



ENTRUST ADAPTIVE ISSUANCE™ INSTANT ID AS A SERVICE

SUPPORT TERMS AND CONDITIONS (Entrust Tenant)

These Adaptive Issuance™ Instant ID as a Service - Support Terms and Conditions (Entrust Tenant) are incorporated by reference into the Entrust Adaptive Issuance™ Instant ID as a Service Terms of Service (Entrust Tenant) between Entrust and Customer (“**IIDaaS Schedule (Entrust Tenant)**”). Terms and conditions not otherwise defined herein shall have the meaning set out in the IIDaaS Schedule (Entrust Tenant).

During the Term, Entrust (directly or through one or more Affiliate(s)) will provide English language support to Customer as further described herein and pursuant to these terms and conditions.

“**Incident(s)**” means an event that is not part of the standard operation of the Hosted Service which causes or may cause an interruption or degradation to the Hosted Service.

“**Service Request**” means a request by Customer to Entrust reporting an Incident and requesting Entrust Support Services; such request shall be done via the Entrust Support Form available on the Hosted Service portal and shall include such information (with all appropriate attachments for issue diagnosis) as may be reasonable requested Entrust, including, without limitation, Customer’s landing page URL; Customer caller contact information; and general problem/symptom information.

1. Customer Obligations and Responsibilities

Customer will provide Entrust personnel with electronic access to Customer’s support lab environment via VPN or equivalent secure connections where required (e.g. through WebEx or Rescue 123 remote session software), and the ability to have Entrust support personnel engage in a shared support session so that visibility of issue is seen by all parts on the service call. Entrust shall not be responsible for any failure to provide the Support Services if the aforementioned access is not provided.

2. Entrust Support Obligations and Responsibilities

Entrust will provide Customer with technical support assistance and diagnostic telephone support as set out in this Section 2 (the “**Support Services**”).

i. Technical Phone Support (TPS) – Level I (USA Customers only)

Hours of Operation: 8:00 AM to 5:00 PM CST from Monday to Friday (except for holidays).

Entrust will provide Customer with technical support assistance and diagnostic telephone support during TPS hours of operation.

ii. Regional Technical Support (RTS) – Level II – (Internationally – outside of USA)

Hours of Operation: 9:00 AM to 5:00 PM Local time for Customer from Monday to Friday (except for holidays).

Entrust Regional Technical Support will provide Customer with technical support assistance and diagnostic telephone support during RTS hours of operation.

NOTE: The hours of operations referenced in this Section 1 may be changed by Entrust with thirty (30) days

written notice to Customer.

3. Incident Resolution Process

a. Problem Classification

When Customer submits a Service Request, Entrust will first classify the Incident according to its severity and the nature of the impact on the Customer . It will then be logged in the Entrust Incident tracking system. In the event that Entrust and Customer do not agree on the severity of a reported Incident, Entrust reserves the right to classify the Incident as it deems appropriate. The following classification scheme will be used to categorize each Incident:

Severity Level	Description
Severity Level (P0)	System Down: The Service or a material portion thereof has critical errors and is disabled, and no reasonable workaround exists to remedy the problem. Customer is prevented from performing critical business functions.
Severity Level (P1)	Significant Loss of Service: The Service or a material portion thereof has a non-critical error that materially affects its functionality as specified in the Documentation. Able to perform job functions, but performance is degraded or severely limited. P0 issues for which a reasonable workaround exists will be considered P1 issues.
Severity Level (P2)	Minor Loss of Service: The Service is not operating as specified in the Documentation. Job function is largely unaffected. Impact is an inconvenience, which may require a workaround to restore functionality. P1 issues for which a reasonable workaround exists will be considered P2 issues.
Severity Level (P3)	Request for Information: Request for an enhancement or Documentation clarification regarding the Service. There is no impact on the operation of the Service. Issue is limited to Documentation errors, minor deviations or cosmetic issues with the Service whose consequences do not meet P0 through P2.

4. Support Exclusions

The following services are expressly excluded from the Support Services: (a) improper operation, neglect or misuse of the Hosted Service; (b) any issues with the Hardware (which shall be subject to separate maintenance and support terms); (c) any fault Customer's employees, contractors or other agents or Users; (d) any attempts at configuration of the Hosted Service by personnel that have not received adequate Entrust provided training for use of the Hosted Service; (e) failure or interruption of any electrical power, telephone or communication line or like cause; (f) Incidents caused by third party products or services not embedded into or forming part of the Hosted Service, including, without limitation, operating systems, browsers, cameras, etc.; or (g) any other cause external to the Hosted Service except ordinary use.

5. Other support arrangements

Both parties acknowledge and agree that Entrust's obligations hereunder may be provided by a third party or directly by an Entrust Affiliate(s).