



Entrust Managed PKI Services

Service Levels

These service levels provisions are incorporated into any Agreement between Entrust and Customer consisting of (i) the Entrust General Terms and Conditions at <https://www.entrust.com/general-terms.pdf> (“General Terms”); (ii) an Order for any of the Entrust Offerings identified in Section 1 of this document below (each, an “Offering”); and (iii) the applicable Offering Schedule. Capitalized terms not defined herein have the meanings given to them in the General Terms or the applicable Offering Schedule. Entrust may revise these service levels and support provisions by posting a new version at <https://www.entrust.com/legal-compliance/terms-conditions>. Such new version will become effective on the date it is posted except that if the new version significantly reduces Customer’s rights, it will become effective sixty (60) days after being posted. If Customer objects in writing during that sixty (60) day period, the new version will become effective upon renewal of Customer’s subscription.

- Service Level Targets.** Entrust will use commercially reasonable efforts to achieve the targets set out below (each, a “Service Level Target”):

Offering	Applicable Components/Functions	Target
Entrust Managed PKI PRO and PRO+ (dedicated CA infrastructure)	Certificate issuance and revocation (CA and RA services hosted by Entrust)	99.5% Uptime
Managed Microsoft PKI	Microsoft Active Directory Certificate Services (MS PKI) – Running in Azure PKI: <ul style="list-style-type: none"> • Microsoft Certificate Authority • Microsoft Network Device Enrollment Service (NDES) • Certificate Services Web Enrollment • Certificate Revocation List Distribution Point (CRL DP) • Active Directory (AD) • Hardware Security Modules (HSMs) 	99.5% Uptime
Certificate validation services	OCSP and CRLs	99.9% Uptime
Cryptography-as-a-Service	HSM cluster availability (excludes site-to-site VPN connectivity)	99.9% Uptime
Managed Certificate Hub	user console with dashboard, reports, notifications, Certificate visibility, configuration management connecting to CAs, sources and destination plugins (excludes site-to-site VPN connectivity)	99.5% Uptime
All	Test components (including test CAs) All components of Offerings provided for evaluation purposes	n/a

- Calculation of Uptime.**

- 2.1. “Uptime” is calculated for each calendar month by subtracting the percentage of Downtime during such month from 100%.
- 2.2. “Downtime” means, subject to the exclusions below, an interruption of five (5) minutes or more during which the ability of ten percent (10%) or more of all users of the applicable Offering(s) to access one or more of the components or functions listed in Section 1 above is substantially impaired.

- Maintenance Windows and Other Exclusions from Downtime.**



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- 3.1. "Maintenance Windows" are the time frames during which Entrust may perform scheduled routine system maintenance. The Maintenance Windows will not exceed 12 hours per month. Entrust will use commercially reasonable efforts to provide 7 days advance notice of the Maintenance Windows.
- 3.2. Unavailability due to any of the following is excluded from Downtime: (i) any Maintenance Windows, (ii) suspension or termination of the applicable Offering in accordance with the terms of the applicable Agreement; (ii) implementation of critical / emergency security patches in accordance with a relevant risk/vulnerability assessment; (iii) factors outside of Entrust's reasonable control, including any Force Majeure event, internet accessibility problems beyond Entrust's ISP environment; and (iv) Customer's or any third party's network, software, equipment or other technology or service.

4. **Notice of Default.**

- 4.1. In order to receive a Service Level Credit (as defined below), Customer must provide written notice to Entrust within thirty (30) days of the end of the month in which the failure occurred if Customer believes Entrust has failed to meet any Service Level Target ("Service Level Default"). Upon receipt of such notice, Entrust will verify the accuracy of details provided by Customer against its service logs to determine, acting reasonably, whether a Service Level Default has or has not occurred, and will provide details relating to the cause of the Service Level Default to Customer within thirty (30) days from the date of notification. Customer's failure to provide the notice required in this Section will disqualify Customer from receiving a Service Level Credit.

5. **Service Level Credit.**

- 5.1. Customer will be entitled to receive the Service Level Credit for a confirmed Service Level Default.
- 5.2. "Service Level Credit" means an amount equal to five percent (5%) of the Monthly Fee for the calendar month in which a Service Level Default occurs, where "Monthly Fee" means the subscription fees paid to Entrust for the Offering divided by the number of months in the applicable subscription term.
- 5.3. The total aggregate amount of the Service Level Credit to be issued by Entrust to Customer for all Service Level Defaults that occur in a single calendar month will be capped at five percent (5%) of the Monthly Fee for such calendar month. Service Level Credits can only be applied against the renewal subscription fees due to Entrust for the Offering and any unused Service Level Credits are forfeited upon termination or non-renewal of the Agreement. For clarity, Entrust is not required to issue refunds or make payments against such Service Level Credits under any circumstances, including upon termination of the Agreement. The Service Level Credit is Customer's sole and exclusive remedy for any Service Level Default.