

## GUIDE TO FILLING OUT THIS APPLICATION FORM

This document is comprised of three logically separate parts:

- **SUBSCRIBER AGREEMENT**
- **CERTIFICATE SPECIFICATION** forms
- **Letter of Indemnification** for the (optional) certificate installation service

The **SUBSCRIBER AGREEMENT** must be filled-in, dated, and signed by an “**Organizational Contact**”, normally an executive and/or officer (e.g. CFO, CIO/CTO, COO, head of division, director, VP, etc.) of the **Applicant organization** (i.e. the organization to be specified in the certificate) or its parent organization, then sent by e-mail to [sslwebserver@actalis.it](mailto:sslwebserver@actalis.it). Furthermore, the Agreement identifies the “**Technical Contacts**” authorized to request certificates to Actalis on behalf of the Applicant.

### IMPORTANT NOTES

- The requested certificates will not be issued until a duly filled-in and signed copy of the SUBSCRIBER AGREEMENT (henceforth “AGREEMENT”) has been provided to Actalis.
- The person specified as **Organizational Contact** must be easily contactable by telephone, preferably through the company switchboard (mobile phone numbers are not accepted for this purpose), as Actalis must verify the authenticity of the signature on the AGREEMENT and, consequently, of the certificate requests. **Such verification is performed by telephone** unless the AGREEMENT is signed with a (valid) **digital signature** or (if signed by hand) it is sent to Actalis via a **registered e-mail service** (e.g. the Italian “PEC” service) from the official mailbox of the applicant organization. The requested certificates will not be issued until after Actalis has successfully performed the said verification. If contacting the Organizational Contact over the phone might be difficult or take long, we strongly recommend signing the AGREEMENT with a digital signature or sending it to Actalis via a registered e-mail service.
- In the case that **EV (Extended Validation)** certificates are requested, a **digital signature** on the AGREEMENT is **mandatory unless** a hand-written signature is authenticated by a Latin notary or other public official.
- The requested certificates cannot be issued until Actalis has received the proper **CSRs** (Certificate Signing Request files in PKCS#10 format / RFC 2986) from the Technical Contact(s).
- Actalis personnel does not generate keys and/or CSRs on behalf of the applicant organization.
- If further certificates are requested after more than 12 months since the previous requests, an updated and freshly signed copy of the AGREEMENT must to be sent to Actalis, and Actalis will perform again the above said authenticity check.

**CERTIFICATE SPECIFICATION** forms must be filled-in by the Technical Contact (one for each requested certificate) then sent to Actalis at [sslwebserver@actalis.it](mailto:sslwebserver@actalis.it) together with the corresponding **Certificate Signing Requests (CSR)**.

*It is understood that the quantity, type and duration of certificates that may be requested by Technical Contacts shall be as specified in the purchase orders of the Customer and/or in the Actalis commercial offers accepted by Customer, and that the applicant, after the issuance of those certificates, shall pay to Actalis the agreed price (if not already paid).*

The **Letter of Indemnification** (optional) authorizes Actalis (or other companies of the Aruba group, possibly via their consultants) to act on the applicant’s servers in order to request and install one or more SSL Server certificates, if so provided for in the contract.

## SSL SERVER AND CODE SIGNING CERTIFICATES – SUBSCRIBER AGREEMENT

ALL DATA MANDATORY – PLEASE READ FOOTNOTES CAREFULLY

### I, THE UNDERSIGNED (“ORGANIZATIONAL CONTACT”)

WE REMIND YOU THAT THE PERSON INDICATED BELOW MUST BE CONTACTABLE VIA PHONE

Surname:		Forename:	
Fiscal Code:		Position held:	
Personal e-mail address:			

### IN THE NAME AND ON BEHALF OF THE FOLLOWING ORGANIZATION (“APPLICANT”)

Full official organization name (as registered):			
VAT/Fiscal Number or Company Number:			
Registered at the Chamber of Commerce of: <sup>1</sup>		n°:	
Place of Business: <sup>2</sup>	Street:	n°:	
	Locality:		
	ZIP:	Province:	
	Country:		
General e-mail address:			
General phone number (or PBX): <sup>3</sup>			

### DECLARE THAT

- I have read, understood and I accept in full the “Conditions for the Supply of SSL Server and Code Signing Certificates” in the version published on the Actalis website;
- it is our responsibility, through the Technical Contact(s) hereafter indicated, to:
  - provide Actalis all the information necessary for issuing the requested certificates, through the attached “CERTIFICATE SPECIFICATIONS” forms;
  - provide Actalis the Certificate Signing Request (CSR) in order to obtain the corresponding certificates.
- I have received the information on the processing of personal data, pursuant to Article 13 of Regulation EU 2016/679, as set forth in art. 18 of the “Conditions for the Supply of SSL Server and Code Signing Certificates” indicated above.

☐ CHECK THIS BOX IF EV-CLASS (EXTENDED VALIDATION) CERTIFICATES ARE BEING REQUESTED

#### I ALSO DECLARE THAT

- I am aware that an Extended Validation (EV) certificate is a strong form of digital identity and that its loss or misuse can result in great harm to our organization and our users;
- I have the authority for subscribing this agreement in the name and on behalf of our organization and for requesting EV-class certificates to be issued to our organization;
- our organization has the exclusive right to use the domains to be included in the requested certificates;
- the address of our organization’s place of business is truly and precisely that which is written above;
- I am aware that, by my signing of this agreement, our organization takes on extensive obligations.

<sup>1</sup> Only for private organizations (e.g. businesses), specify the Chamber of Commerce (or equivalent) and the number of registration or incorporation.

<sup>2</sup> Specify the full address of the main place of business. This address will be verified by the CA, possibly using proof provided by the Applicant.

<sup>3</sup> By calling this number, it must be possible to contact the Organizational Contact, in order to verify the authenticity of his/her signature on this Agreement, except in case this Agreement is digitally signed (in such case, no attempt will be made to contact the signatory via telephone).

**AND I AUTHORIZE**

the following persons ("Technical Contacts"), for 12 months starting from today, to provide Actalis the information necessary for issuing the requested certificates, limited to the quantity, type and duration provided for in the current contract with Actalis and in any future contracts stipulated with Actalis within the next 12 months, and we commit to pay Actalis the price agreed in such contracts and/or accepted Actalis offers:

**Technical Contact n.1**

<b>Surname:</b>		<b>Forename:</b>	
<b>E-mail:</b>		<b>Telephone:</b>	
<b>Fiscal code:</b>		<b>Company:</b>	

**Technical Contact n.2 (optional)**

<b>Surname:</b>		<b>Forename:</b>	
<b>E-mail:</b>		<b>Telephone:</b>	
<b>Fiscal code:</b>		<b>Company:</b>	

**Technical Contact n.3 (optional)**

<b>Surname:</b>		<b>Forename:</b>	
<b>E-mail:</b>		<b>Telephone:</b>	
<b>Fiscal code:</b>		<b>Company:</b>	

**Technical Contact n.4 (optional)**

<b>Surname:</b>		<b>Forename:</b>	
<b>E-mail:</b>		<b>Telephone:</b>	
<b>Fiscal code:</b>		<b>Company:</b>	

PLEASE SIGN THIS AGREEMENT PREFERABLY WITH A DIGITAL SIGNATURE. ONLY IF EXTENDED VALIDATION (EV) CERTIFICATES ARE REQUESTED, THIS AGREEMENT MUST BE DIGITALLY SIGNED (WITH A VALID QUALIFIED CERTIFICATE COMPLIANT WITH EU LEGISLATION), UNLESS A HAND-WRITTEN SIGNATURE IS AUTHENTICATED BY A NOTARY OR IS MADE IN PRESENCE OF AN ACTALIS REPRESENTATIVE.

Date:

Company stamp and  
readable signature of  
Organizational Contact:

Pursuant to articles 1341 and 1342 of the Italian Civil Code, the undersigned declares to have clearly and accurately read and to approve expressly and specifically the following clauses of the **Conditions for the Supply of SSL Server and Code Signing Certificates** in the version published on the Actalis website: 4) Execution and duration of the Contract; 5) Fees; 6) Activation and provision of the Service; 7) Requirements; 10) Customer's obligations, prohibitions and responsibilities; 11) Actalis' responsibilities; 12) Withdrawal; 13) Express termination clause; 14) Changes to the Contract; 17) Applicable law and jurisdiction.

Date:

Company stamp and  
readable signature of  
Organizational Contact:

By signing this Form, the signatory declares that he/she has read and fully accepts the policy contained in art. 18 of the **Conditions of Supply for SSL Server and Code Signing certificates** - in the version published on the Actalis website - as an integral and substantial part thereof and consents to the processing of the data by way of the procedures and for the purposes indicated therein.

In particular, in reference to the activities of sending advertising, direct marketing, market research and customer satisfaction materials:

- ☐ consents  
☐ does not consent

In reference to the activities of communicating with the group's companies to which the Data Controller belongs, for the purposes of its own marketing:

- ☐ consents  
☐ does not consent

Date:

Company stamp and  
readable signature of  
Organizational Contact:

ONLY IF EXTENDED VALIDATION (EV) CERTIFICATES ARE REQUESTED, AND ONLY IF THIS AGREEMENT IS SIGNED BY A HAND-WRITTEN SIGNATURE AND IS NOT AUTHENTICATED BY A NOTARY, THE COUNTER-SIGNATURE OF AN ACTALIS REPRESENTATIVE (AS A WITNESS) IS ALSO REQUIRED:

Forename:

Date:

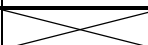
Surname:

Signature (readable):

# CERTIFICATE SPECIFICATION – SSL SERVER

Fill out and send this form to ACTALIS for each requested certificate.

 ALL FIELDS IN BOLD ARE MANDATORY – PAY ATTENTION TO FOOTNOTES

DETAILS of Certificate Request				
<b>Class and type of certificate:</b> <sup>4</sup>	<b>Organization Validated (OV)</b>	<input type="checkbox"/> Basic	<input type="checkbox"/> SAN	<input type="checkbox"/> Wildcard
	<b>Extended Validation (EV)</b>	<input type="checkbox"/> Basic	<input type="checkbox"/> SAN	
<b>Duration of certificate:</b>	1 year			
<b>Server address (CN):</b> <sup>5</sup>				
<b>Organization name (O):</b> <sup>6</sup>				
<b>VAT code (or local equivalent):</b>				
<b>Organization's place of business:</b>				
<b>Locality (L):</b> <sup>7</sup>				
<b>State or Province (ST):</b> <sup>8</sup>				
<b>Country (C):</b>	2-letter code (ISO-3166):			
1 <sup>st</sup> level Organizational Unit (OU1): <sup>9</sup>				
2 <sup>nd</sup> level Organizational Unit (OU1): <sup>9</sup>				
<b>Additional FQDNs and/or IP addresses:</b> <sup>10</sup> (for SAN certificates only)				

**ATTACH** to this form:

- Certificate Signing Request (CSR) with 2048-bit RSA key
- SUBSCRIBER AGREEMENT signed by Organizational Contact

**ATTENTION:** the Subject field of the CSR must exactly match the information in the “DETAILS of Certificate Request” above, also as to uppercase/lowercase, punctuation, etc. (except for Locality and State/Province fields that can be absent from CSR), or it will not be possible to process the CSR.

**NOTE:** generation of the CSR is responsibility of the Applicant. The requested certificate will be provided in CER or P7B format. The Actalis personnel does not generate keys nor CSRs on behalf of the Applicant. Check out the CA web site for guidance on performing those tasks.

<sup>4</sup> Check one box only.

<sup>5</sup> **Max 64 characters.** Enter a FQDN (Fully Qualified Domain Name) or an IP address. Internal domains and/or non-qualified names are not permitted. Private or reserved IP addresses are not permitted. **IP addresses are not allowed in EV (Extended Validation) certificates.**

<sup>6</sup> **Max 64 characters.** Enter the **full official name** of the Applicant, as confirmed by reliable information sources such as governmental company registries or chambers of commerce, authoritative independent databases, etc.

<sup>7</sup> This field is not mandatory in the CSR. However, if present in the CSR, it must exactly match the string specified here.

<sup>8</sup> Enter the full name (not the acronym) of the Province or State (where applicable) where the Applicant's main place of business is located. This field is not mandatory in the CSR. If present in the CSR, it must exactly match the value specified here.

<sup>9</sup> **Max 64 characters.** This field, if specified, will be included in the certificate; it can be the name of a division, department, office, group, etc.

<sup>10</sup> Additional FQDNs and/or IP address can be specified (the one specified for the CN field must be included) as allowed by the purchase order.

## CERTIFICATE SPECIFICATION – CODE SIGNING

Fill out and send this form to ACTALIS for each requested certificate.

 ALL FIELDS IN BOLD ARE MANDATORY – PAY ATTENTION TO FOOTNOTES

### DETAILS of Certificate Request

<b>Certificate duration:</b> <sup>11</sup>	<input type="checkbox"/> 1 year	<input type="checkbox"/> 2 years	<input type="checkbox"/> 3 years
<b>Target operating environment:</b> <sup>12</sup>	<input type="checkbox"/> Java	<input type="checkbox"/> Windows	<input type="checkbox"/> OSX <input type="checkbox"/> Other
<b>Common Name (CN):</b> <sup>13</sup>			
<b>Organization name (O):</b> <sup>14</sup>			
<b>VAT code (or local equivalent):</b>			
<b>Organization's place of business:</b>			
<b>Locality (L):</b> <sup>15</sup>			
<b>State or Province (ST):</b> <sup>16</sup>			
<b>Country (C):</b>	2-letter code (ISO-3166):		
1 <sup>st</sup> level Organizational Unit (OU1): <sup>17</sup>			
2 <sup>nd</sup> level Organizational Unit (OU2): <sup>17</sup>			

**ATTACH** to this form:

- Certificate Signing Request (CSR) with 2048-bit RSA key
- SUBSCRIBER AGREEMENT signed by Organizational Contact

**ATTENTION:** the Subject field of the CSR must exactly match the information in the “DETAILS of Certificate Request” above, also as to uppercase/lowercase, punctuation, etc. (except for Locality and State/Province fields that can be absent from CSR), or it will not be possible to process the CSR.

**NOTE:** generation of the CSR is responsibility of the Applicant. The requested certificate will be provided in CER or P7B format. The Actalis personnel does not generate keys nor CSRs on behalf of the Applicant. Check out the CA web site for guidance on performing those tasks.

<sup>11</sup> Check one box only.

<sup>12</sup> Check at least one box. Check two or more boxes only if you really need the certificate to be usable in multiple operating environments.

<sup>13</sup> **Max 64 characters.** Specify a short identifier of the Subscriber, like e.g. “ACME, Inc.”. No wordings are permitted which can be misleading as to the real identity of the Subscriber and / or the purpose of the certificate, or that include trademarks or brands belonging to others. In this field, **hostnames or IP address are not allowed.** If a Code Signing certificate is issued which mistakenly contains any of them, it will be revoked.

<sup>14</sup> **Max 64 characters.** Enter the **full official name** of the organization that owns or publishes the software that will be digitally signed with the private key corresponding to this certificate, or an affiliate thereof, as confirmed by reliable information sources such as governmental company registries or chambers of commerce, authoritative independent databases, etc.

<sup>15</sup> This field is not mandatory in the CSR. However, if present in the CSR, it must exactly match the string here specified.

<sup>16</sup> Enter the name (not the acronym) of the Province or State (if applicable) where the organization's main place of business is located. This field is not mandatory in the CSR. If present in the CSR, it must exactly match the value here specified.

<sup>17</sup> **Max 64 characters.** This field, if specified, will be included in the certificate; it can be a division, department, office, group, etc.

## Letter of indemnification for certificate installation services

By this letter, I, the undersigned \_\_\_\_\_, as the Organizational Contact for (organization) \_\_\_\_\_, **authorize** the personnel of Aruba S.p.A and/or its subsidiaries and subcontractors to carry out the SSL certificate installation activity on our servers, as provided for in purchase order Nr. \_\_\_\_\_ of (date) \_\_\_\_\_.

It is understood that such activity will be carried out according to a schedule that may depend on the specific type of intervention, depending on target systems, and availability of the required technical personnel.

I acknowledge to have been informed that such activity is potentially hazardous for the target systems and the integrity of the data therein stored. I declare to accept such risk and that we have made suitable backups of such data, **holding harmless** Aruba S.p.A. and/or its subsidiaries and subcontractors, in case of any damage suffered by the target systems and/or the data therein stored and/or disruption of the services based on those systems, as a consequence of the certificate installation activity.

I also acknowledge that, at the suitable time, we will have to provide the necessary administrative credentials to allow Aruba S.p.A. and/or its subsidiaries and/or subcontractors to access the target systems via Remote Desktop (for Windows servers), SSH (for Linux server) and through the Plesk control panel (if present), and that at the end of the intervention (of which we will be notified by Aruba S.p.A. and/or its subsidiaries and subcontractors), it will be our responsibility to change the previously communicated password(s) to preserve their privacy.

Data:

Readable signature of  
Organizational Contract: