

**Support Terms**

Entrust will provide support to Customer in order to solve incidents and make coding modifications required for the Services to function as intended in accordance with the escalation procedure and severity of the issue set out below, provided always that Customer must provide substantiation by means of screenshots, documented example of any defect or fault, use cases and sufficient information to enable Entrust to re-create the defect or fault, and as much information as reasonably possible, including a description of a scenario leading up to the problem being encountered so that Entrust can understand how the incident occurred.

Customer can view system metrics, incident history and subscribe for real time updates here <https://status.onfido.com/>

**Escalation procedures & severity levels:** Service response times and definitions are as follows:

Definition	Item	Response Time  (from the point of Customer notifying Entrust)	Notification Contact
Normal (P2)	A non-critical component of the Services is not performing as expected. The issue has no or limited impact on Customer's business.	Acknowledge: Twenty four hours to acknowledge and respond to the notification.  Resolution: Will be dependent on the nature of the problem and the availability of development resources.	Via Portal: <a href="https://support.onfido.com">https://support.onfido.com</a>  Or Email: <a href="mailto:support@onfido.com">support@onfido.com</a>
Urgent (P1)	Some aspects of the Services are slow or intermittent in producing an expected response. The issue has a moderate or intermittent impact on Customer's business.	Acknowledge: Five hours to acknowledge and respond to the notification.  Resolution: All reasonable efforts will be taken to restore Services in ten calendar days.	Via Portal: <a href="https://support.onfido.com">https://support.onfido.com</a>  Or Email: <a href="mailto:support@onfido.com">support@onfido.com</a>
Critical (P0)	There is no response coming from the Services. Critical outage where the impact on Customer's business is severe.	Acknowledge: Three hours to acknowledge and respond to the notification. Regular updates to be provided by Entrust until resolved.	Via Portal: <a href="https://support.onfido.com">https://support.onfido.com</a>  Or Email: <a href="mailto:support@onfido.com">support@onfido.com</a>

Response times in this Schedule and for the SLA exclude any internet latency, internet outage, denial of service, or other reasons outside of Entrust's control