

Services Addendum

This Services Addendum (the “**Addendum**”) supplements and is part of the Service Specific Terms available at www.digicert.com/service-specific-terms (the “**Service Specific Terms**”). Capitalized terms used but not defined herein have the meaning given to them in the Service Specific Terms.

1. DEFINITIONS.

“**Quote**” means a quote, offer letter, order form, or other ordering document issued from DigiCert to Customer.

“**Seat**” means a seat license for one or more types of seats, as further described in the Service Description.

“**Service Description**” means the described Services and related terms in the Service Descriptions and Additional Terms attached hereto as Schedule 1, as updated from time to time.

“**Certificate Subscription Services**” means Certificate Services issued via DigiCert’s CertCentral and purchased by Customer on a minimum commitment basis.

“**Excess Usage Fee**” means the fee Customer owes to DigiCert for exceeding its entitlement to the Services, including as set forth in the Service Description as to specific Services.

2. PURCHASES.

- a. *Quotes.* The offered pricing and Service Term for every purchase of Services by Customer from DigiCert will be set forth in a Quote. Customer may accept a Quote by (among other things) issuing a purchase order to DigiCert against the Quote. Customer will issue DigiCert a purchase order for the entire amount of any annual fees upon acceptance of the Quote and on or before each anniversary of a Service Term. Any additional or modified terms in Customer’s purchase order to the Quote or this Addendum (or both) are expressly rejected and will have no effect. Each Quote accepted by Customer constitutes an Order Form.
- b. *Entitlements.* Quotes will set forth Customer’s entitlement to Seats, Certificate Subscription Services, and related Services, in each case if any, including those Services described in the Service Description. Quotes will specify a stated period (e.g., quarterly, annually, or over such other specified length) for each entitlement to the Service. Service entitlements expire at the end of their stated period and Customer is not entitled to a credit, refund or rollover right under any circumstances, including if it fails to use its entitlement within an entitlement period or within the Service Term. If Customer exceeds its entitlement to Services (at any time during the stated period), Customer will owe to DigiCert and DigiCert will invoice to Customer an Excess Usage Fee, calculated in accordance with the Services Description unless specified otherwise in a Quote, at the end of the period applicable to such excess Services, unless otherwise set forth herein or in a Quote. Any entitlement to Services not used within the entitlement period will expire at the end of the applicable period and all entitlements will expire at the end of the Service Term. Services are further subject to the terms of the Service Description. DigiCert reserves the right to modify the Service Description upon notice to Customer.
- c. *Payment Terms.* Unless otherwise stated in a Quote, DigiCert will invoice Customer all fees owed in advance upon a Quote’s acceptance. Customer shall pay all invoices within 30 days of the date of the invoice.

SCHEDULE 1

SERVICE DESCRIPTIONS AND ADDITIONAL TERMS

1. ENTITLEMENTS – DESCRIPTION

The following table sets forth the primary entitlements available for each of the services below. Some services are available in tiered packages (for example, Essentials, Advanced, and Premium), the related features of which are detailed in the Portal or applicable Documentation.

Seat Type	Customer Entitlement
Trust Lifecycle Manager (TLM) Seat	Entitles Customer to use DigiCert's discovery, management, and automation tools in Trust Lifecycle Manager. Seats may be consumed for servers, Sites, Users, devices, or other active endpoints managed by TLM (according to Customer's Seat Templates for one or more use cases). Certain use cases may consume multiple seats according to Customer's Seat Templates.
DigiCert Continuous Validation	Entitles Customer to use DigiCert Continuous Validation with respect to one domain. DigiCert Continuous Validation is available only as an add-on to Trust Lifecycle Manager.
DigiCert AI Trust Manager	Entitles Customer to use AI Trust Manager with respect to one or several managed AI assets. Managed AI assets include agents, models, and MCP servers and are counted based on active passports.
Quantum Central	Entitles Customer to use DigiCert Quantum Central for the discovery, remediation, and governance of up to 1,000 crypto assets during the applicable entitlement period.
Private End-Entity Seat	Entitles Customer to the issuance of one or more non-publicly trusted Certificates. Seats may be consumed for servers, Sites, Users, devices, organizations, domains, or other certificate types (according to Customer's Certificate Templates for one or more use cases). Certain use cases may consume multiple seats according to Customer's Certificate Templates.
Private Root CA Seat	Entitles Customer to the creation and use of one non-publicly trusted Root Certificate.
Private Intermediate CA Seat	Entitles Customer to the creation and use of one non-publicly trusted Intermediate Certificate.
User Seat (Legacy)	Entitles a user of Customer to the issuance of one or more Certificates (according to Customer's Certificate Templates for one or more use cases). DigiCert reserves the right to revise User Seat pricing upon notice to Customer if it reasonably believes that Customer's use cases are excessive.
Organizational Seat (Legacy)	Entitles Customer's organization to the issuance of one Certificate (according to Customer's Certificate Templates)
Device Seat (Legacy)	Entitles a device of Customer to the issuance of one Certificate (according to Customer's Certificate Templates)

Seat Type	Customer Entitlement
KeyLocker Seat	Entitles a user of Customer to access private keys for up to 1,000 signing events.
Server Seat (Legacy)	Entitles a server of Customer to the issuance of one Certificate (according to Customer's Certificate Templates)
Software Trust Manager	Entitles Customer to use Software Trust Manager to perform up to 1,000 software signing events during the applicable entitlement period.
Software Trust Manager – Code Signing Seat (Legacy)	Entitles Customer to sign a single file once with a Code Signing Certificate. By way of example, if Customer's code base contains four files and Customer signs it three times, Customer will consume twelve Code Signing Seats.
Content Trust Manager – Individual Document Signing Seat	Entitles a user of Customer to sign documents with a purchased signing Certificate based on the volume purchased in an approved Quote.
Content Trust Manager – Organization Document Signing Seat	Entitles a Customer organization to sign documents with a purchased signing Certificate based on the volume purchased in an approved Quote.
Content Trust Manager – C2PA	Entitles Customer to use DigiCert's signing engine to perform up to 1,000 C2PA signing events during the applicable entitlement period.
C2PA Service	Entitles Customer to use one or several dedicated DigiCert C2PA Certificate(s) and DigiCert's timestamping services with Customer's own C2PA signing engine in accordance with the entitlements set forth in an approved Quote.
Device Trust Manager – Essentials Seat	Entitles a device of Customer to the issuance of one Certificate (according to Customer's Certificate Templates).
Device Trust Manager – Advanced Seat	Entitles a device of Customer to the issuance of one Certificate (according to Customer's Certificate Templates) plus management of the Certificate with Device Trust Manager.
Device Trust Manager with TrustEdge Client Device Seat (Legacy)	Entitles Customer to install TrustEdge Client on a device and manage it with Device Trust Manager.
TrustCore Device Seat (Legacy)	Entitles Customer to utilize applications developed with TrustCore on a device.
Trust Lifecycle Manager – Management Seat (Legacy)	Entitles Customer to use DigiCert's discovery, management and automation tools to manage one Certificate (each, a "Managed Certificate").
DigiCert DNS – Query Seat	Entitles Customer to up to one million authoritative DNS queries on its domain(s).
DigiCert DNS – Query Log Seat	Entitles Customer to one query log capture.
DigiCert University – Training Seat	Entitles a user of Customer with access to a set of online materials as made available on DigiCert's learning platform.

Note on (Legacy) Seat Types: Seat types designated as **"(Legacy)"** may not be available for new purchases but may continue to be used by Customers who previously purchased them, subject to applicable terms.



“Certificate Templates” or **“Seat Templates”** means the number, types, limitations, and configurations of seats or Certificates made available by DigiCert to Customer within its Portal Account.

“Device Trust Manager” means a Portal, either hosted by DigiCert or provided by DigiCert in compiled binary format, that permits Customer to enroll, manage, and update its devices. Device Trust Manager includes and requires the use of TrustEdge Clients.

“Site” means a unique Fully Qualified Domain Name (FQDN) together with its associated Internet Protocol (IP) address that is hosted on or served by a Customer server. For purposes of clarity, each distinct combination of an FQDN and IP address shall be deemed a separate Site, regardless of whether multiple FQDNs resolve to the same IP address or whether a single FQDN resolves to multiple IP addresses.

“TrustEdge Client” means the application, provided by DigiCert in compiled binary format, that must be installed by Customer on each device to connect to Device Trust Manager.

“TrustCore” means a software development kit (SDK), provided by DigiCert to Customer in source code format, that permits Customer to develop and subsequently compile applications for use on its devices.

“User” means an individual employee, contractor, or other natural person authorized by Customer.

2. ADDITIONAL TERMS.

- a. Excess Usage Fee. The Excess Usage Fee if Customer exceeds its entitlement is calculated by *multiplying* the number of excess entitlements *with* the price of such entitlement.
- b. Certificate Subscription Services.
 - i. The Excess Usage Fee if Customer exceeds its entitlement to Certificate Subscription Services is calculated by taking the excess (a) SANs associated with issued and active TLS Certificates and (b) non-TLS Certificates (each as measured at peak usage during the applicable entitlement period) multiplied by the price for such Certificate Subscription Services at peak usage.
 - ii. The pricing set out in a Quote applies if Customer purchases directly from DigiCert. If Customer purchases via an authorized DigiCert channel partner, any final pricing or payment terms will be as agreed between Customer and channel partner. Customer will inform DigiCert in advance if Customer elects to purchase via a channel partner or if Customer elects to change such channel partner at any point during the Service Term. Notwithstanding the foregoing, DigiCert reserves the right to invoice Customer directly for its usage under the terms of the applicable Quote.
 - iii. Should Customer not renew its entitlement to Certificate Subscription Services (i.e., the Service Term associated with the Certificate Subscription Services ends), Customer will owe a one-time **“Remaining Certificate Plan Life Fee”** to keep Certificates issued during the Service Term, or their replacements issued under a Multi-Year Plan, active until they expire or are otherwise revoked in accordance with the Service Specific Terms. This fee will be calculated in the aggregate using the following formula: $[(\text{price of each issued and active non-TLS Certificate and each SAN associated with an issued and active TLS Certificate on the last day of the Service Term}/12) \times (\text{the estimated remaining Certificate life})]$. Alternatively, Customer may elect to revoke all Certificates associated with the Certificate Subscription Services within 24 hours of the entitlement’s expiration, in which case DigiCert will not charge the Remaining Certificate Plan Life Fee. If Customer elects to pay the Remaining Certificate Plan Life Fee, Customer may continue to access and use the Portal Account after the end of the Service Term, solely to manage existing Certificates until they expire or are revoked.
- c. Trust Lifecycle Manager Services.
 - i. Managed Certificates may include Certificates issued by DigiCert by other third-party issuers. Customer may remove Certificates from the Trust Lifecycle Manager Services so that they are no longer Managed Certificates. Such non-Managed Certificates will appear on reports generated using

the Trust Lifecycle Manager Services, but Customer will no longer be able to manage such Certificates using the Trust Lifecycle Manager Services.

- ii. To perform object discovery with Trust Lifecycle Manager, Customer must install a DigiCert agent on a target Server (or a sensor within a network) of Customer to run scans. Object discovery may be used to find cryptographic assets on a given Service, including Certificates and keys, and file scanning of binaries and archives for algorithms (to identify weak ciphers). For purposes of this provision, "**Server**" means a physical server or virtual server (i.e., virtual machine) of Customer, not a CPU.
- iii. The Excess Usage Fee for Trust Lifecycle Manager Seats is calculated as set forth in Section 2(a) of this Service Description.

DigiCert DNS Services.

- iv. DigiCert DNS Services are offered in subscription plans, each of which include specific usage thresholds, feature entitlements, and service limits (collectively, "**Service Limits**"), which may be further detailed in the applicable Documentation. The Excess Usage Fee, if any, applies to each month excess Services were consumed, based on the applicable rates and Service Limits, and will be invoiced to Customer monthly in arrears unless specified otherwise in a Quote.
 - v. Customer understands that the entitlement period for each DigiCert DNS Seat is one month, i.e., the entitlement expires at the end of each month and begins again the next month.
 - d. Device Trust Manager – TrustEdge Client. As made available by DigiCert, DigiCert permits Customer to download and use TrustEdge Client without first purchasing an entitlement to Seats (in such context, the Service is referred to as "**Freeware TrustEdge Client**"). Customer's use of Freeware TrustEdge Client is limited to non-commercial usage only; provided, for the avoidance of doubt, that Customer is permitted to use Freeware TrustEdge Client in connection to pre-production pilots and proofs of concept prior to the purchase of an entitlement of Seats for production usage.
 - e. Support Excess Usage Fee. If Customer pays an Excess Usage Fee related to additional Services used by Customer, then Customer will owe an Excess Usage Fee for support that is calculated by applying the applicable support pricing methodology to such Excess Usage Fees for the additional Services Customer used.
 - f. HSM Services.
 - i. **Ownership; HSM Migration; Service Term.** DigiCert retains title to and ownership of the HSM(s) used to provide the HSM Services at all times during and after the Service Term, except to the extent title is transferred to Customer in connection with a retrieval under subsection (ii) below. DigiCert may migrate Customer's private keys or other data from one HSM to another HSM at any time as DigiCert reasonably determines is necessary or appropriate for operational, maintenance, security, or other business purposes. Unless otherwise stated in the Order Form, the minimum Service Term for HSM Services is three (3) years. As used herein, "**HSM Services**" means the HSM service offered by DigiCert pursuant to which DigiCert sets up, operates, hosts, maintains, supports, and manages one or more HSMs to store Customer's private keys or other data, and includes upgrading or replacing such HSM(s) with successor hardware as DigiCert reasonably determines is necessary or appropriate, including to avoid continued use of hardware that is no longer supported by its manufacturer, and "**HSM**" means a hardware security module.
 - ii. **HSM Retrieval Option.** Customer may elect to retrieve an HSM in order to obtain possession of Customer's private keys or other data stored on such HSM, at any time during or at the end of the applicable Service Term by providing DigiCert at least thirty (30) days' prior written notice. DigiCert will have no obligation to deliver any HSM that stores the private keys or other data of any other customer, and this retrieval option only applies to HSMs that are dedicated solely to Customer. Customer will pay a retrieval fee for each HSM (the "**Retrieval Fee**") as set forth in a Quote provided by DigiCert.
- If Customer elects to retrieve an HSM before expiration of the applicable Service Term, Customer will, in addition to the Retrieval Fee, remain responsible for all unpaid fees for the

HSM Services that would otherwise have become due for the remainder of the applicable Service Term under the Order Form (the "**Remaining Service Fees**"). The Remaining Service Fees will become due and payable upon Customer's election to retrieve the HSM, unless DigiCert agrees otherwise in writing. Customer will not be entitled to any refund, credit, offset, or reduction of the Remaining Service Fees as a result of its retrieval of the HSM or the resulting termination of the HSM Services.

Upon DigiCert's receipt of the Retrieval Fee and, if applicable, the Remaining Service Fees (the "**Retrieval Payment Date**"), (a) the HSM Services with respect to the applicable HSM will terminate, and (b) DigiCert will transfer title to the applicable HSM to Customer upon release and retrieval of the HSM by Customer as set forth in subsection (iii) below on an "AS IS" basis, without any representation, warranty, support, maintenance, or firmware or software license of any kind, and risk of loss will pass to Customer upon such release of the HSM. Customer is responsible for all taxes, duties, freight, insurance, and export and import compliance obligations associated with the retrieval, and for maintaining its own backups of private keys and other data. DigiCert will have no liability for any loss, destruction, or compromise of, or inability to use, any private keys or other data following release of the HSM to Customer. From and after the Retrieval Payment Date, DigiCert will have no further obligation to manage, maintain, support, repair, replace, or otherwise provide HSM Services with respect to such HSM.

- iii. **HSM Pickup Following Retrieval Election.** Customer must retrieve each applicable HSM from DigiCert's or its subcontractor's premises within thirty (30) days after the Retrieval Payment Date and will coordinate with DigiCert to schedule the retrieval. If Customer fails to retrieve an HSM within such 30-day period, DigiCert may charge Customer reasonable storage fees for each additional day the HSM remains on such premises. The storage fees will be communicated to Customer in advance and must be paid in full before the HSM is released. DigiCert reserves the right to withhold release of the HSM until all outstanding storage fees and other amounts due under this Section have been paid in full. If Customer fails to retrieve an HSM within ninety (90) days after the Retrieval Payment Date, Customer will be deemed to have waived its retrieval election and abandoned any claim to the HSM and to the private keys and other data stored on it, and DigiCert may securely erase such private keys or other data and may retain, repurpose, redeploy, dispose of, or otherwise use the HSM in its discretion. In such event, the Retrieval Fee will be non-refundable, and Customer will remain responsible for any unpaid storage fees or other amounts owed under this Section. For clarity, Customer will not be entitled to any refund of Remaining Service Fees.
- iv. **Expiration of HSM Services.** Upon expiration of the applicable Service Term, if Customer neither renews the HSM Services nor elects to retrieve the applicable HSM(s) in accordance with this Section, Customer's rights with respect to the HSM(s) will terminate, and DigiCert may securely erase Customer's private keys and other data stored on the HSM(s) and may repurpose, redeploy, dispose of, or otherwise use the HSM(s) in its discretion.
- g. **Inflation Adjustments.** On each anniversary of a Quote, the fees for Services will increase by the greater of (a) 3% and (b) the percentage increase in the Inflation Adjustment Metric. DigiCert may calculate this percentage increase based on then-available numbers prior to each anniversary. "**Inflation Adjustment Metric**" means (a) if Customer is located in North America, Central America, South America or any country not otherwise covered in this definition, the Consumer Price Index for all urban consumers, US city average, All Items (CPI-U) published by the US Bureau of Labor Statistics, over the prior twelve months; (b) if Customer is located in Europe, Russia, the Middle East or Africa, the Harmonised Index of Consumer Prices for all items for the EU area published by Eurostat, over the prior twelve months; (c) if Customer is located in Japan, Japan's Consumer Price Index for all items published by Japan's Statistics Bureau, Ministry of Internal Affairs and Communications, for the prior calendar year; and (d) if Customer is located in Asia (other than Japan), Australia, New Zealand or the

Pacific region, the average consumer prices for the East Asia region, as published by the International Monetary Fund, for the prior calendar year.

3. **IMPLEMENTATION, CONSULTING AND EDUCATION SERVICES – DESCRIPTION.** If purchased by Customer, DigiCert will provide Customer on a time-and-materials basis (unless another basis is set forth in an approved Quote) with assistance in implementing Services (“**Implementation Services**”), including, as applicable, with assistance in (i) obtaining industry certifications (including FIPS device certifications), (ii) porting code to new device types, (iii) analyzing Customer’s current state with respect to Services implementation, (iv) advising Customer on an implementation solution according to Customer’s environment, (v) general consulting services, (vi) implementing a proof-of-concept for Services, including by configuring a test environment for Customer’s use of Services, not to exceed a limited duration and revocable at DigiCert’s discretion, (vii) incorporating Customer feedback during the implementation phase of Services, and (viii) educational services and related materials for Customer’s users via DigiCert’s learning platform (“**DigiCert University**”) or as otherwise provided in person (such education services, the “**DigiCert University Services**”).

If Customer purchases DigiCert University Services, (i) the DigiCert University Services will be made available via DigiCert University unless the parties expressly agree otherwise, (ii) private trainings are limited to a maximum of twelve participants, (iii) open enrollment courses are not exclusive to Customer and enrollment is based on a first-come, first-service basis, and (iv) all material and educational services are provided on an off-the-shelf basis unless DigiCert has expressly agreed to offer custom training for Customer, as reflected in an approved Quote, in which case such custom training is provided on a time-and-materials basis. Customer’s entitlement to use DigiCert University Services expires 12 months after purchase if not otherwise specified in a Quote.

Terms of packaged Implementation Services that Customer may purchase (e.g., Lite, Essential, Essential Plus, or Elite Package) are set forth in the “Packaged Services Overview” available in the “Related Resources” section of <https://www.digicert.com/professional-services>.

If Customer purchases FIPS device certifications, each Quote for such Service will specify the number of target operating environments (TOE) to which Customer is entitled to have certified. For clarity, not included in Quotes for Implementation Services are (a) subsequent FIPS recertifications due to revisions of FIPS requirements or otherwise, and (b) additional Services (including development work) required due to defects in Customer’s hardware or environment, or in response to Customer’s failure to provide reasonable cooperation during the scope of Implementation Services.

The Implementation Services are conditioned upon Customer’s continuous cooperation and Customer providing reasonable notice prior to the commencement of Implementation Services. If the parties enter into a mutually executed statement of work for Implementation Services (each, a “**Statement of Work**”), the terms of the Statement of Work take precedence over this Section 3.

4. **ENTITLEMENT VERIFICATION.** Customer shall maintain and use systems and procedures that allow Customer to accurately track, document, and report Customer’s installations, deployment, access of or provision of access to, or operation of each Service in the quantities and versions used and allow DigiCert to audit such items (the “**Audit**”). Audits may be performed by DigiCert or its designated contractors. DigiCert shall provide at least ten (10) days’ written notice to Customer before the start of an Audit and will conduct the Audit during normal business hours at Customer’s facilities. Customer shall provide its full cooperation and assistance with such Audit and provide access to the applicable records and systems to verify compliance. If an Audit indicates that Customer’s use of the Services exceeds its entitlement or is otherwise not in compliance with the scope of the license granted (“**Overuse**”) then Customer shall pay for all Overuse quantities at DigiCert’s then-existing list price plus any interest on past due amounts. If the Overuse is more than five percent (5%) of Customer’s entitlement, then Customer shall reimburse DigiCert for DigiCert’s reasonable out-of-pocket costs in performing the Audit. Unless otherwise set forth in a signed agreement between DigiCert and Customer, DigiCert will not submit to any Customer audit.