ENTRUST ADAPTIVE ISSUANCE ™ INSTANT ID AS A SERVICE

MSP SUPPORT TERMS AND CONDITIONS

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

Subject to MSP's payment of the fees due pursuant to the Agreement, Entrust (directly or through one or more Affiliate(s)) will provide English language support to MSP (or, if required and at Entrust's sole discretion, directly to its Sub-MSPs and/or Tenant(s)), and MSP will provide support to its MSPs and/or Tenants, in both cases 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 Service which causes or may cause an interruption or degradation to the Service.

"**Service**" means the Entrust Adaptive Issuance ™ Instant ID as a Service.

"**Service Request**" means a request by MSP to Entrust reporting an Incident and requesting Entrust Support Services; such request shall include such information (with all appropriate attachments for issue diagnosis) as may be reasonable requested Entrust, including, without limitation, MSP's landing page URL; MSP caller contact information; general problem/symptom information; and, for API-related issues, EDC printer model; EDC printer firmware version; and EDC printer device ID.

1.   MSP Support Obligations and Responsibilities

MSP shall provide support to its Sub-MSPs and/or Tenants relating to the Service, which shall include, without limitation (the "**MSP Support Services**"):

(i)   fielding each initial call, report of an Incident or other inquiry from a Sub-MSP and/or Tenant, where commercially reasonable, on a twenty-four (24) hour basis;

(ii)   answering basic questions about the usage and configuration of application and related behavior;

(iii)   providing help desk support where MSP's standard operation procedure (SOP) is to be followed and if the Incident is not resolved through SOP, making a Service Request;

(iv)   supporting Service configuration to ensure it has been done properly;

(v)   troubleshooting and isolating any Sub-MSP and/or Tenant-end network issue or User error;

(vi)   documenting information as requested by Entrust, including Sub-MSP and/or Tenant contact information;

(vii)   generating and issuing a trouble ticket containing a reference/tracking number to Sub-MSP and/or Tenant;

(viii) attempting to resolve and ascertain Incidents using the online help resources (e.g. documentation, FAQs, or other relevant information) provided by Entrust, without the assistance of Entrust;

(ix) if unable to resolve the Incident or answer the inquiry after best reasonable efforts, forwarding Service Request to Entrust for assistance;

(x) ensuring a minimum of two support personnel have completed the Service-related training as offered by Entrust from time to time;

(xi) managing communications and expectations with Sub-MSP and/or Tenant to ensure ongoing Sub-MSP and/or Tenant satisfaction; and

(xii) facilitating communication between Sub-MSP and/or Tenant and Entrust as necessary (but only to the extent Entrust determines, in its sole discretion, that such direct communication with Sub-MSP and/or Tenant is necessary).

MSP will be responsible for ongoing trouble ticket management and closure.

MSP will use reasonable commercial means to achieve a ninety (90%) percent resolution rate of Sub-MSP's and/or Tenant's requests for MSP Support Services without Entrust assistance.

MSP will be solely responsible to obtain (and cause its Sub-MSPs and/or Tenants to obtain) any and all consents required to provide to Entrust any information about an identified or identifiable individual protected under the privacy and/or data protection legislation applicable in the individual's jurisdiction.

MSP will provide Entrust personnel with electronic access to MSP'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 EDC 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 Entrust Support Services if the aforementioned access is not provided.

2.   Entrust Support Obligations and Responsibilities

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

a.   Entrust Telephone Support

i.   **Customer Contact Center** – Customer Service (USA) Level 1

Phone Number (International): https://www.entrust.com/contact/support

Hours of Operation: twenty-four (24) hours per day, seven (7) days per week.

Entrust Customer Contact Center will provide administrative assistance in creating Service Requests in the ticketing system for processing to the next level of support triage. Upon creation of a Service Request with an MSP via phone call, the MSP will be transferred to a Technical Phone Support (TPS) customer support representative who will help (during their hours of operation) determine the nature of the issue, resolution, and engage other necessary support levels of engagement. In the event a Service Request is routed to TPS outside of TPS hours of operation (see below), the Service Request will be received at the beginning of TPS hours of operation.

ii.   **Technical Phone Support** (TPS) – Level II

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

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

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

Phone Number (International): https://www.entrust.com/contact/support

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

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

NOTE: The hours of operations referenced in this Section 2 may be changed by Entrust with thirty (30) days written notice to MSP.

3.   Incident Resolution Process

a.   **Problem Classification**

When MSP submits a Service Request, Entrust will, in consultation with MSP, first classify the Incident according to its severity and the nature of the impact on the MSP (or its Sub-MSP(s) and/or Tenant(s)). It will then be logged in the Entrust Incident tracking system. In the event that Entrust and MSP 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 Entrust Support Services: (a) improper operation,

neglect or misuse of the Service; (b) any issues with the Hardware (which shall be subject to separate maintenance and support terms); (c) any fault of MSP's, Sub-MSP's, or Tenants' employees, contractors or other agents; (d) any attempts at configuration of the Service by personnel that have not received adequate Entrust provided training for use of the 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 Service, including, without limitation, operating systems, browsers, cameras, etc.; or (g) any other cause external to the 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).