
Definitions. Capitalized terms not defined in this Schedule have the meanings given to them in the General Terms.

- 1.1. “Expert by Your Side hours” or “EBYS hours” means for the Offering Term, Entrust will provide remote consulting and technical support that is limited to the purchased number of hours in the form of telephone or email assistance (provided during normal business hours), coordinated through an assigned Entrust project manager, to address general inquiries, questions, issues or changes related to the services provided by Entrust.

and Network Scans) and Expert By Your Side hours may be purchased under an Order or under an additional Order.

Entitlements	Basic Subscription	Pro Subscription	Premium Subscription
Engagements per Year	1	2	4
Number of physical/virtual hosts on which Host Scan will be performed.	25	25	25
Number of physical/virtual host on which Network scan will be performed.	50	50	50
TAM	No	No	Yes
Expert By Your Side hours	10	25	50

- 2.2. Scope. The scope of the CHC Offering shall be limited to the entitlements described in the above table. EBYS hours may be used for remediation of findings.



2.3. Out of Scope. The items below are outside the scope of the CHC Offering. Entrust has a rich portfolio of service offerings and could assist the Customer on the tasks below in a separate engagement:

- Development of custom code
- Installation and/or configuration of hardware and/or operating systems
- Installation and/or configuration of supporting network components
- Development and execution of a formal test plan
- Legal advice
- Remediation of the findings beyond use of the EBYS hours included in the purchased package.
- PKI Health Check
- PKI and/or Crypto Governance consulting
- Travel or any work on Customer’s premises

2.4. Stages and Responsibilities. The table below set out the stages of the CHC Offering and the respective responsibilities of Entrust and Customer at each stage. The Entrust project manager (“PM”) has overall responsibility for ensuring delivery of the CHC Offering to the Customer. The PM is the Customer’s single point of contact with Entrust for the duration of the engagement, providing co-ordination of resources, tracking and closure of action items, and schedule, requirements and financial management. These steps will be completed for each Engagement, with the number of Engagements per year depending on the Customer subscription level as per the table above.

Stage	Entrust Responsibilities	Customer Responsibilities
1: Kickoff meeting	<ul style="list-style-type: none">• Identify the targeted host and IP services to scan• Understand the business role and severity of each target• Schedule the engagement steps and explain dependencies	<ul style="list-style-type: none">• Assign a project manager• Engage and manage the required Customer resources• Provide information on the machine to scan• Provide crypto policy document



Offering Term will commence on the date that the Order is accepted by Entrust and will continue in effect for a period of one (1) year, unless terminated in accordance with the Agreement.

- 8.2. In addition to the termination rights in the General Terms, Entrust may terminate the Agreement with respect to the CHC Offering and refuse any additional Orders for the CHC Offering if Customer commits a material breach of this Schedule and fails to remedy such material breach within thirty (30) days after delivery of notice of the occurrence or existence of such breach or such longer period as may be agreed to in writing by Entrust.

Template version: December 14 2022