment;
- 5.3.3. 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;
- 5.3.4. For Severity 1 Problems, dedicated resources to work on the issue on an ongoing basis during the reported Problem.
- 5.3.5. Upon Entrust 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.

In the event Customer fails to provide one or more of the items referenced in Sub-sections 5.3.1 through 5.3.5 above, Entrust's obligations with respect to the relevant Problem and related Service Request will be suspended until all such items are provided.

5.4. 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.

5.5. Customer shall keep adequate back-up copies of software, data, databases and application programs in accordance with best computing practice. Customer agrees that it is solely responsible for any and all restoration and reconstruction of lost or altered software, data, databases and application programs. Without limiting the generality of the foregoing, for Customer-Hosted Offerings, Customer shall establish proper backup procedures, including 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.

5.6. Entrust will not require access to any Customer data other than basic contact information from Named Support Contacts to provide Support Services and Customer shall take appropriate precautions to prevent transfer of any unnecessary Customer data to Entrust.

5.7. Customer shall install and implement all solutions, corrections, resolutions, hot fixes and new releases in accordance with Entrust installation instructions. Customer acknowledges that failure to install such solutions, corrections, resolutions, hot fixes and new releases may cause the Software to become unusable or non-conforming and may cause subsequent corrections and Updates to be unusable. Entrust accepts no liability for the performance of the Software that has not been installed in accordance with Entrust installation instructions.

5.8. Customer shall also:

- 5.8.1. Use Software in accordance with the Documentation; and
- 5.8.2. Maintain consistently the environmental conditions recommended by Entrust.

6. **Support Services.** Support Services include the following:

6.1. Entrust Support Portal. The availability of Support Services for the Covered Offerings is set out in the Support Welcome Pack. Customer may use the portal to:

- 6.1.1. access and view Documentation for the Covered Offerings, support knowledge base, the Entrust support newsletter, Software lifecycle information, and security bulletins;
- 6.1.2. download (where applicable) Covered Offerings; and
- 6.1.3. log, view and receive updates on Customer's Service Requests.

6.2. Entrust will provide the following for the Covered Offerings: (i) communicating with Named Support Contacts with respect to Service Requests; (ii) diagnosing of Problems reported in Service Requests; (iii) addressing Problems reported in Service Requests to the extent that they are within Entrust control.

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, an 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 third-party vendor; and (b) any time periods set out in this Support Schedule shall exclude any time during which Entrust is required to wait for a response or resolution from the third-party vendor.
- 6.3.2. Customer will be responsible for testing any changes or fixes provided by the third-party 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 Problem (or creates a new one).
- 6.3.3. Unless otherwise agreed by the parties in writing, Customer will not contact the third-party vendor of any Third-Party Covered Offering directly but instead will communicate any Service Requests to Entrust.
- 6.4. Responding to Reported Service Request. Entrust shall make commercially reasonable efforts to respond to Service Requests within the target Response Times set out in the applicable Support Welcome Pack and selected Service Plan.
- 6.5. Supported Versions and End of Life. Unless otherwise specified by Entrust in writing, the provision of Support Services does not apply to End of Support Products. The applicable Entrust product lifecycle policy for any given Covered Offering is available on request from the Entrust technical support team and provides more details on when a Covered Offering becomes an End of Support Product.
- 6.6. Additional Costs.
 - 6.6.1. To the extent Entrust reasonably determines that a Problem is caused by any condition that is not covered by Support Services, Entrust shall cease providing Support Services for such Problem. Customer may request Entrust provide out-of-scope services to address the Problem, which services shall be subject to a separate Professional Services agreement (e.g., a Statement of Work pursuant to the General Terms).
 - 6.6.2. In the event the parties agree to supply Entrust personnel to Customer's premises, such services shall be subject to a separate Professional Services agreement.

7. Upgrades; Platform Options; Multi-Year Support Orders; Extended Support.

- 7.1. Software Upgrades. Entrust will use commercially reasonable efforts to make available to Customer all Upgrades for Software and Third-Party Covered Offerings generally available from Entrust at no additional cost to Customer. Entrust will have no obligation to provide Support Services for End of Support Products. Entrust may offer to provide Extended Support for such End of Support Products for an additional charge under the terms and conditions of a separate agreement. If Customer is interested in purchasing Extended Support, Customer may contact an Entrust sales representative or authorized reseller for more information. Note, however, that Extended Support is intended for use by customers who are migrating to a newer or alternative Covered Offering and have not completed their migration before the end-of-support date of their existing Covered Offerings. It is not recommended (or priced) as a long-term alternative to mainstream support packages and is intended for customers with an active migration project.
- 7.2. Platform Options. If Customer has licensed a platform-specific version of Software (server Software only, e.g. "for Windows") and Entrust also offers the same version of the Software on an Entrust-supported computing platform other than the platform on which Customer originally licensed such Software (e.g. "for Mac"), upon request, Entrust will, at no additional charge, other than shipping costs, provide Customer with a copy of the alternate platform version of the Software as a replacement for the originally-licensed version. Customer may use the alternate platform version of the Software for the new platform pursuant to the same terms and conditions applicable to the original platform version of the Software, provided that Customer may not run both versions of the Software concurrently.



- 7.3. Multi-Year Support Orders and End of Support Products. A Customer entering into an Order for multi-year Support Services does not entitle Customer to receive Support Services for End of Support Products, and it is Customer's responsibility to ensure that it has upgraded its Covered Offerings (or Third-Party Covered Offerings) to supported versions.
- 7.4. Extended Support. Entrust will have no obligation to provide any Extended Support for End of Support Products without a separate Extended Support agreement being in place with Customer (which shall be at Entrust's sole discretion); the exception to the foregoing is the Support Services referred to in Section 6.1 and 6.1.1 – e.g., Customer will have continued access to TrustedCare but would not have the right to download the End of Support Product or raise Service Requests). Regardless of whether any such separate Extended Support agreement is put in place (or the content therein), the following requirements and restrictions will apply for any End of Support Products:
- 7.4.1. Customer must be current in its annual support fee payments to Entrust for all Covered Offerings (and for any End of Support Products for which Extended Support is being requested);
- 7.4.2. Customer's Production Environment configuration must remain substantially unaltered and Customer's computer environment must not expand significantly. Customer agrees that significant increases in the number of users and logins per second may result in degradation of system performance. In such instances, Extended Support will be limited to environmental tuning investigations and recommendations. In addition, Customer agrees that system performance may be degraded by Customer-installed third-party applications that share the computer resources (e.g., CPU, memory, ports) with the End of Support Products;
- 7.4.3. Entrust does not provide any software patches, fixes, code changes, product enhancement or design changes (collectively "Code Changes") for End of Support Products;
- 7.4.4. Back-porting of Severity 1 and Severity 2 Service Requests of current Entrust Software releases are not provided;
- 7.4.5. Entrust will not apply for or renew certification for End of Support Products (including, without limitation, those with new versions of operating systems (OS), compilers, web servers, application servers and browsers, as well as assistance with scaling requirements); and
- 7.4.6. Any compliance certifications for the End of Support Products will not be renewed, if expired. Notwithstanding anything to the contrary in the underlying license for the applicable software or other agreement between Entrust and Customer, Entrust will have no obligation to seek or maintain any certifications or compliance with any standard with respect to the End of Support Products, and will have no liability for not having such certifications or compliance. Customer acknowledges and accepts the risk of using End of Support Products beyond their normal support period.

8. **Exclusions.**

- 8.1. Entrust shall have no obligation to provide Support Services 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) Problems caused by third-party software, hardware or services, excluding Third-Party Covered Offerings, but including but not limited to web server and web browser software, plug-ins and integrations, or; (g) use of unsupported Covered Offerings (including, without limitation, End of Support 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.



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- 8.3. This Support Schedule expressly excludes on-site support and support for (a) any Covered 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 Third-Party Covered Offerings, including for applications that utilize (or were created using) 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 Support Schedule, including for example training and on-site services, such services may be available for purchase from Entrust pursuant to a separate written agreement (Entrust shall not provide any such out of scope services until a separate agreement is agreed to).