DigiCert Service Level and Support Agreement

Effective Date: September 30, 2026

1. Introduction and Scope

This Service Level Agreement ("**SLA**") outlines DigiCert's service commitments and support expectations for DigiCert's platforms and services. The SLA is globally applicable to all customers with an active subscription to any of the Services. It is designed to ensure a high level of service reliability and responsive support, while providing clear remedies if DigiCert does not meet its commitments. Each platform may have certain targets or service-level commitments and limitations, which are detailed in platform-specific sections below. Service Credits and remedies under this SLA apply only to customers who are in good standing and only for the Services covered by this SLA.

2. Service Level Agreements

DigiCert commits to high availability across all its Services. Each Service outlined below has specific uptime guarantees, as well as corresponding service credit provisions if those guarantees are not met. Unless otherwise specified, DigiCert's standard uptime commitment is **99.99%** for each Service, and up to **100%** for its UltraDNS® Service, measured monthly and limited to Core Service Functionality.

2.1. Measuring Availability

For each Service, monthly Availability represents a percentage of uptime and is calculated as follows:

"Availability" means (Processed Transactions ÷ Expected Transactions) x 100

Where:

- "Expected Transactions" mean Transactions that should have been processed, not including Excused Transactions.
- "Processed Transactions" mean Transactions that are processed (i.e., that do not return system 50x errors).

DigiCert will use reasonable data and metrics to determine Availability.

2.2. CertCentral® Service Level Agreements

CertCentral is DigiCert's certificate management platform for public TLS/SSL and other digital certificates. The following SLA commitments apply to CertCentral.

- Service Availability. CertCentral will be Available **99.99%** of the total hours in each calendar month with respect to certificate lifecycle operations (namely, the enrollment, issuance, and revocation of digital certificates), as calculated by Section 2.1. If CertCentral Availability falls below this commitment, Service Credits apply as below.

  Service Credits for Availability

  - ≥ 99.99%: No credit (SLA met)
  - < 99.99% but ≥ 99.9%: 3 days credit
  - < 99.9% but ≥ 99%: 7 days credit

- < 99% but ≥ 98%: 15 days credit
- < 98%: 30 days credit

2.3. **DigiCert ONE Service Level Agreements**

DigiCert ONE is a comprehensive digital trust platform that encompasses multiple management services, including Trust Lifecycle Manager (TLM), Software Trust Manager (STM), Device Trust Manager, and Document Trust Manager.

- Service Availability. Each DigiCert ONE Service will be Available **99.99%** of the time in each calendar month with respect to certificate lifecycle operations (namely, the enrollment, issuance, and revocation of digital certificates) and, where applicable, the signing operations of such certificates, as calculated by Section 2.1.

  Service Credits for Availability

  - ≥ 99.99%: No credit (SLA met)
  - < 99.99% but ≥ 99.9%: 3 days credit
  - < 99.9% but ≥ 99%: 7 days credit
  - < 99% but ≥ 98%: 15 days credit
  - < 98%: 30 days credit

2.4. **UltraDNS® Service Level Agreements**

UltraDNS is DigiCert's authoritative DNS service, designed to provide enterprise-grade DNS resolution with exceptional performance and reliability. The UltraDNS SLA commitments are divided into Availability SLAs and Performance SLAs, as outlined below.

Availability SLAs

UltraDNS provides distinct Availability guarantees for three Service components, namely: (a) the DNS resolution service, (b) the Zone Transfer service, and (c) the UltraDNS platform (i.e., management UI and API). Availability is measured as per Section 2.1 (i.e., Availability = Processed Transactions ÷ Expected Transactions) x 100.

- Authoritative DNS Query Response. UltraDNS's core service (authoritative DNS query resolution for Customer domains) will be Available **100%** of the time in each calendar month. This means that authoritative DNS queries for Customer domains will receive responses from at least one UltraDNS authoritative nameserver and not experience a complete absence of responses for more than five (5) consecutive seconds during any calendar month. Lack of response from individual nodes does not constitute unavailability so long as DNS resolution remains accessible from at least one UltraDNS authoritative nameserver. If DigiCert fails to meet this core service guarantee, Customer is entitled to Service Credits as outlined below.

  Service Credits for Core DNS Availability

  - 100%: No credit (SLA met)
  - < 100% but ≥ 99.99%: 3 days credit
  - < 99.99% but ≥ 99.9%: 7 days credit

- < 99.9% but ≥ 99%: 15 days credit
- < 99%: 30 days credit

- Zone Transfer Service (AXFR/IXFR). UltraDNS's zone transfer mechanisms (AXFR/IXFR) will be Available **99.99%** of the time in each calendar month. If DigiCert fails to meet this commitment, Customer is entitled to Service Credits as follows:
  Service Credits for Zone Transfer Service Availability
  - ≥ 99.99%: No credit (SLA met)
  - < 99.99% but ≥ 99.9%: 3 days credit
  - < 99.9% but ≥ 99%: 7 days credit
  - < 99% but ≥ 98%: 15 days credit
  - < 98%: 30 days credit
- UltraDNS Platform Services (UI/API). The UltraDNS customer-facing management portal (UI) and associated APIs are guaranteed to be Available **99.99%** of the time in each calendar month. The portal and APIs permit customers to view and modify DNS configurations. If DigiCert fails to meet this commitment, Customer is entitled to Service Credits as follows.

  Service Credits for UltraDNS Platform Services Availability
  - ≥ 99.99%: No credit (SLA met)
  - < 99.99% but ≥ 99.9%: 3 days credit
  - < 99.9% but ≥ 99%: 7 days credit
  - < 99% but ≥ 98%: 15 days credit
  - < 98%: 30 days credit

Performance SLAs (DNS Resolution)

In addition to uptime guarantees, UltraDNS includes performance commitments for DNS resolution and related services (under normal operating conditions). The performance SLAs and associated Service Credits are as follows.

- DNS Query Response Time. The average authoritative DNS query latency shall be less than **100 milliseconds** in any calendar month (measured across the production UltraDNS network).

  Service Credits for DNS Query Response Time
  - ≤ 100ms: No credit (SLA met)
  - 100 ms to ≤ 125 ms: 5 days credit
  - 125 ms to ≤ 175 ms: 10 days credit
  - > 175 ms: 15 days credit

- DNS Query Packet Loss. The DNS query packet loss rate shall be less than 1% each calendar month (i.e., at least **99%** of authoritative DNS queries are answered successfully).

  Service Credits for DNS Query Packet Loss

  - < 1%: No credit (SLA met)
  - ≥ 1% and < 2% (i.e., success rate ≥ 98%): 5 days credit
  - ≥ 2% and < 4% (success rate ≥ 96%): 10 days credit
  - ≥ 4%: 15 days credit

- DNS Update Propagation. DNS record changes (updates to Customer DNS zones) will propagate to all active UltraDNS name servers globally within an average of **15 minutes**.

  Service Credits for DNS Update Propagation

  - ≤ 15 min average: No credit
  - 15 min to ≤ 30 min: 5 days credit
  - 30 min to ≤ 45 min: 10 days credit
  - > 45 min: 15 days credit

- Failover and Load Balancing (Optional). For customers with an entitlement to UltraDNS optional failover or load balancing services (e.g., SiteBacker or Traffic Controller), the UltraDNS monitoring platform will correctly detect monitored endpoint failures at least **99.9%** of the time. Moreover, any automated failover or traffic steering events will be processed within an average of **5 minutes** after detection of the triggering condition.

  Service Credits for Monitoring Uptime

  - ≥ 99.9%: No credit (SLA met)
  - < 99.9% but ≥ 99%: 5 days credit
  - < 99% but ≥ 98%: 10 days credit
  - < 98% but ≥ 97%: 15 days credit

3. Customer Obligations

To be eligible for Service Credits, Customer must meet the following obligations. If Customer does not meet its obligations, and that failure contributes to or prevents the resolution of a Service issue, Customer may forfeit eligibility for Service Credits related to that incident. DigiCert will notify Customer if a Service Credit claim is denied due to Customer's failure to meet these prerequisites.

3.1. Adherence to Best Practices. Customer shall follow DigiCert's published best practices and implementation guidelines for each Service. This includes using the Services in supported configurations. Failure to do so may contribute to service issues that are not DigiCert's responsibility.

3.2. Network Connectivity. Customer is responsible for its own network connectivity to reach DigiCert's services. Customer must ensure that firewall rules, DNS settings, and network routes to DigiCert are properly configured. DigiCert is not liable for Service unavailability

due to Customer's network outages, ISP issues, or general internet problems outside of DigiCert's control.

3.3. Timely Incident Reporting. In order to claim a Service Credit, Customer must notify DigiCert of the incident in a timely manner. Customer should report any Service disruption or outage as soon as possible through the designated support channels. At a minimum, to preserve eligibility for Service Credits, Customer must file a support ticket within five (5) business days of the incident's occurrence, documenting the dates and times and affected Service. Prompt reporting allows DigiCert to validate and troubleshoot the issue in real-time.

3.4. Cooperation in Diagnosis. Customer should provide reasonable assistance and information to DigiCert in investigating the incident. This may include providing relevant logs, error messages, screenshots, network traceroute data, or other details that help DigiCert identify the root cause. Cooperation is especially important if the issue may be unique to Customer's environment.

3.5. Accurate Contact Information. Customer must maintain up-to-date contact information within each Service. DigiCert will use these contacts for outage notifications and coordination. Customer must subscribe to DigiCert's service outage notification alias, available at https://status.digicert.com and https://status.ultradns.com/ (for UltraDNS), as updated from time to time. If DigiCert is unable to reach any Customer contact during a service incident due to outdated contact information, or if Customer fails to subscribe to DigiCert's service outage notification alias, the resolution of the issue could be impacted.

4. Support Response Service Levels

In addition to availability and performance commitments, DigiCert provides technical support services with defined response time targets based on issue severity. DigiCert's support is offered in tiers. Customer's purchased support level determines certain responsiveness and availability aspects. The table below summarizes initial response time targets for support cases of different severities.

Severity Level	Standard Support (Initial Response)	Business Support (Initial Response)	Premium Support (Initial Response)
Severity 1 (Critical) – Service down or critically impaired; no workaround. (Requires phone call to ensure immediate attention.)	In the order received	20 minutes	10 minutes
Severity 2 (High) – Significant service degradation or feature impairment; partial workaround possible.	In the order received	1.5 hours	1 hour
Severity 3 (Normal) – Minor issue, general question, or non-urgent impact on service.	In the order received	6 hours	4 hours

All response times are measured from the moment Customer submits a support ticket through an official channel to the time DigiCert support personnel respond with a meaningful acknowledgment and begin working the issue.

DigiCert will use commercially reasonable efforts to meet or exceed these targets for each case. These targets are goals, not guarantees, and may vary based on issue complexity, Customer responsiveness, operational impact, and security considerations. If DigiCert consistently fails to meet response targets, Customer may escalate the case management. While support responsiveness issues do not directly result in Service Credits, DigiCert takes them seriously and will provide remediation such as incident reports or service reviews if targets are missed.

Unless expressly covered under separately purchased professional services, DigiCert does not provide support for the following:

- Development or integration of third-party products or services.
- Issues related to customized code.
- Configuration assistance for non-DigiCert products or services.
- Inquiries regarding third-party applications (these should be directed to the respective vendors)
- Training on third-party products or services.

5. Remedies – Service Credits

If DigiCert fails to meet its Service Level Agreements specified in Section 2, Customer will be eligible to receive a Service Credit in the amount as described in that section and subject to the terms of this SLA.

5.1. Service Credit Calculation and Application. For each SLA not met, the applicable Service Credit is outlined in Section 2 under the relevant Service. Service Credits are defined in terms of days of service to be credited. DigiCert will convert these days into a monetary credit on Customer's account (or add days to the subscription term, at DigiCert's discretion). For example, a three-day credit means 10% (3 out of 30 days) of the monthly pro rata subscription fee for that Service will be credited to the account (in months with 30 days). Alternatively, DigiCert would have the option to extend the existing term of Customer's subscription by three days. All Service Credits will be issued as credits against future invoices or as an extension of the Service term; they are not direct refunds and carry no right to a cash redemption.

5.2. No Double Counting. If multiple SLA commitments for a single Service are violated in the same calendar month (for example, an extended outage causing both an availability SLA miss and a performance SLA miss), Customer may make claims for each violation; however, the total credit for that Service in one month is capped at the larger of the applicable credits. In other words, credits for a single Service are not cumulative. DigiCert will award the highest applicable Service Credit for the month for that Service.

5.3. Service Credit Maximum. In any given month, the total Service Credits for a particular Service will not exceed 100% of the Service's fees for that period.

5.4. Service Independence. Service Credits are calculated and applied on a per-Service basis. A failure of one Service (e.g., an outage in CertCentral) does not automatically entitle Customer to a Service Credit for a different Service (e.g., Trust Lifecycle Manager), unless the second Service was also directly impacted by the first Service's failure. Each Service's

SLA is assessed in isolation. If an issue in one Service cascades to another, Customer should file claims for each affected Service and DigiCert will review them case-by-case.

5.5. Exclusive Remedy. Service Credits are the exclusive remedy to Customer for DigiCert's failure to meet its SLA commitments. Customer cannot claim additional damages, refunds, or terminate its service agreement due to an SLA miss, except as may be allowed under the applicable service agreement (and in such case, the Service Credits are still the sole financial remedy).

6. **Credit Request and Claim Process**

6.1. Incident Reporting. First, the incident should have been reported to DigiCert within a reasonable period after it occurred (see Section 3.3 on timely reporting).

6.2. Submission of Service Credit Claim. Customer must submit a written request for Service Credit within **five (5) business days** after the end of the month in which the Service Credit would apply. This claim may be made by contacting DigiCert support (e.g., via the support portal or through the account manager). The claim should reference the relevant support ticket ID and provide details such as the dates and approximate times of the outage or SLA failure, the affected Service(s), and a brief description of the issue. If possible, include any data Customer has on the incident (error logs, monitoring data).

6.3. Verification and Cooperation. Upon receiving a claim for Service Credits, DigiCert will investigate using its own logs and incident reports. Customer is expected to cooperate by providing any additional information that DigiCert may reasonably request to validate the claim. The internal incident report or uptime records will usually be determinative. Customer-provided data (like screenshots or third-party monitoring) can be helpful to corroborate timing, but DigiCert will rely on objective data from its systems.

6.4. DigiCert Review and Decision. DigiCert will review the claim and respond to Customer (typically within twenty (20) business days of submission) with a determination whether the claim is approved or denied. If approved, the response will include the amount of Service Credit to be issued. If denied in whole or part, DigiCert will explain the reason (e.g., the downtime resulted from Excused Transactions or the SLA was met based on DigiCert's investigation). If additional information is needed or the claim is unclear, DigiCert may contact Customer during the review process, and the final decision may be delayed until the necessary information is received. DigiCert will make the final and binding determination regarding any claim for Service Credits, in its sole discretion, acting reasonably and in good faith.

6.5. Service Credit Issuance. If the claim is approved, DigiCert will issue the Service Credit to Customer's account. The Service Credit will typically appear on the next invoice or billing cycle after approval. For monthly subscriptions, Service Credit reduces the upcoming bill; for annual subscriptions, the Service Credit can be applied against the next renewal invoice or, in some cases, DigiCert may extend the subscription term by the equivalent number of days. DigiCert will communicate how the Service Credit is applied in the approval notice.

6.6. Finality. Once issued, a Service Credit is considered full and final settlement for the specific SLA breach it covers. Customer accepts that this credit constitutes adequate compensation for the Service issue. All other terms of the service agreement (such as limitations of liability) remain in full force and effect. If Customer's credit claim is denied and Customer disputes the decision, Customer may escalate to their DigiCert account

manager for further review. Such escalations will be reviewed by DigiCert senior personnel, and DigiCert will provide a written response. However, DigiCert's final determination shall remain binding.

7. **General Terms and Conditions**

7.1. No Waiver of Other Rights. This SLA is intended to outline specific performance commitments and remedies. It does not waive or reduce either party's rights and obligations under the broader service agreement, except as specifically set forth herein. In the event of any conflict between this SLA and the service agreement, this SLA will govern with respect to the subject matter of service levels and credits, but all other terms of the service agreement (including warranties, disclaimers, and liability limits) remain in full effect.

7.2. SLA Subject to Change. DigiCert may update or amend this SLA from time to time, especially to accommodate new services or improved commitments. However, any change that materially reduces Customer's rights or DigiCert's obligations will not take effect for Customer until the start of Customer's next subscription term (or other renewal or extension, as applicable). DigiCert will notify Customers of significant SLA changes via the DigiCert website or customer communication channels. The current SLA will be made available at **digicert.com/service-level-agreement** (or a successor URL).

7.3. Limitations. If Customer is in breach of its contract with DigiCert (for example, overdue on payments or misusing the Service), DigiCert may suspend its SLA obligations until the breach is resolved, as permitted by the contract. The SLA does not apply during any period of suspension of service due to Customer's breach. Furthermore, this SLA does not apply to free services or features.

7.4. Transferability. Service Credits are not transferable to other parties. They apply only to the specific Customer account and only to the Service that experienced the SLA failure. Customers cannot exchange Service Credits for cash or use them for other services; the credits can only offset future charges or extend service time for the affected Service.

7.5. Examples and References. Any examples, charts, or explanations in this SLA or other product documentation provided by DigiCert (including the illustrative scenarios, or references to industry comparisons) are provided for guidance and illustration only. They do not form part of the binding SLA commitments, but rather help explain how the terms operate. Likewise, any reference to competitor or peer service levels is for context only and does not constitute a guarantee or warranty of performance beyond what is expressly stated as a commitment of DigiCert in this SLA.

7.6. Entire SLA. This SLA represents the complete service level agreement between DigiCert and Customer for the Services and supersedes any prior statements or SLA documents relating to these service commitments. It is incorporated by reference into Customer's agreement with DigiCert. Except for the explicitly stated Service Credits and commitments herein, no further remedy is implied. This SLA does not apply to any DigiCert services not listed above or any third-party services resold by DigiCert except if specifically noted.

8. **Definitions**

8.1. "Core Service Functionality" means the functionality scoped by the SLA for each Service, as set forth in Section 2.

8.2. "Customer" means the entity, business, or individual that has a purchased entitlement to use the Services from DigiCert.

8.3. "DigiCert" means (i) DigiCert, Inc., a Utah corporation, if Customer's billing address is located in the United States, (ii) DigiCert Ireland Limited, if Customer's billing address is located in any country other than the United States or Japan, and (iii) DigiCert Japan G.K., if Customer's billing address is located in Japan.

8.4. "Excused Transactions" mean any unprocessed Transactions that are not counted toward Availability calculations because the failure to process the Transactions is either planned, permitted, or should not be attributable to DigiCert. Excused Transactions expressly include Transactions during or resulting from:

a. **Scheduled Maintenance**;

b. **Force Majeure Events**;

c. **Customer-side issues**, such as misconfigured systems, DNS or firewall settings, unsupported environments, Internet connectivity problems, or other conditions not attributable to DigiCert;

d. **Third-party dependencies**, including outages or delays caused by software, hardware, APIs, or cloud platforms not controlled by DigiCert;

e. **Client-side software failures**, such as issues with ACME clients, connectors, or agents provided by DigiCert but operated in Customer's environment;

f. **Security-related suspensions**, rate-limiting, or service throttling due to Customer abuse, unpaid invoices, or behavior that DigiCert reasonably determines poses a threat to its systems;

g. **Localized node or regional failures** in Services designed with global redundancy, where service remains available from other nodes;

h. **Excessive automated load**, including retries or batch requests that materially exceed Customer's historical baseline; or

i. **Transient anomalies**, such as brief or isolated errors that do not materially impact operations. Failures lasting fewer than five (5) seconds may be treated as Excused Transactions at DigiCert's reasonable discretion.

8.5. "Force Majeure Event" means an event or condition beyond DigiCert's control, including but not limited to natural disasters, acts of government, war, terrorism, civil unrest, labor strikes, widespread Internet or power failures, or external cloud infrastructure issues. If a Force Majeure Event causes Service unavailability, it is excused downtime provided DigiCert makes diligent efforts to mitigate the impact.

8.6. "Scheduled Maintenance" means planned maintenance periods during which a Service may be intermittently unavailable. DigiCert posts its Scheduled Maintenance at https://status.digicert.com and https://status.ultradns.com (for UltraDNS), as updated from time to time. DigiCert will endeavor to perform maintenance during off-peak hours and limit typical Scheduled Maintenance to four (4) hours per month. Where possible, customers will be notified at least 48 hours in advance of Scheduled Maintenance (e.g. via the DigiCert status page or email), and DigiCert will use reasonable efforts to minimize impact on the Services.

8.7. "Service" means each DigiCert product or service from DigiCert's global data centers and covered by this SLA, namely CertCentral, each management component service of DigiCert ONE (e.g., Trust Lifecycle Manager and Document Trust Manager), and UltraDNS Services (collectively, the "Services").

8.8. "Service Credit" means a credit that Customer may be eligible to receive if DigiCert fails to meet an SLA commitment. Service Credits are provided as a monetary credit (applied against future invoices) or days of service extension on Customer's subscription. Service Credits are not refunds (no cash value), but a form of compensation for SLA failures, applied to the applicable Customer account.

8.9. "Transaction" means a discrete operation or request handled by a Service, such as a certificate lifecycle operation or DNS query, depending on the specific Service.