

LuxTrust products and services in a MultiLine context: an overview

Company presentation LuxTrust S.A.

Based in Luxembourg, LuxTrust S.A. has been created in November 2005 by the Luxembourg Government and several important companies from the public and private sectors in the Grand Duchy of Luxembourg, in order to face the increasing need for security and confidentiality in the electronic commerce, namely in the Internet-based relationship between citizens, administrations and companies. LuxTrust S.A. is a certification authority that guarantees, as a trusted third party, highly secured electronic certification services which allow, via smartcards and certificates for signing servers, strong client authentication and digital signatures with legal value via Internet and Intranet.

1. LuxTrust products and services in the MultiLine context:

1.1. Different types of certificates:

- **“Smartcard” certificates** are valid during three years and are based on chip-cards holding two certificates one of which is used for identification (authentication) and the other one is dedicated to digital signatures. With a smartcard reader and a PIN code, the holder can authenticate or sign electronic documents using a digital signature.
- **“Signing server” certificates**, valid for three years, have mainly been designed for private users and will only be available in a later phase. MultiLine will support those certificates later on, for authentication purposes only.

1.2. Private and professional certificates:

- **“Private smartcard”** certificates contain, amongst others, information such as the card holder’s name and given names. The usage of the private smartcard only commits the holder as a private person.
- **“Professional smartcard”** certificates do not only contain name and given names of the holder, but also the name of a company. LuxTrust has to receive the approval of that company, before issuing such a smartcard/certificate to the holder.

The delivery of a professional certificate is neither a formal mandate of an employer towards his employee nor towards a third person. **If a company authorizes the issuing of such a certificate to an employee or to a third person, it gives that person a means to authenticate and sign in an electronic environment, enabling application providers to check such operations in a standardized way.**

The usage rights of a professional certificate are to be defined by the company, according to its internal procedures. **An official signature power doesn’t automatically provide an employee with a privileged access to specific applications.**

The added value of a professional certificate, as opposed to a private certificate, is the proof, within the certificate, that the person who has signed, has done so as an employee or as a representative of a specific company.

2. LuxTrust pricing for customers/users

2.1. Standard offers:

- smartcard : 57.50 € incl. VAT for a duration of 3 years
- (signing server certificate: 23.00 € incl. VAT for a duration of 3 years available later on)

2.2. Special bulk offers:

During the ordering procedure, LuxTrust allows to choose between 3 subscription offers: SILVER, GOLD and PLATIN, available for 1 year for respectively 28.75 €, 115.- € and 287.50 € (all prices including VAT). These subscriptions give access to the respective privileged prices per smartcard of: 51.75 €; 46.-€ and 40.25 € (all prices including VAT). These subscriptions are only valid for professional smartcards (smartcard PRO) issued to the company or institution that has made the subscription. For more information, please refer to the LuxTrust website www.luxtrust.lu or directly get in touch with LuxTrust S.A..

2.3. Certificate suspension / revocation and pricing:

A certificate can be suspended, reactivated after suspension and revoked, without additional charges, via Internet or via the LuxTrust helpdesk. However, if the customer decides to personally present himself/herself at a desk of an officially recognized Registration Authority (RA) for one of the above mentioned operations, the RA is entitled to charge a fee of maximum 5.-€ (incl. VAT) for this manual service.

PC configuration

PC configuration required by LuxTrust

- A **PC with a Microsoft Windows operating system** (2000, XP or Vista).
- **Microsoft Internet Explorer 6** or a more recent version.
- The **LuxTrust Middleware** installed on the PC. This application, comparable to a printer driver, is mandatory in order to use a LuxTrust smartcard (see also below "Installation of the middleware").
- A **smartcard reader** connected to the PC.

Note:

Applications that use LuxTrust solutions may have additional technical prerequisites which have to be directly clarified with that application.

Card reader

Buying a smartcard reader

The reseller list of chip-card readers can be found on the LuxTrust Internet site under <http://readers.luxtrust.lu>.

Which card reader type to buy?

A list of currently supported chip-card readers can be found on the LuxTrust Internet site. On request, LuxTrust may provide your company with an updated list of supported card readers.

Installation of the middleware

The installation of a « middleware » application, provided by Gemalto/LuxTrust, is necessary for using a LuxTrust chip-card in a PC environment.

The software can be downloaded from the LuxTrust website under <http://drivers.luxtrust.lu>.

Subscribe to a LuxTrust service

– Where to subscribe to a LuxTrust service?

LuxTrust certificates can be obtained from an official LuxTrust point of sales, the Registration Authorities (RA). In order to offer its customers a best possible comfort, LuxTrust has delegated the sales of its “smartcard” and “signing server” products as well as the customer registration, to external registration authorities (i.e. banks, that participate in the MultiLine commercialization). The LuxTrust Internet site gives information on the points of sales. Alternatively, LuxTrust is at your disposal for further information.

– Does the customer have to personally present himself/herself at a point of sales?

Not necessarily. Within the procedure of establishing the MultiLine connection contract, simplified application procedures have been put into place within the respective financial institutions. Basically, it is sufficient to send the necessary documents to your bank, provided the latter is an officially recognized LuxTrust registration authority. Please ask your account manager for further information.

– What are the subscription procedures as such?

1. Standard procedure

The standard procedure requires the customer to present himself/herself at a **LuxTrust Registration Authority (point of sales and of registration) of his/her choice**, along with the necessary documents.

2. Light procedure

The light procedure allows the customer to directly send the documents, as indicated by LuxTrust, **to his/her bank**, without having to physically present himself/herself.

Which are the formalities required in order to subscribe to a LuxTrust service?

<i>The documents required</i>	<i>The types of certificates</i>	
	<i>Private certificate</i>	<i>Professional certificate</i>
An order form, duly filled-in, signed and dated by the requestor.	M	M
A double-sided copy of the certificate requestor's identity card, duly signed by the requestor.	M	M
A double-sided copy of the identity card(s) of the company's legal representative(s), duly signed by the owner(s).	N.A.	M
A recent copy of the firm's statutes or, if not applicable, of an equivalent document.	N.A.	M
A relevant recent copy of the national trade register entries (not older than 6 months) or, if not applicable, of an equivalent document. Note: In case the power of the firm's signatory/signatories is not given through the entries in the trade and company registers and/or in the provided statutes (or equivalent documents), an additional document, which proves the signature power of the signatory/signatories, has to be provided.	N.A.	M
A proof of the payment for the product in question.	M	M

M = Mandatory

N.A. = Not Applicable

For more information, please refer to the, “Commandes” page (<http://support.luxtrust.lu>). Alternatively, you may get in touch with LuxTrust or the RA of your choice (the contact persons are indicated on LuxTrust's Internet site).

Delivery periods of smartcards, PIN and card activation

Delivery periods: As from the validation of the order by the RA, LuxTrust sends the smartcard and the PIN within 5 working days (postal date) to the requestor. For security reasons, the 2 mails are sent separately and subsequently within a time frame of 2 days.

Activation: The customer then confirms the reception of the PIN mailer and of the smartcard, by activating them on the LuxTrust Internet site under <http://activate.luxtrust.lu>.

Attention: MultiLine subscription!

The simple activation of a smartcard in the LuxTrust database is not sufficient for working with MultiLine. A new contract between the customer and the bank needs to be signed and the account, as well as the smartcard(s), have to be separately activated for MultiLine.

Recommendations

Publication in the LuxTrust directory

The LuxTrust directory can be compared to a telephone directory. It is public and informs about the issued LuxTrust certificates. Although it is not mandatory to have one's certificate listed in this directory, the insertion is highly recommended in order to enable the software suppliers to create the link between a certificate and its holder. This choice has to be made when subscribing to a LuxTrust product.

Lost smartcard: Certificate suspension and revocation services

In case of a loss or theft of a smartcard, the LuxTrust helpdesk can be reached under the telephone number **24 550 550** in order to suspend the smartcard. In this framework, the customer needs to communicate his/her "Challenge" password to the helpdesk agent. This password is written in the "scratch-field" in the PIN-mailer (that the customer received at the smartcard subscription process).

Alternatively, the customer can suspend, reactivate or revoke his/her certificate either over the Internet, under <http://cmt.luxtrust.lu>, or through a LuxTrust point of sales.

If the client has revoked his/her smartcard, he/she needs to contact a point of sales, to subscribe to a new smartcard, as a revoked card cannot be re-activated.

Forgotten or blocked PIN

In case of a forgotten or a blocked PIN, due to 3 wrong PIN entries in a row, the client can unblock his/her PIN using the LuxTrust Middleware installed on his/her computer. In order to do so, the client needs to use the PUK-code, which was provided to him/her during the subscription process in his/her PIN-mailer, under the "scratch-field". For more information about this procedure, please consult <http://support.luxtrust.lu>.

If the smartcard has been blocked after the PUK has been entered erroneously three times in a row, or in case the PUK-code has been forgotten, the smartcard can no longer be used and a subscription request for a new smartcard needs to be initiated (→ new subscription).

Smartcards – urgent procedure

In case a client urgently needs a new smartcard, before the normal delivery period of 5 days, LuxTrust offers the possibility of an urgent ordering procedure. The price of a smartcard issued through the urgent procedure is considerably higher than the standard price. For more information, please contact your registration authority agent.

PIN security instructions

The customer has to keep his/her smartcard in a safe place, while the secret codes are to be kept separately.

Certificate failure

Please contact the LuxTrust helpdesk under the phone number **24 550 550**. You then will learn the procedure to be followed.

Certificate renewal before expiration

A smartcard or a signing server certificate expire after 3 years. In order to avoid a new registration procedure, the customer may request – a few days before the expiry date – a new certificate, via the LuxTrust Internet site. The "re-key" request needs to be signed by the customer's current, still valid, certificate.

Once the expiry date has been reached, the customer needs to undergo a new subscription procedure, in order to get a new certificate.

The price of the product at the time of the re-key will be applied.

LuxTrust contact references**www.luxtrust.lu**

The LuxTrust Internet site contains many useful information about LuxTrust products and services. It is highly recommended to regularly check out the site, in order to stay informed of the latest evolutions of LuxTrust S.A. and its services.

LuxTrust contact information

- Phone: **24 550 550** (technical information, usage)
- E-mail: helpdesk@luxtrust.lu