Post January 1st SHA-1 Issuance Request – First Data

1. Name and Contact of Subscriber: First Data Evan Sidoriak
2. Description of Service: Datawire Secure Transport is First Data's method for transmitting sales transactions from a customer Point of Sale (POS) device to First Data's hosts via the internet. Datawire currently supports 1.5 Million clients and transmits 15 Billion transactions annually.
3. Detailed description of remediation steps:
    a. In Nov. 2014 Datawire added SHA-2 certificates to our staging and support environments. New applications certifying to Datawire were required to support SHA-2.
    b. In December of 2015, First Data began communicating a SHA-256 compliance date of June 30th 2016 with its partner community of software vendors, value added resellers and gateway providers.
    c. In January of 2016, First Data also began regular and continuous internal communications with its sales distribution systems informing them of our SHA-256 compliance date of June 30th 2016.
        i. At the request of several large national merchants and banks First Data provided an additional 30 days to complete network and POS equipment upgrades, establishing a new compliance deadline of August 1st.
    d. From August 8th – August 9th First Data conducted a network readiness test to gauge customer compliance and found that 75% of Datawire clients are SHA-256 capable. The remaining 25% represent roughly 300,000 active merchants.
    e. First Data has identified those clients and is actively working with our channel partners to conduct outbound call-mail campaigns. Given the sheer volume of contacts to be made, we are concerned that clients will not be prepared for the final cutover date of November 15th 2016 when our existing certificates expire.
    f. First Data has successfully updated all other internal systems, websites, networks and POS devices to SHA-256. Where FD has control we are compliant.
    g. First Data is going beyond our direct boundaries in working with our software partners and resellers to ensure their devices that support our clients will continue to operate through the holiday shopping season.
4. When would SHA-1 Certs need to be issued to maintain continuity: Our existing certificates begin expiring on Oct. 27th and we would like to have them reissued by October 14th.
5. Detailed description of what would happen if not issued by that date: Approximately 300,000 clients are at risk of losing IP connectivity and will not be able to process payments during the most critical sales cycle of the year. This is not only potentially damaging to First Data but many of our customers.
6. What is the date SHA-1 transition would be completed by: We will complete final client communications this year and would like to allow our clients a final 90 Day remediation window. We are asking for an extension until March 15^{th,} 2017.
7. When and how did the subscriber first become aware: First Data closely monitors the CA/B forum and actively participates in other IT/Security forums. First Data has been aware of this change since it was first announced and began implementing SHA-2 certificates in November of 2014. We have been actively working with our clients and partners since then.

8. What procedures are in place to ensure similar exceptions won't be required: First Data has been actively working a transition plan for several months. Additional steps in the future would be to conduct additional readiness tests much further in advance of a final cutover date.
9. The Number of requested certificates: 5
10. For each requested certificate: Required attachments provided