



ENTRUST ADAPTIVE ISSUANCE TM INSTANT ID AS A SERVICE

SERVICE LEVEL AGREEMENT (Entrust Tenant)

This Adaptive Issuance TM Instant ID as a Service - Service Level Agreement (“**SLA**”) is incorporated by reference into, and governed by the Entrust Adaptive Issuance TM Instant ID as a Service Terms of Service (Entrust Tenant) between Entrust and Customer (“**IIDaaS Schedule (Entrust Tenant)**”) (together with the Order, 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 Hosted Service available with a Monthly Uptime Percentage (as defined below) of at least 99.9% each month .

2. Definitions

- “**Downtime**” means a state during which authorized Users are unable to use the Hosted Service to design, manage, and/or issue Credentials due to a full-service outage.
- “**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 month in which the Hosted Service were in the state of Downtime.

3. Maintenance Windows

Entrust will use commercially reasonable efforts to provide Customer 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 Hosted Service pursuant to Section 8 (*Term, Termination & Suspension*) of the IIDaaS (Entrust Tenant); (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.