



## Workflow Signing Service Support Schedule

If Entrust provides any customer or technical support with respect to Covered Offerings (defined below), such support is subject to these Support terms ("this Schedule") and the Entrust General Terms and Conditions ("General Terms") that are available at <https://www.entrust.com/general-terms.pdf>. Capitalized terms not defined herein have the meanings given to them in the General Terms or the applicable Covered Offering Schedule.

1. **Definitions.** The following terms shall have the meaning ascribed to them as follows:
  - 1.1. "**Covered Offering**" means each Hosted Service, Software, and third party vendor product resold or provided by Entrust in connection with the Hosted Service or Software, in each case, for which Entrust provides Support Services.
  - 1.2. "**Customer-Hosted Offering**" means Covered Offerings that are hosted by Customer or installed on



3. **Support Term.** The Offering Term for Support Services is as set out in the applicable Order, or, if not specified in the applicable Order, is for a period of twelve (12) months.
4. **Support Fees.**
  - 4.1. Any and all fees for the Support Services will be as set out in the applicable Order and are payable in accordance with the Order and the General Terms.
  - 4.2. Customer



5.4.5. Access to all locations, services and accounts under Customer's management that Entrust reasonably requires in order to respond to the Service Request.



it must make the Service Request by telephone. Service Requests reported to Entrust in any other manner, such as to a different telephone number or email address, will not trigger the application of this Schedule.

<b>Name</b>	<b>Function</b>	<b>Email address</b>	<b>Telephone number</b>
Entrust Support	Support	support@Entrust.nl	+31 (0)23 737 0046

6.4.2. Service Request Classification. When Customer makes a Service Request

