



Instant Financial Issuance as a Service Support Schedule

This Instant Financial Issuance as a Service Support Schedule (“IFlaaS Support”) is incorporated into the (i) General Terms & Conditions entered into by and between Entrust Corporation and Customer (“Agreement”), and (ii) the related IFI as a Service Schedule (“Schedule”) attached to the Agreement.

Capitalized Terms not defined herein have the meanings given to them in the Agreement or the Schedule.

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 IFlaaS Service.

“Incidents” means an event that is not part of the standard operation of the IFlaaS Service, which causes or may cause an interruption or degradation to the IFlaaS 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)	1-800-568-4598* *available and actively monitored 24x7 (certain holidays excluded).

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)	Service Interruption: The Instant Financial Issuance as a Service has a non-critical error that affects the functionality of the whole or a significant part of the product. Able to perform job functions, but performance is degraded or limited. P0 issues for which a workaround exists will be considered P1 issues.
Severity Level (P2)	Service Degradation: The Instant Financial Issuance as a Service not operating as specified. Job function is largely unaffected. Impact is an 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.
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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) hours.	Updates provided once every 4 hours by email.
P1	Call back within two (2) hours	Within twenty-four (24) hours.	Updates provided every 8 hours by email.
P2	Call back within four (4) Support Hours	Within five (5) business days.	Once a week during Working 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:

- i. Target time to Resolution based on commercially reasonable efforts by Entrust. Problem resolution is based in part on reasonable 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.
- ii. Updates may be provided either by phone or email unless otherwise specified.