



Cryptographic Security Platform 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. "Covered Offering" means the Software.
 - 1.2. "Extended Support" means the services which may be made available from Entrust for Superseded Products or non-standard support relating to reinstatement of Support Services.
 - 1.3. "Named Support Contacts" means individual Users nominated by Customer to act as Customer's support representatives.
 - 1.4. "Problem" means a reproducible defect that causes the Covered Offering to fail to conform to its applicable current Documentation.
 - 1.5. "Production Environment" means Customer's live business environment with active users.
 - 1.6. "Response Time" means the amount of time that elapses between the Customer's Service Request to Entrust and Entrust's acknowledgement thereof.
 - 1.7. "Service Plans" means the different level-of-service packages (e.g. inclusions, availability, responsiveness) available for the Covered Offering as referenced in the Support Welcome Pack.
 - 1.8. "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.
 - 1.9. "Software" for the purposes of this Schedule means the Entrust Cryptographic Security Platform (CSP) on-premises software.
 - 1.10. "Superseded Product" means previous version(s) of Covered Offerings that are commercial software products.
 - 1.11. "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.
 - 1.12. "Support Welcome Pack" means a guide to using Support Services for the applicable Covered Offerings containing, inter alia, information related to the relevant Service Plans and definitions of severity levels.
 - 1.13. "Upgrade" in the context of Software, means a subsequent release or version of the Software; Upgrade releases will be designated by a change in the release number.
2. **Support Provision.** Entrust will provide the Support Services in accordance with this Support Schedule and 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 shall be purchased to cover the lapsed Support Services since expiration or cancelation and must be renewed until the Support Services is current. Entrust shall also charge an additional reinstatement fee of twenty per cent (20%) of the 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's discretion and validation that the Covered Offerings are up to date.

5. **Customer Responsibilities.**

- 5.1. Customer will be responsible for nominating Named Support Contacts up to the maximum number permitted under the Support Welcome Pack. The Named Support Contacts will be registered in Entrust's systems in association with Customer's account, and Customer may update its Named Support Contacts from time to time. Customer shall ensure that its 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. In the event that 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 First Line Support to Customer's Users of the Covered Offerings. "First Line Support" means the provision of 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 trouble-shooting 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 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, documenting it in sufficient detail for Entrust to be able to recreate the Problem, in compliance with its information security responsibilities set forth below, and by providing: a description of the Problem and the circumstances in which it occurred, information on the Covered Offering (e.g., software version, license number, environment, etc.), diagnostic information (e.g., logs, debugs, etc.), and an assessment of the severity of the Problem in terms of operational impact. Without limiting the foregoing, Customer shall, when making a Service Request, provide:
 - 5.3.1.1. 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 further communications;
 - 5.3.1.2. All relevant system configuration settings and keep Entrust informed of any relevant changes made to it. Customer is responsible for re-validating any configuration settings prior to moving to a Production Environment;
 - 5.3.1.3. 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;
 - 5.3.1.4. For Severity 1 Problems, dedicated resources to work on the issue on an ongoing basis during the reported Problem.
 - 5.3.1.5. Upon Entrust's 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 5.3.11 through 5.3.15, 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 establish proper backup procedures, in accordance with the process Documentation provided by Entrust (and otherwise in accordance with best computing practices), necessary to (i) replace critical data, software, databases, and application programs, in the event of loss, alteration or damage to such items from any cause, (ii) recover the system in the event of error, defect or malfunction. Customer agrees that it is solely responsible for any and all restoration and reconstruction of lost, altered or damaged data, software, databases, and application programs.
- 5.6. Entrust will not require access to any Customer data other than basic contact information from Named 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.

6. **Support Services.**

- 6.1. The availability of Support Services for the Covered Offering is set out in the Support Welcome Pack available at <https://www.entrust.com/-/media/documentation/userguides/csp-support-welcome-pack.pdf>. Access to the Support Help Center, e-mail or phone lines for the provision of Support may be suspended for brief periods due to scheduled maintenance and other factors. "Support Help Center" shall have the meaning set out in the Support Welcome Pack.
- 6.2. Entrust will provide Second Line Support for the Covered Offerings, which will be available by telephone, chat and email. "Second Line Support" means (i) communicating with Customer's Named Support Contacts with respect to Service Requests; (ii) diagnosis of Problems reported in Service Requests; (iii) addressing Service Requests to the extent that they are within Entrust control. The availability of Second Line Support is as set out in the Support Welcome Pack.
- 6.3. Service Request Classification. When Customer makes a Service Request, Entrust will, in consultation with Customer, first classify the Service Request according to its severity and nature. The Service Request will then be logged into Entrust's Service Request tracking system and classified into one of the following categories below.
- 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 Service Plan. In addition, Service Request will be handled according to their level of severity in the manner set out below:
 - 6.4.1. In the event of a Severity 1 or Severity 2 Service Request, Entrust shall promptly initiate and continue diagnostic and remedial measures, using qualified employees and in a workmanlike manner conforming to standards generally accepted in the software support industry. Entrust shall advise Customer periodically at reasonable intervals as to the progress made by Entrust in diagnosing and/or correcting any reported Severity 1 or Severity 2 Service Requests. The resolution and correction of Severity 1 and Severity 2 Service Requests may be implemented through a work-around, software fix, web interface fix or upgrade.
 - 6.4.2. In the event of a Severity 3 Service Request for a Problem, Entrust may include the resolution in the next infrastructure software upgrade or web interface upgrade.



7. **Upgrades for Software.**

7.1. Software Upgrades. Entrust will use commercially reasonable efforts to make available to Customer all Upgrades for Software generally available from Entrust at no additional cost to Customer. Upon the release of each Upgrade, and unless otherwise specified, Entrust will have no obligation to provide Support Services for Superseded Products. Entrust may offer to provide Extended Support for such Superseded Products for an additional charge (subject to the terms and conditions set out in Section 9 (*Extended Support*)). If Customer is interested in purchasing Extended Support, Customer may contact an Entrust sales representative or authorized reseller for more information.

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.

8. **Exclusions.**

8.1. Entrust shall have no obligation to provide Support Services under this Support Schedule 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, including but not limited to web server and web browser software, plug-ins and integrations, or (g) use of unsupported software (including Superseded Products) unless otherwise agreed to by Entrust (which could include having an Order for Extended Support is in effect).

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.

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) hardware, (c) for third party products and services, including for applications that utilize Entrust toolkit software products, and (d) for non-Entrust developed integrations of the Covered Offerings with third party products or services.

9. **Extended Support.** In the event Entrust agrees to provide Customer with Extended Support for a Superseded Product, such Extended Support shall be subject to an Order (that includes details such as pricing and duration), and subject to the following additional provisions:

9.1.1.1. Customer must be current in its annual support fee payments to Entrust regarding all Superseded Products licensed or purchased from Entrust by Customer;

9.1.1.2. Extended Support is intended for use by customers who are migrating to a newer or alternative product 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 limited to customers with an active migration project.

9.1.1.3. 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



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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 Superseded Product;

- 9.1.1.4. Extended Support does not include any software patches, fixes, code changes, product enhancement or design changes (collectively "Code Changes"). However, if any Code Change is required to address critical security vulnerabilities in the Superseded Product, Entrust may, at its sole discretion opt to provide a Code Change as part of the resolution;
 - 9.1.1.5. Third party technology may be embedded in the Superseded Product. Entrust's support arrangements with such third-party technology providers may terminate or expire. Accordingly, this may adversely affect Entrust's ability to provide security and high severity bug fixes. Subject to the foregoing (and Section 9.1.1.4 above), Entrust will endeavor to support critical security patches (as determined by Entrust) for third party products embedded in the Superseded Product;
 - 9.1.1.6. Commercially reasonable efforts will be made to provide Extended Support assistance with (i) problems related to third party products integrated with the Superseded Product (existing integrations only), an (ii) Superseded Product operating on discontinued operating system (OS) platforms or bundled with discontinued third party web browsers, web servers, application servers, repositories or other software;
 - 9.1.1.7. Back-porting of Severity 1 and Severity 2 Service Requests (SRs) of current Entrust Software releases are not provided;
 - 9.1.1.8. Certification with new versions of operating systems (OS), compilers, web servers, application servers and browsers is not included and assistance with scaling requirements is not included with Extended Support;
 - 9.1.1.9. Any compliance certifications for the Superseded Product 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 Superseded Product, and will have no liability for not having such certifications or compliance. Customer acknowledges and accepts the risk of using versions of software beyond their normal support period.
10. **Out of Scope Services.** If Customer requires support that goes beyond what is described in this 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).
11. **Termination.** In addition to the termination rights in the General Terms, if either party is in material breach, or fails to perform one or more of its material obligations under this Support Schedule, the other party may, by written notice to the party in material breach, require the remedy of the material breach or the performance of the material obligations and, if the party so notified fails to remedy or produce a reasonable plan to remedy (which if such plan is not followed by the breaching party shall entitle the other party to terminate this Support Schedule immediately), or perform within thirty (30) days of the written notice, declare the party in material breach to be in default and terminate this Support Schedule.