



ENTRUST

INSTANT FINANCIAL ISSUANCE HARDWARE SUPPORT SCHEDULE (On-Call Service)

This Schedule for Instant Financial Issuance Hardware Support (On-Call Service) is made up of these terms, Entrust's General Terms and Conditions (the "General Terms") available at <https://www.entrust.com/general-terms.pdf>, and an Order for such Instant Financial Issuance Hardware Support (On-Call Service). Capitalized terms not defined herein have the meanings given to them in the General Terms.

1.1 Equipment Maintenance Services. Entrust Corporation ("Entrust") will provide Customer with equipment maintenance services on an on call basis at Customer location(s) ("On-Call Service") for the equipment described in the applicable Order ("Covered Equipment"). Such On-Call Service includes telephone technical support in accordance with Section 1.2 and remedial and concurrent preventive maintenance on Covered Equipment in accordance with Section 1.3. Entrust warrants that the On-Call Service will cause Covered Equipment to meet the manufacturer's operating specifications given reasonable wear and tear and the Covered Equipment's age and condition ("Maintain").

1.2 Telephone Technical Support. Entrust technical phone support staff for On-Call Service is available to provide problem resolution during Entrust's technical support hours of 6 a.m. – 6 p.m. Mountain Time, Monday – Friday (excluding Entrust Holidays) ("Technical Support Hours"). "Entrust Holidays" means New Year's Day, Presidents' Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, and Christmas Day or such different days as Entrust may designate after written notification to Customer (holidays occurring on a Saturday or Sunday may be observed on the preceding Friday or following Monday). Entrust's Customer Support Center will document any request made outside of these coverage hours and the technical phone support staff will contact Customer to provide problem resolution when Technical Support Hours resume.

1.3 Preventive Maintenance. On-Call Service includes all parts, labor and travel expenses necessary to Maintain the Covered Equipment but excludes software support, which may be available in a separate agreement with Entrust. Entrust reserves the right at its option to replace or repair any part which fails to perform its function under normal use. Entrust further reserves the right to use, at its option, new, rebuilt, or reconditioned parts or improved parts which are capable of performing functions similar to those of the replaced parts. In the event that parts required to Maintain Covered Equipment are no longer available, Entrust may terminate coverage for some or all of the affected Covered Equipment and will issue the Customer a prorated credit for any unused portion of the term charge. On-Call Service will be provided by US Entrust Companies Monday through Friday, 8:00 am to 5:00 pm and by Canadian Entrust Companies 8:30 am to 4:30 pm, both excluding Entrust Holidays ("Coverage Hours").

1.4 Exclusions. The following are not covered in the On-Call Service and are subject to additional charges:

(a) Overtime Charges and Travel Expenses. Any On-Call Service started during the Coverage Hours and completed within 1 hour after such period and any On-Call Services started by Entrust without Customer's request and completed after such 1 hour period will not be treated as overtime. On-Call Service completed after such 1-hour period at Customer request or any other service otherwise provided at Customer request outside of the Coverage Hours (including service provided on Entrust Holidays) will be treated as overtime. A minimum charge of 1 hour will apply to any overtime services. All overtime charges and any travel expenses of Entrust personnel for maintenance services not included in On-Call Service will be charged to Customer at Entrust's maintenance rates in effect at the time of occurrence.



(b) Unauthorized Use or Service. On-Call Services do not include service or repair work caused by: (i) Customer's failure to observe any of the conditions in this Agreement; (ii) Customer's failure to use the Covered Equipment in accordance with the manufacturer's instructions; (iii) maintenance or attempted repairs or adjustments of the Covered Equipment by anyone other than Entrust authorized personnel; (iv) service, reconfiguration, or upgrading of any data communications interface occasioned by changes made to host computers or network transmission devices; (v) tampering, misuse or abuse of the Covered Equipment; (vi) force majeure; or (vii) use with the Covered Equipment of supplies or consumable materials not supplied by Entrust. Repairs, adjustments, or parts replacement required as a result of any of the foregoing will be provided by Entrust at then-current time and materials rates.

(c) Consumables and Supplies. On-Call Services do not include consumables and supplies such as printheads, cleaning rollers and cards, ribbons, foils, forms, overlaminates, card affixing stickers, labels, toner and other supplies for use with the Covered Equipment, including Customer supplies necessary for maintenance purposes, or travel and labor should Entrust be requested to install them. Unless covered by warranty, such items will be invoiced at Entrust's then-current retail price.

(d) Billable Services. Certain service calls fall outside the scope of On-Call Service and are subject to additional charge at then-current time and material rates. Examples of such calls include but are not limited to: problems caused by hardware, supplies or expendable items not covered under this Agreement; software related calls; calls generated due to operator errors rather than defective hardware; calls due to power surges or lightning damage; and "No-Trouble-Found" calls – problems such as those caused by device cables or phone lines, defective SPS/UPS systems, defective media, defective consumables or other problems which should have been identified in Customer's call management process. Entrust will make reasonable efforts to provide advance notice to the extent possible before providing service for such calls.

1.5 Parts.

(a) Parts Replacement. In the performance of On-Call Service Entrust may at its option repair or replace any part that fails to perform its function under normal use. Entrust may at its option use new, rebuilt, or reconditioned parts or improved parts provided such parts are capable of performing functions at a level similar to those of the replaced parts.

(b) Parts Availability. If parts required for On-Call Service are no longer available, Entrust may terminate coverage for some or all of the affected Covered Equipment and will issue Customer a prorated credit for the remaining term of the applicable Order.

1.6 Conditions Applicable to On-Call Service.

(a) Access to Product. Customer must permit Entrust personnel free and safe access to the Covered Equipment and provide without charge to Entrust such working space and necessary utilities as may reasonably be required by Entrust personnel to perform On-Call Service.

(b) Notification of Covered Equipment Location. Customer must provide Entrust the address at which Covered Equipment is installed and notify Entrust promptly of the new address if Covered Equipment is relocated. Customer is responsible for the cost of any such relocation and for the change in applicable On-Call Service fees, if any, resulting from the new location(s) of the Covered Equipment.

(c) Changes to Scope of Services. If Customer requests changes that affect the performance or cost of the On-Call Service, Entrust reserves the right to modify the scope of the On-Call



Service and its charges therefor. Before making any such modification, Entrust will provide Customer with a description of the changes to the Services and a quote for their cost so that Customer may determine whether to proceed in accordance with what Entrust has provided.

1.7 Limitation of Liability. Entrust is not liable for the loss of use of any Covered Equipment or for any loss or damage occasioned by such loss of use resulting from the performance of its On-Call Service. In no event will Entrust's liability for any claims relating to damage to equipment resulting from the performance of On-Call Service exceed the cost of replacing such equipment.