

DigiCert User Authentication Service Level Agreement

Overview and Scope

This DigiCert User Authentication service level agreement (“**SLA**”) applies to DigiCert User Authentication products/services, such as the DigiCert PKI Platform (formerly known as Symantec Managed PKI (MPKI)), and such other User Authentication solutions as identified by DigiCert from time to time, each a “**User Authentication Service**”. This SLA should be read in connection with the applicable Services Description or Statement of Service for the User Authentication Service in question. The service level described in a current published Service Description or Statement of Service will govern over this SLA, if there is any conflict between such documents.

This SLA applies to new or renewal Service Periods of User Authentication Service, performed on or after the SLA Version date indicated in this document. For Customers with User Authentication Services purchased before such SLA Version date, the prior service level agreements shall apply until the expiration of their current annual Service Period, such that this SLA shall apply commencing on the next annual Service Period. This SLA document is organized as follows:

- **Technical Support SLA information**
- **Service Performance SLA information**
- **Definitions**

Technical Support SLA

Customer Administrators

Customer may nominate named Customer Administrators authorized to interact with DigiCert for purposes of reporting problems with User Authentication Services, requesting technical support, and collaborating with DigiCert Technical Support in the resolution of reported problems. The number of such Customer Administrators may vary by level of support (Bronze, Gold, Platinum) included in the purchased Service, as specified below.

Customer shall identify, and may also from time to time change, its Customer Administrators using DigiCert’s then current Technical Support processes.

Severity Levels

Customers are responsible for determining the severity level of each problem logged with DigiCert Technical Support. The Severity Level reflects the potential impact to your business. The response times associated with DigiCert’s provision of technical support to Customer in connection with the User Authentication Services will be based in part on classification of reported problems by severity level as follows:

Severity Level	Impact or Significance of Problem
Severity 1 (Critical Events)	<p>Severity 1 problems include any unplanned events that have a major adverse impact on the operations of the system and on end users' use of the User Authentication Service(s), such as the problem types described below. A customer cannot classify a problem as Severity 1, and DigiCert will not classify an issue as a Severity 1 problem, unless a Customer Administrator with immediate access to the affected system(s) and related information contacts DigiCert by telephone to request support.</p> <ul style="list-style-type: none"> ○ System or application unavailability that prevents critical transactions from being processed ○ Online application outages that significantly impact the online availability of the User Authentication Service(s) ○ Consistent degradation of availability of DigiCert's systems that significantly impairs the utility of the User Authentication Service(s)
Severity 2 (High Importance Events)	<p>Severity 2 problems include any unplanned events (other than Severity 1 problems) that have a moderate adverse impact on the operations of the system and on end users' use of the User Authentication Service(s), such as:</p> <ul style="list-style-type: none"> ○ Errors that disable limited functions of the User Authentication Service(s) and may result in degraded operations, including without limitation, errors that cause significant transaction processing delays ○ Intermittent degradation of availability that moderately impairs the utility of the User Authentication Service(s)
Severity 3 (Medium Importance Events)	<p>Severity 3 problems include any unplanned events (other than Severity 1 or 2 problems) that have a minor impact on the operations of the system and on end users' use of the User Authentication Service(s). Customer requested improvements and system enhancements are not considered Severity 3 events.</p>

Technical Support Response Time – DigiCert will use commercially reasonable efforts to perform the following activities:

For Bronze Service: DigiCert will provide telephone and email support to up to two (2) Customer Administrator(s), as follows:

- (i) for Severity 1 problems, 24 hours a day, 7 days a week, 52 weeks a year, and
- (ii) at Customer's option, for Severity 2 and 3 problems, as follows:
 - From 7:00 am - 5:00 pm local time, Monday through Friday, 52 weeks a year, excluding national holidays and Scheduled Down Time periods.

For Gold and Platinum Service: DigiCert will provide technical telephone and email support to up to two (2) Customer Administrator(s) for Gold service, or five (5) Customer Administrators for Platinum service, 24 hours a day, 7 days a week, 52 weeks a year for Severity 1, 2, and 3 problems.

During such hours, incoming technical support calls may be answered by a person or an automated call system. DigiCert will provide a call system option for a customer to speak directly to a trained customer support representative.

Target Response Times. DigiCert's target Response Times for callbacks and email support, broken out by Service type and Severity Level, are provided in the Table below. Note that "**Response Time**" means the amount of time that elapses between the Customer's report of a software or service problem to DigiCert and DigiCert's response acknowledging the report and indicating that a response to the problem has been initiated. The following are goals and not commitments.

Severity Level (During hours outlined above)	Bronze Service Response Time Goals	Gold Service Response Time Goals	Platinum Service Response Time Goals
Severity 1 (Customer must initiate by telephone)	Within 8 hours	Within 1 hour	Within 30 minutes
Severity 2 (Customer may initiate by telephone, email or chat*)	Within 24 hours	Within 6 hours	Within 2 hours
Severity 3 (Customer may initiate by telephone, email or chat*)	Within 48 hours	Within 8 hours	Within 8 hours
*The turnaround time for email or chat requests could be longer than for telephone requests			

Maintenance

DigiCert will provide Software upgrades, bug-fixes, patches, error corrections and enhancements which are developed by DigiCert and made available to DigiCert’s customers for these offerings on an if and when available basis.

Problem Management and Escalation Process

A specified level of Technical Support representative is assigned to every escalation to oversee the case from a holistic viewpoint. The Technical Support representatives handling escalations are responsible for evaluating your situation, facilitating the issue at a global level, and acting as advocates on your behalf.

Problem Escalation. Severity 1, 2, and 3 problems will be internally escalated as described below:

- **Severity 1:** A response team, headed by a Director level management official or above, will immediately define the issue and seek resolution, utilizing any necessary DigiCert personnel. DigiCert will notify Customer about the progress towards resolution.
- **Severity 2:** Support personnel will actively seek resolution, involving technical support/engineering management as necessary. DigiCert will notify Customer about the progress made towards resolution.
- **Severity 3:** Support personnel will seek resolution, and involve technical support/engineering management as necessary. Customer is notified when the issue is resolved.

Technical Support Contact Information and Telephone Numbers can be found at:

<https://www.websecurity.symantec.com/support/contact>

Service Performance SLA

DigiCert PKI Platform and other User Authentication Services

The SLA information below describes DigiCert’s standard Service Performance SLA terms for Customers of our Bronze Service level, and certain additional Service Performance SLA commitments for Customers who purchase DigiCert’s premium SLA packages (“Gold Service” and “Platinum Service”), as applicable:

Service Availability

- **Up Time Measurement.** Up Time is calculated on a rolling 90-day basis as a percentage equal to (i) the total number of minutes in any such 90-day period that DigiCert’s systems are available and capable of receiving and processing data from customers, divided by (ii) the total number of minutes in such period.

- **Up Time Percentage.** DigiCert's Up Time percentage throughout each such 90-day period will be no less than: Ninety-nine percent (99%) for Bronze and Gold Service, and no less than ninety-nine and one-half percent (99.5%) for Platinum Service.
- **Scheduled Down Time.** DigiCert will notify Customer via electronic mail or electronic posting (including by <https://websitecurity.status.digicert.com>) of Scheduled Down Time and anticipated impact to User Authentication Service specific functionality not less than thirty (30) hours in advance of the planned downtime window. Except in exigent circumstances, Scheduled Down Time will not exceed four (4) hours in any single calendar week.

Additional Terms for Platinum Service Customers

DigiCert PKI Platform Service Performance

For Platinum Service only, the DigiCert PKI Platform services (if applicable) will be provided in accordance with the following Service Performance standards, as applicable (excluding any additional latency resulting from use of the Managed PKI Services in conjunction with other User Authentication Services), which standards reflect average performance for customers over any calendar month:

- 90% of all Customer Administrator approvals of a digital certificate will occur within 10 seconds
- 90% of all Customer Administrator revocations of a digital certificate will occur within 5 seconds
- 90% of all Customer Administrator requests for a CRL from the correct CRL distribution point will occur within 5 seconds
- 90% of all end user requests for a digital certificate will occur within 5 seconds
- 90% of all end user pickups of approved digital certificates will occur within 5 seconds
- 90% of all end user revocations of his/her own digital certificate will occur within 5 seconds
- 99% of all of the above requests or actions will occur within 2 minutes

Customer Relationship Manager

For eligible Platinum Service customers only, DigiCert will designate a qualified DigiCert employee to serve as Customer Relationship Manager for the coordination of implementation activities, and management of problem resolution and escalation efforts. The Customer Relationship Manager also will be available to conduct support service reviews at Customer's request once every calendar quarter. The eligibility is determined by the then-current DigiCert policy and based on customers' annual spending for support. The current annual spending requirement is USD \$12,500 on support or 15% of the applicable User Authentication Service annual fee, whichever is greater.

Reports

For Platinum Service only, DigiCert will make available to Customer monthly reports, detailing the following for the monthly period covered by the report:

- the total percentage of Up Time; and
- the number of Scheduled Down Time periods; and
- the percentage of Scheduled Down Time periods completed within the scheduled window specified in the notice provided by DigiCert; and
- severity level classifications and current resolution status for reported problems, upon request, and

- for DigiCert PKI Platform services only, actual Service Performance figures corresponding to the standards specified in this SLA (aggregated across all DigiCert PKI Platform customers).

Definitions

Capitalized terms that are not otherwise defined in this SLA have the meanings given below.

“Customer Administrator” means a named, trusted individual of Customer who is designated by Customer to DigiCert as its administrator with respect to the relevant Service(s), and who Customer authorizes to interact with DigiCert on technical problems with the Service.

“Force Majeure Event” means an event beyond DigiCert’s reasonable control, including, but not limited to, acts of God, embargoes, governmental restrictions, strikes, lockouts, work stoppages or other labor difficulties, computer, internet or telecommunications failures, delays or network intrusions, riots, insurrection, wars, or other military action, acts of terrorism, civil disorders, rebellion, fires, floods, vandalism, or sabotage.

“PKI” means Public Key Infrastructure

“Scheduled Down Time” means periods of scheduled unavailability of the DigiCert system and User Authentication Service, in order to perform routine service maintenance, upgrades, and testing.

“Services Order Term” is Customer’s committed period of User Authentication Services, which may be more than 12 months depending on Customer’s order.

“Service Performance” means the amount of time that elapses between the arrival of data sent by Customer at DigiCert’s back-end system and the transmission from DigiCert’s back-end system of the corresponding response or automated action initiated by DigiCert in connection with the relevant User Authentication Service. **“Service Performance”** refers only to the performance of DigiCert’s back-end system, and does not include the system availability, performance, or response delay of any third party.

“Service Period” is each annual period within a Services Order Term.

“Up Time” means the percentage of time that DigiCert’s systems are available and capable of receiving and processing data from Customer in connection with the applicable User Authentication Services. Scheduled Down Time and any unscheduled downtime that results from any Force Majeure Event is not considered downtime for the purpose of this SLA. Unless otherwise specified, “Up Time” refers only to availability of DigiCert’s systems, and does not include the system availability or performance of any party.