

Enterprise Support & Validation Service

Our Commitment To You

In today's complex IT security environment, it is vital to minimize risk and downtime by utilizing services that safeguard your business and drive IT efficiencies. Our Enterprise Service is designed for customers who require technical and validation management services with immediate access to Sectigo's most skilled service personnel.

The extensive Sectigo experience from being the largest commercial Certification Authority gives you a solid, secure foundation in the shortest period of time. Once in service, we'll help you manage and maintain your digital certificates across multiple systems to avoid non-compliance, outages, and data breaches.

From on-demand validation to expert technical support, our trusted security experts are ready 24/7 to respond and resolve your technical and validation issues immediately and efficiently.

Enterprise Packages

Our program is designed to allow customers to tailor their service agreement to meet their needs. Customers can also purchase additional options to enhance the core features of Advanced and Premier service agreements.

| Feature | Advanced (per incident) | Premier |
|--|-------------------------|-----------------------|
| Response time (call back or email on opening the service request of any level) | 1 hour | 1 hour |
| Telephone support hours for all severity levels | 8 AM to 8 PM east | 24/7 and Chat |
| Designated Contacts | No | 3 |
| Service Account Manager | No | Yes |
| Remote Remediation Client Environment | Yes | Yes |
| Quarterly Service Reviews | No | Yes |
| Help Desk training available | No | Yes |
| Emergency 24/7 Support for Critical Severity | No | 24/7 |
| Training (instructor led training billable – remote, on site, inhouse) | Online LMS - Billable | Online LMS - Included |
| Monthly Reports | No | Billable |
| Additional Contacts | No | Billable |

For more information about Sectigo, our Premier Enterprise Services and our full line of digital certificates, contact the Sectigo representative in your area at (US) +1-888-266-6361 or (INT) +1-703-581-6361 or visit www.Sectigo.com.

Support Incident

A support incident is defined as the resolution of one technical question, problem, or issue regardless of the number of interactions required to resolve it. One issue may require several Designated Contacts to be involved while some issues may be resolved with direct one-to-one interaction with a single Enterprise Technician. Problems submitted via email will be answered via email.

Designated Contact

A Designated Contact is a specific individual authorized by the Enterprise Customer to call Enterprise Services. Designated Contacts should be highly skilled individuals who can understand the advice of Enterprise Technicians. A personal information number (PIN) is assigned to each Designated Contact and must be provided in order to speak with an Enterprise Technician. The PIN is confidential and can only be used by the named individual. To change the contact, the Enterprise Customer must submit the desired change to Sectigo via email. The email must include the name and PIN of the former contact, and the name, address, telephone number, and email address of the new designated contact.

Enterprise Technicians

To resolve technical service issues quickly, customer support staff typically require assistance from Enterprise Technicians. Enterprise Customers have access to a dedicated team of Sectigo's most experienced technicians 24 hours a day, seven days a week.

Service Account Manager

Your Service Account Manager (SAM) acts as a liaison between Enterprise Customers and Sectigo. The STAM acquires personal knowledge of the customer's organization and ensures that the organization's service needs are met. Your SAM acts as a dedicated account service manager to assist with all aspects of deployment, ticket tracking, reporting and service recommendations.

Business hours for SAMs are 8:30 a.m. to 8:00 p.m. EST.

Their responsibilities include the following:

- All reports include performance-to-objectives and customer satisfaction reviews
 - Quarterly Service Reviews, Free
 - Monthly Activity Reports, Fees Apply
- Ensure customers understand the Enterprise Service program and its benefits
- Proactive communication with the customer by telephone or email
- Customers receive monthly incident stats and history reports
- Assistance to help customers become as self-reliant as possible
- Familiarity with customer's system configuration and environment
- Understanding of customer's service needs to ensure satisfaction

24/7 Service

Occasionally, large organizations require technical service from third-level technicians after core business hours to resolve mission-critical issues. Customers who purchase Enterprise Support customers have access to technicians 24 hours a day, seven days a week by telephone, email or our ticketing system. If a call is not answered for any reason, customers are asked to leave a brief description of the problem and a return telephone number. Your Service Level Agreement (SLA) guarantees a one hour call back if the call is not picked up immediately.

Status Reports

Enterprise Customers receive quarterly service reviews and monthly reports of the incidents they report to Sectigo's support database. The reports contain support incident information, such as problem description, open and close dates, current status, assigned technician, and resolution reports.

Expert By Your Side

Organizations that want a personalized and consistent relationship with an Enterprise Technician can purchase the service of a Dedicated Enterprise Technician (DET) and report all incidents to that individual. Additional Enterprise Technicians provide backup service if an issue does not fall within the Dedicated Enterprise Technician's area of expertise.

Dedicated Enterprise Technicians are selected from Sectigo's most skilled technicians and are available to provide customized support. The DET's primary function is to act as a direct resource for the Enterprise Service customer. The DET resolves technical issues, discusses the status of open incidents, and escalates incidents when necessary. Sectigo provides the Enterprise Customer with a cellular number for the DET. The DET can be contacted during Sectigo's normal business hours for technical support and post-sale consultation on technical service issues. Customers can also contact DETs after hours regarding urgent issues.

Enterprise customers can purchase dedicated technical service in one month, six-month or one-year period. Dedicated technician service for a six-month period includes one on-site visit. A one-year term includes two on-site visits of two days each. Additional visits during a dedicated technician's assignment can be purchased for a standard per diem, plus airfare and expenses. Price on application.

On-Site Technician

Occasionally, Enterprise Customers may prefer to have Sectigo's Enterprise Technicians visit their site to help install and maintain software or address specific technical service issues. The Sectigo Enterprise program allows customers to request an on-site technical support visit. In response to each request, Sectigo sends the most qualified support engineer available at a per diem cost, plus airfare and expenses. One two-day visit is included in the Premier package.

Service Levels

Sectigo's Enterprise Services will perform all activities as part of an SLA-based service delivery model. However, lacking direct physical access to the end-client environment, operational remediation requiring remote access including but not limited to availability, capacity, and outages are the responsibility of the customer.

The following table outlines the response times for each priority level associated with incidents, as reported by the customer via telephone or our ticketing system:

| ISSUE PRIORITY | DESCRIPTION |
|----------------|--|
| L1 Critical | This is an EMERGENCY condition that prevents critical business operations. |
| L2 High | This is a condition that significantly impairs the use of our applications or systems to perform any critical business operations. |
| L3 Medium | One or more applications or systems is affected, but the impact on business operations is not severe |
| Low | The reported issue does not substantially impact business operations. |

Incident Resolution

Incident Resolution is defined as Incidents assigned to Enterprise Services and successfully restored to normal service operation within timeframes specified.

| ACTION | L1 CRITICAL | L2 HIGH | L3 MEDIUM | LOW |
|----------------------|-------------|-----------|------------|------------|
| Service Availability | 24/7/365 | 24/7/365 | 24/7 /365 | 24/7/365 |
| Acknowledgement | 5 minutes | 5 minutes | 5 minutes | 5 minutes |
| Status Updates | 1 hour | 4 hours | 8 hours | 48 hours |
| Target Resolution | < 4 hours | < 8 hours | < 12 hours | < 24 hours |

* Published resolution times exclude code fixes, customized configuration, and product enhancements, and may include workaround solutions based on customer acceptance.