



**ENTRUST**

## **Digital Card Solution**

### **Support Schedule**

Unless otherwise provided herein, capitalized terms will have the meaning specified in the General Terms and Conditions and the Digital Card Solution Schedule (“Agreement”). Entrust reserves the right to change the terms of this Digital Card Solution Support Schedule (“Support Schedule”) in accordance with the Agreement.

1. **Definitions.** The following terms shall have the meaning ascribed to them as follows:

- 1.1. **“Business Day”** means any day other than a Saturday or Sunday, Christmas day, New-Year’s day, and other publicly recognized holiday. For greater certainty, an event occurring outside of the hours between 8:00AM to 8:00PM of the Customer’s local time will be deemed to have occurred at the start of the next Business Day.
- 1.2. **“Covered Offering”** means each Hosted Service, Back-Office, and Technical Resources, for which Entrust provides Support Services.
- 1.3. **“Incident”** means a Service Request that has been classified as Severity 1 in accordance with this Support Schedule.
- 1.4. **“Named Support Contacts”** means individual Users nominated by Customer to act as Customer’s support representatives.
- 1.5. **“Problem”** means a reproducible defect that causes the Covered Offering to fail to conform to its applicable current Documentation.
- 1.6. **“Production Environment”** means Customer’s live business environment with active users that has gone through appropriate testing and signoff or 3 months after go live, whichever is greater.
- 1.7. **“Response Time”** means the amount of time that elapses between the Customer’s report of a Service Request to Entrust and Entrust’s acknowledgement of the report, confirmation or assignment of a severity classification, and indicating that a response to the Problem or request has been initiated.
- 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. **“Superseded Product”** means previous version(s) of the Covered Offering.
- 1.10. **“Support Services”** means the services described in this Support Schedule relating to the Covered Offerings that are provided by Entrust.
- 1.11. **“Upgrade”** in the context of Software and Third-Party Vendor Products that are commercial software products, means a subsequent release or version of the Software/Third Party Vendor Product; Upgrade releases will be designated by a change in the release number.

2. **Customer’s Responsibilities.**

- 2.1. Customer will be responsible for nominating Named Support Contacts . 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 are educated and trained in the proper use of the Covered Offerings in accordance with applicable Documentation.
- 2.2. 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 Users with respect to inquiries concerning the performance, functionality or operation of the Covered Offerings; initial diagnosis and troubleshooting 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 contact Entrust to make a Service Request. Further, if Customer believes a Service Request may be a Severity 1 Incident, it must make a Service Request.



- 2.3. When making a Service Request, Customer shall provide:
  - 2.3.1. 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.
  - 2.3.2. 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
  - 2.3.3. Upon Entrust's request, additional data deemed necessary by Entrust to reproduce the environment in which a reported Problem occurred, or to otherwise address the Service Request.
- 2.4. For Severity 1 Incidents, Customer must have dedicated resources available to work on the issue on an ongoing basis during the reported Incident.
- 2.5. 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.

3. **Support Services.** Support Services include the following services:

- 3.1. Entrust Support Portal. Entrust makes available a support ticketing tool which is accessible 24 hours a day, 7 days a week except for any downtime experienced due to periodic maintenance or network unavailability, which if scheduled, will occur on the weekend. Customer may use the support ticketing tool to open tickets for Support Services, track progress on support resolution, and view SLA related information.
- 3.2. 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 in Entrust's Service Request tracking system and classified into one of the following categories below.

|                     |  |
|---------------------|--|
| Severity 1/Critical | Hosted service and / or other mission critical systems are down with no workaround causing high impact to a significant portion of users. This includes Mobile Wallet Payment server and SDK functionality   |
| Severity 2/Major    | Major functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of Customers business operations and no reasonable workaround exists. This includes Mobile Wallet Payment server and SDK functionality. |
| Severity 3/Minor    | Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting low number of users or an acceptable workaround is available.   |

Note: the mobile HCE payment operation does not require any connection to the wallet server to work. The payment is therefore not directly subject to back-end issues.

**Mobile SDKs and offline services**

The Mobile payment wallet server, the Customer authentication wallet server, and Secure Interface rely on the Entrust mobile SDKs. The SDKs are able to perform the following operations offline (i.e. without connection to any online resource), and will therefore keep working if wallet server is down:

- NFC payment (for the Mobile payment service)
- Offline customer authentication (for the Customer authentication service)
- Secure Interface (offline)

Entrust periodically provides new version of the mobile SDKs. Although the SDKs are tested before release, the Customer is responsible for integrating the SDK in its application and testing the resulting application against critical bugs before releasing it to its customers.



However, due to the multiplicity of mobile devices, OS versions, OEM and mobile operator software upgrades, some issues may appear on specific devices, including but not limited to: software crashes, payment issues, provisioning issues and loss of eligibility to the service. Furthermore, some NFC payment attempts may fail due to the specificities of the “Near Field” communication protocol, and to the variable mobile and POS implementations. These failures are outside of the scope of Entrust SLAs.

Due to these external factors, the SDK-related issues may require variable time to retrieve information, diagnose and fix.

- 3.3. Responding to Reported Service Request. Service Request will be handled according to their level of severity in the manner set out below:
  - 3.3.1. Severity 1 Incidents - 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 make commercially reasonable efforts to respond to a Severity 1 Incident within the target Response Times as set out in clause 3.4 below. The resolution and correction of Severity 1 Incidents may be implemented through a work-around, software fix, web interface fix or upgrade.
  - 3.3.2. Severity 2 Service Requests - 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 respond to a Severity 2 Service Request within the timeframes set out in clause 3.4 below. The resolution and correction of Severity 2 Service Requests may be implemented through a work-around, software fix, web interface fix or upgrade.
  - 3.3.3. For Severity 1 Incidents and Severity 2 Service Requests, Entrust shall advise Customer periodically at reasonable intervals as to the progress made by Entrust in diagnosing and/or correcting any reported Incident.
  - 3.3.4. 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.

3.4. Support Services. The following table describes the Support service levels:

| <b>Support Service – Response time</b>   |                 |
|--|-----------------|
| Maximum number of Named Support Contacts | 5               |
| Severity 1 Incidents                     | 8 hours         |
| Severity 2 Service Requests              | 2 Business Days |
| Severity 3 Service Requests              | 3 Business Days |

4. **Exclusions.**

- 4.1. 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 and not authorized by Entrust, (d) failure or interruption of any electrical power, telephone or communication line or like cause, (e) Problems caused by Customer provisioned third party software, hardware or services, including but not limited to web server and web browser software, plug-ins and integrations, or (f) use of unsupported software (including Superseded Products).
- 4.2. 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.



- 4.3. This Support Schedule expressly excludes on-site support and support for (a) any Offering that was provided on a “no charge”, beta testing, proof of concept, evaluation or “not for resale” basis, (b) for Hardware, (c) for third party products and services, and (d) for non-Entrust developed integrations of the Covered Offerings with third party products or services.
5. **Out of Scope Services**. If Customer’s 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.
6. **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 obligation 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 the Agreement for Support immediately), or perform within thirty (30) days of the written notice, declare the party in material breach to be in default and terminate the Agreement for Support.