

Customer Success Packages Terms

The Customer Success Packages (“**Success Packages**”) in Table 1, are provided by Entrust to assist the Customer with the successful adoption and operation of Services during the lifetime of the overall Schedule.

Customer agrees that it will work with Entrust to coordinate on the agreed activities as part of each purchased Success Package by collaborating with the Entrust Customer Success Manager when required.

Table 1

Success Package	Typical Activities
Standard	<p>A named Customer Success Manager providing:</p> <ul style="list-style-type: none"> • Proactive Service Monitoring <ul style="list-style-type: none"> ○ Helping identify progress and issues • Service and Technology Query Management <ul style="list-style-type: none"> ○ Assistance on How To questions • Service Escalation Point <ul style="list-style-type: none"> ○ Point of contact for ongoing issues • Monthly Meetings & Reports <ul style="list-style-type: none"> ○ Service Checkpoint reporting • Standard Workflow & KPI Analysis <ul style="list-style-type: none"> ○ Assistance with general service improvement • Quarterly Business Reviews <ul style="list-style-type: none"> ○ Formal Senior Stakeholder reporting • Change Release Schedules <ul style="list-style-type: none"> ○ Information on Entrust releases and adoption help • Best Practice Sharing <ul style="list-style-type: none"> ○ Boost team knowledge with market know-how
Premium	<p>A named Customer Success Manager providing:</p> <ul style="list-style-type: none"> • Proactive Service Monitoring <ul style="list-style-type: none"> ○ Helping identify progress and issues • Service and Technology Query Management <ul style="list-style-type: none"> ○ Assistance on How To questions • Service Escalation Point <ul style="list-style-type: none"> ○ Point of contact for ongoing issues

	<ul style="list-style-type: none"> • Monthly Meetings & Reports <ul style="list-style-type: none"> ○ Service Checkpoint reporting • Standard Workflow & KPI Analysis <ul style="list-style-type: none"> ○ Assistance with general service improvement • Quarterly Business Reviews <ul style="list-style-type: none"> ○ Formal Senior Stakeholder reporting • Change Release Schedules <ul style="list-style-type: none"> ○ Information on Entrust releases and adoption help • Best Practice Sharing <ul style="list-style-type: none"> ○ Boost team knowledge with market know-how • Early View Roadmap Updates <ul style="list-style-type: none"> ○ Provision of technology roadmap deep dives • Line of Business Expansion Assistance <ul style="list-style-type: none"> ○ Help with new IDV applications • Weekly / Daily Checkpoint meetings <ul style="list-style-type: none"> ○ When required, more frequent checkpoints • Custom Workflow & KPI Analysis <ul style="list-style-type: none"> ○ Bespoke data analysis to drive deeper improvements • Executive Sponsor <ul style="list-style-type: none"> ○ Provision of an Entrust Executive to ensure senior engagement from Entrust
No Package	<p>Service and Technology Query Management</p> <ul style="list-style-type: none"> ○ Assistance on How To questions