Sectigo Subscription SSL FAQ

Sectigo is happy to announce Subscription SSL packages that will offer bundles of maximum duration certificates (398 days), allowing a customer to obtain continuous certificate coverage for up to five years.

Sectigo Subscription SSL bundles are currently offered for single, multi-domain and wildcard DV and OV TLS/SSL certificates.

Retain revenue from renewing multi-year certificates and benefit from offering both new and one-year customers Subscription SSL.

To meet industry regulations, the certificate will initially be issued with a 398-day validity period. Sectigo can send you or your customers reminders when the time comes via email or push notifications. As with all Sectigo certificates, your customers can reissue their certificates at any time and as many times as they like. No more lost days or weeks on trying to time a new purchase and re-submission.

When is the last day that I can order 2-year certificates?

• August 18, 2020. However, orders placed for 2-year certificates after the 18th of August 2020, will be pushed through as Subscription SSL bundles, but will require re-issuance/re-validation one-year after initial issuance.

What action must be taken by the partner to enable Subscription SSL?

• Subscription SSL is automatically enabled for all partners for 2-year Subscription bundles whether using the reseller portal or the Sectigo APIs. There is no need for you to make any changes.

• If you would like to enable pricing and Subscription SSL for 3, 4 or 5 year bundles, please contact your account manager or **partners@sectigo.com.**

To activate Subscription SSL, you can also:

Log in to your partner portal where you will have the option to order up to five-year bundles.

Take advantage of our all-new AutoApplyOrder API. Check out more information **here.**

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When ordering Subscription SSL for multiple years, can the old CSR be used or is a new CSR required each year?

- A new CSR and re-validation is required each year.

Does DCV occur each time?

- Yes, DCV occurs each time a new certificate is renewed or re-issued which will need to happen at least once every 398 days.

Are there automated processes built by Sectigo that will aid the partner in this process?

- This is not an automated process at this time. You can track this process just as you do all other certificate renewals currently.

What are the steps the partner will need to take each year?

- Remind your customers about the upcoming renewal (each 398 days).
- Request a new CSR from the customer.
- Process the CSR as you would a re-issue of an existing certificate today.
- The expiry date will be extended up to 398 days or until the end of the Subscription term.

Can Subscription SSL be ordered both via the API and through the Partner Portal?

- Yes.

How should we explain Subscription SSL to our customers?

- Sectigo offers 2, 3, 4 and 5-year Subscription SSL bundles allowing your customers to obtain continuous certificate coverage for up to five years while saving money and time. Buy a 5-year Subscription SSL bundle and the 5th year is FREE!

  For security reasons, your customers' certificates will initially be issued with a maximum 398 days validity. Prior to the expiration, you will need to contact your customer to replace their certificate for another maximum duration certificate.

YEAR 1	YEAR 2
📇 Certificate 365 Day	📇 Certificate 365 Day

Reissue & Revalidate
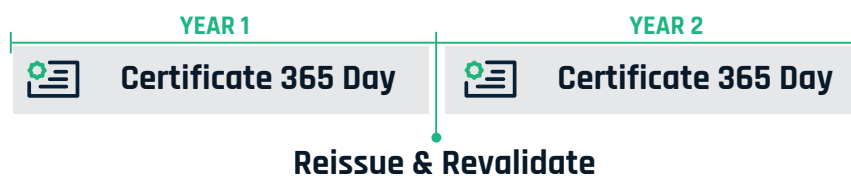
  As with all Sectigo certificates, you can reissue your customers' certificate(s) at any time and as many times as you or they would like. No more lost days or weeks trying to time a new purchase and re-submission. Choose the right bundle for your needs and save today!

What is the benefit to the end customer?

- Saving money and time trying to evaluate what type of certificate is needed every year.

What is the benefit to the partner?

- Sectigo and many of our partners have existing SSL customers with two or three-year certificates that are due to renew now through mid-August through 2022. With Subscription SSL, our partners can now renew their multi-year certificate customers for their preferred duration of up to 5 years. These Subscription SSL bundles will allow our partners to retain 30%+ of the revenue that would be lost if certificates could only be renewed at the current max duration of 398 days.

Will a new certificate be created each year? For example, if I purchase a single 5-year Subscription SSL bundle, will that be 5 different certificates?

- Yes, at a minimum, a new certificate with the max duration of 398 days will be required to be issued each year.

Are there changes that need to be made to my current API settings?

- No changes are required. If you have any problems, please contact your account manager or **Partners@Sectigo.com.**

Will there be a notification system to inform partners of renewals?

- We will have a notification system that can be used if you choose.

How is the cost for multi-year certs calculated?

- For partners, this will be based on your contracted Price Band.

Is this available for PositiveSSL, InstantSSL and Comodo SSL?

- Yes.

About Sectigo

Sectigo is a leading cybersecurity provider of digital identity solutions, including TLS / SSL certificates, DevOps, IoT, and enterprise-grade PKI management, as well as multi-layered web security. As the world's largest commercial Certificate Authority with more than 700,000 customers and over 20 years of experience in online trust, Sectigo partners with organizations of all sizes to deliver automated public and private PKI solutions for securing webservers, user access, connected devices, and applications. Recognized for its award-winning innovation and best-in-class global customer support, Sectigo has the proven performance needed to secure the digital landscape of today and tomorrow. For more information, visit www.sectigo.com and follow @SectigoHQ.

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