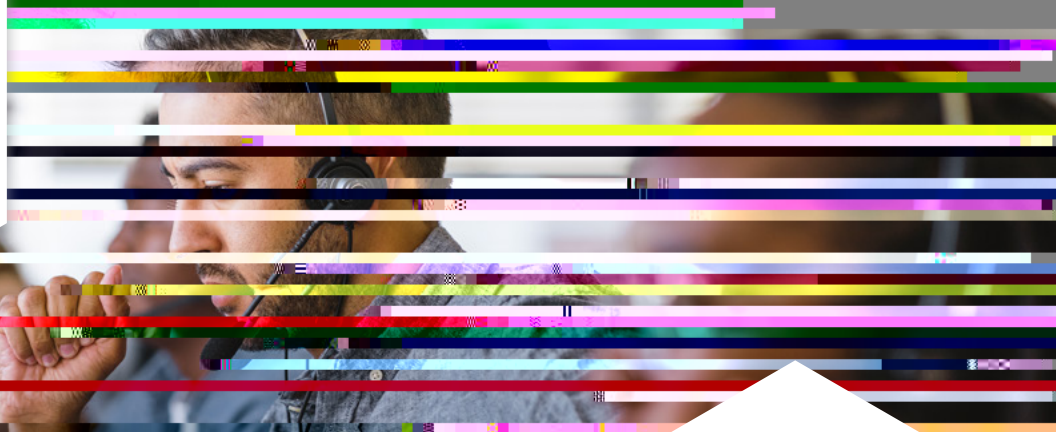




**ENTRUST**



# Entrust Platinum Services

A service offering for Entrust Certificate Services (ECS) customers

## OVERVIEW

### More peace of mind

Entrust's comprehensive service and support programs are part of our commitment to offer you the best. We offer the industry's broadest set of identity-based products and services, with the goal of properly securing your transactions and bringing high assurance identity verification. Entrust certificates are a solid investment for peace of mind. The ECS Platinum Services option ensures the smoothest, most efficient resolution response for your organization.

## KEY BENEFITS

- Improve total cost of ownership
- 24x7x365 support and verification availability
- Emergency telephone support
- 24-hour verification service

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**LEARN MORE AT [ENTRUST.COM](https://www.entrust.com)**

## HOW IT WORKS

Support	Silver Services (Included with CMS subscriptions)	Platinum Services (Optional)
Support Availability	24/5: Sunday 8 pm ET - Friday 8 pm ET	24 hours/day, 7 days/week, 365 days/year
Named Callers	3	15
Support Tool Access	Included	Included
Dedicated Relationship Manager	Included	Included
Expedite Requests	Available at additional cost	Included
Response Time	Severity 1: 8 business hours Severity 2: 2 business days Severity 3: 4 business days or future release	Severity 1: 4 business hours Severity 2: 1 business day Severity 3: 2 business days
Verification		
Verification9 40.68 301.9225 scXrelease		