

## TERMS OF USE OF THE DIGITAL CERTIFICATE SUSPENSION / REVOCATION SERVICE

### CONDITIONS APPLICABLE TO USING THE DIGITAL CERTIFICATE SUSPENSION / REVOCATION REQUEST WEB FORM

The digital certificate revocation service through the Internet aims to facilitate such an operation, in order to shorten the time required to effect the suspension / revocation of digital certificates.

If the request for revocation is made by the subscriber and / or the certificate holder, he / she accepts that these conditions constitute an amendment to the general conditions of the digital certificate issuance agreement entered into with MULTICERT – SERVIÇOS DE CERTIFICAÇÃO ELECTRÓNICA, S.A. (of which subscriber and / or certificate holder became aware and accepted at the time of submitting the application for the issuance of a digital certificate).

These conditions will be considered accepted when the user ticks the box “I declare that I have read, understood and that I accept the Conditions of Use” and press the “Submit” button.

These conditions regulate the relationship between the user of the Digital Certificate Suspension and Revocation Service, through the web form, and MULTICERT.

#### 1. Purpose of the Suspension Service

- 1.1. The present service allows the respective user to request the suspension of a digital certificate, by having access to the Internet and to the suspension web form.
- 1.2. In accordance with section 4.9 of the Certificate Practices Statement, this service may be used by the certificate subscriber (or his designee), by an entity that has certified the quality of the subscriber or by any relying party who is aware of facts justifying the revocation of the certificate.
- 1.3. Following the suspension of the certificate, the user of this service may request the definitive revocation of the certificate by submitting the revocation request through the web revocation form, or by sending to MULTICERT the revocation form fulfilled and signed (form available in [Digital Certificate Revocation Request](#)).
  - 1.3.1. The submission of the revocation request through the web revocation form must be submitted by accessing the form at [https://www.multicert.com/3ws/certRevocationForm?lang=en\\_US](https://www.multicert.com/3ws/certRevocationForm?lang=en_US) and inserting the revocation code received by email at the moment of the digital certificate acquisition.
  - 1.3.2. The submission of the revocation request through the revocation form must contain the subscriber signature, which is recognized by legally permissible means (e.g by notary, lawyer or solicitor) or, alternatively, must be accompanied by a copy of the

relevant identification document (Citizen Card or Passport) or, alternatively, the person requesting the revocation must go to Multicert's premises and be accompanied by the respective identification document (Citizen Card or Passport).

1.4. The suspension service is not available for QWAC PSD2 certificates.

## 2. Purpose of the Revocation Service

2.1. This service allows the respective user to request the revocation of a digital certificate by having access to the Internet and having the revocation code that was sent at the time of purchase of the digital certificate.

2.2. In accordance with section 4.9 of the Certificate Practices Statement, this service may be used by the subscriber (or his representative), by an entity that has certified the quality of the subscriber or by any relying party who is aware of the facts justifying the revocation of the certificate.

2.3. The digital certificate is immediately revoked, after the submission of the revocation request web form.

## 3. Service Schedule

The suspension/revocation web service is available every day, 24 hours a day.

## 4. Types and levels of Support

For questions or additional information about the use of this service, the users can contact Multicert by the following means:

Telephone Support - 9am - 6pm by phone 223 391 812 (business days)

Support Email - [cliente@multicert.com](mailto:cliente@multicert.com)

## 5. Multicert Obligations in the Usage of the Suspension Service

In performing this service, Multicert undertakes to comply with the following service levels:

- a) Immediate suspension of the Digital Certificate upon receipt of the respective request;
- b) Sending a suspension Certificate notice to the Digital Certificate holder and / or applicant.
- c) Validation of the Digital Certificate revocation request within 24 hours of receipt of the required documentation;
- d) Sending a revoked Certificate notice to the Digital Certificate holder and / or applicant.

## 6. Multicert Obligations in the Usage of the Revocation Service

In performing this service, Multicert undertakes to comply with the following service levels:

- a) Immediate revocation of the Digital Certificate upon receipt of the respective request;
- b) Sending a revoked Certificate notice to the Digital Certificate holder and / or applicant.

## **7. Suspension Service User Obligations**

- a) The user of the Digital Certificate Suspension Service through the web form, if he/she wishes to later revoke the certificate, undertakes to: Submit to Multicert all documentation necessary for the revocation of the Digital Certificate within 24 hours after the suspension of the Digital Certificate is successfully completed;
- b) Provide Multicert with the respective identification document, or obtain recognition of its signature on the Digital Certificate Revocation Request Form, or travel to Multicert's premises accompanied by the respective identification document.

## **8. Other applicable Provisions**

When the user of the service is the holder of the Digital Certificate, the General Conditions of Digital Certificate Issuance apply to anything that is omitted in the present conditions.