

# SAAS SUPPORT SCHEDULE

## 1. Definitions

“**24x5**” means Monday 8 AM SGT (Singapore Time) until Friday 9 PM EST (Eastern Time) on Business Days.

“**Business Days**” means any day from Monday through Friday, except January 1 and December 25.

“**Business Hours**” means the Business Day hours listed at [www.onespan.com/support](http://www.onespan.com/support) based upon the Customers’ geographic region corresponding to the OneSpan office providing the Support Service.

“**Case**” means a request for Support Services.

“**Commencing Work**” means when Supplier begins working on Resolution of the Case.

“**Customer Support Portal**” or “**CSP**” means the Customer Support Portal available through <https://support.onespan.com> where Customer may access information regarding Supplier’s Support Services.

“**Incident**” means a Case request for any problem or failure that materially decreases the functionality or performance of the SaaS Service and is caused by the software, systems, networks, other components, facilities or services that are supplied as part of the SaaS Service. Incidents do not include any problem or failure caused by the use or improper use or operation of software, systems, networks, other components, facilities or services that are not part of the SaaS Service but are used to connect to, integrate with or otherwise make use of the SaaS Service.

“**Request for Information**” means a Case request for answers to questions.

“**Resolution**” means i) for Incidents, the correction of an error including a fix or reasonable workaround; ii) for Service Requests, the execution of the request; and iii) for Requests for Information the provision of that information.

“**Response Time**” means the length of time it takes Supplier to respond to Customer’s initial request for Support Services based upon Supplier’s reasonable interpretation and classification of the request. Suppliers initial response may include, amongst other things, classifying the Case, confirming the case priority and type, requesting clarification for the Case, and explaining the next steps to Commencing Work.

“**Service Level Objective**” means the support service standards set forth in Table 3.1 as they apply to Premier, Elite Lite and Elite Support Service plans for production environment Incidents only.

“**Service Request**” means a Case request for a change in configuration, branding, account settings, or to reset passwords, and other similar non-urgent, requests.

“**Support Service**” means remote assistance in post-sales trouble-shooting of SaaS Service subscriptions as indicated herein.

“**Trust Center**” means the sole platform used by Supplier to communicate upcoming releases, planned maintenance, emergency maintenance, warnings and outages for SaaS Products available for review at <https://support.onespan.com>.

## 2. Support Services

**2.1 Support Hours:** Support Service availability depends on the priority of the Case and the level of Support Services purchased by Customer as detailed in Table 1.

**2.2 Requesting Support:** The Customer Administrators may contact support via telephone, e-mail, and live chat through the Customer Support Portal.

P1 and P2 Incidents must be logged by telephone. Customer must check the Trust Center to determine whether there is scheduled downtime prior to contacting Supplier.

All Cases must include a reasonably detailed written description of the decrease in functionality or performance and impact of the SaaS Service. Any Supplier time spent in the Resolution of a Case that is ultimately determined by Supplier, after using commercially reasonable efforts, not to be a Supplier side defect, shall be reimbursed by the Customer on a time and materials basis.

**2.3 Personnel and Communication:** Supplier and the Customer will provide the necessary and appropriate personnel as required to find a Resolution. Supplier and Customer will cooperate to obtain or supply information and data, and run tests in order to assist in finding a Resolution in a timely manner.

**2.4 Incidents.** Supplier will use commercially reasonable efforts to deliver Incident Support Services pursuant to Table 2.

**2.5 Service Level Objectives:** If Supplier fails to meet the Service Level Objectives, Supplier will assemble a multi-disciplinary team to work with Customer until Resolution is achieved, which is Customer’s exclusive remedy and Supplier’s exclusive liability for missed Service Level Objectives.

Table I - Support Services

<u>Description</u>	<u>Essential</u>	<u>Premier</u>	<u>Elite Light</u>	<u>Elite</u>
P1 & P2 24x7 Incident Support via telephone	P1	P1 & P2	P1 & P2	P1 & P2
P3 & P4 Incident Support via e-mail, live chat and telephone	Business Hours	24 x 5	24 x 5	24 x 5
Service Request - Response Time	Next Business Day	8 hours 24 x 5	8 hours 24 x 5	8 hours 24 x 5
Request for Information - Response Time	Commercially reasonable efforts	8 Business Hours	8 Business Hours	8 Business Hours
Knowledgebase access	✓	✓	✓	✓
Customer Support Portal access	✓	✓	✓	✓
Root Cause Analysis for P1 Incidents Upon Request	✓	✓	✓	✓
Service Level Objectives		✓	✓	✓
Service Status Review (SaaS Service and Support Service)		E-mail report 1 / quarter Live meeting 1 / year	Live meeting 1 / quarter	Live meeting 1 / quarter
Designated Support Specialist			1 per 6 customers	1 per 4 customers
Support status review meetings aimed at expediting Resolution times (regular cadence calls as agreed with Customer)			✓	✓
Priority Case routing			✓	✓
Up to 20 days on-site assistance per year (travel and lodging included)				✓

Table 2: Case Classification and Response Times

Case Type		Essential Support	Premier /Elite Lite/ Elite Support			
		Response Time	Response Time	Commencing Work	Updates	
Incident	P1	5 mins (24 x 7) (phone)	Service Level Objective	5 mins (24 x 7) (phone) 1 hour (during 24 x 5) (email/CSP)	<1 hour work continuously	Every 1 hour
	P2	1 Business Hour (phone)		5 mins (24 x 7) (phone) 1 hour (during 24 x 5) (email/CSP)	<1 Business Hour work continuously (during 24 x 5)	Every 2 hours
	P3	Next Business Day		4 hours (during 24 x 5)	8 Business Hours	N/A
	P4	Commercially reasonable efforts		4 hours (during 24 x 5)	8 Business Hours	N/A
Service Request (P3-P4)		Next Business Day		8 hours (during 24 x 5)	8 Business Hours	N/A
Request for Information (P3-P4)		Commercially reasonable efforts		8 Business Hours	Commercially reasonable efforts	N/A

Table 3 – Incident Priority Matrix

		Impact			
		Low	Medium	High	
		<ul style="list-style-type: none"> <li>Affects few of Customers' Users (30 % or lower)</li> <li>Affects the operations in a production or non-production environment</li> <li>Customer experiencing low business impact</li> </ul>	<ul style="list-style-type: none"> <li>Affects most of Customers' Users (&gt;30 %)</li> <li>Affects the operations in a production environment</li> <li>Customer experiencing medium business impact</li> </ul>	<ul style="list-style-type: none"> <li>Affects all Customers' Users</li> <li>Affects the operations in a production environment</li> <li>Customer experiencing high business impact</li> </ul>	
Urgency	Low	<ul style="list-style-type: none"> <li>Customer is experiencing occasional stoppage</li> <li>Workaround is available</li> <li>Non-business critical functionality</li> <li>Examples include, but are not limited to, images missing on webpages, text errors, documentation issues</li> </ul>	P4	P3	P2
	Medium	<ul style="list-style-type: none"> <li>Customer is experiencing a partial or occasional stoppage</li> <li>Work-around is cumbersome to use</li> <li>Business critical functionality</li> <li>Examples include, but are not limited to, performance degradation, non-production issues that block project execution, Service Requests, signed document packages not available, reports missing, document triggers not working properly, web administrator issues, rule creation issues</li> </ul>	P3	P2	P1
	High	<ul style="list-style-type: none"> <li>Customer is experiencing continuous stoppage</li> <li>No workaround available to restore Customer to normal business operations</li> <li>Business critical functionality</li> <li>Examples include, but are not limited to, document signature request fails, authentication/signature verification fails, scoring requests fail</li> </ul>	P2	P1	P1

### 3. Conditions and Exclusions

Support Services do not include:

- (a) Diagnosis and rectification of any error resulting from:
  - i. use of SaaS Service after Support Services have terminated or expired
  - ii. direct or indirect operator error or omission
  - iii. failure of the Customer to implement recommendations advised by Supplier
  - iv. use, operation, or merger of the SaaS Service with hardware, software, or programming languages or in an environment other than that for which the SaaS Services are designed or authorized by Supplier
  - v. a bug, error, defect in, or failure of any software operating in conjunction with the SaaS Service not supplied or authorized by Supplier
- (b) Installation (remote or on-site)
- (c) Integration/configuration
- (d) Consultation or inquiry, administration, configuration, design, training, customization, and database repair
- (e) On-site assistance (other than as indicated for Elite Support Services)
- (f) Order status follow-up
- (g) Enhancements

If Customer requires assistance or service not covered by Support Services, Customer may contact a Supplier representative to obtain the applicable Service at an additional cost.

## 4. Customer's Responsibilities

For the delivery of Support Services, the Customer must:

- (a) ensure sufficient access to the Internet for remote screen share when deemed necessary for expedited Resolution
- (b) ensure that the latest version of the SaaS Service is in use for optimal Support Service
- (c) ensure that Customer Designated Contact(s) (i) are up-to-date in their knowledge of the SaaS Service in its latest version; (ii) have access to all data relevant to the SaaS Service; (iii) provide Supplier with all information for proper issue diagnosis and troubleshooting, including information on the relevant environment (e.g. additional log-files) to reproduce the issue; and (iv) provide timely replies
- (d) not transfer to Supplier any Customer's client-related information unless anonymized
- (e) allow Supplier to carry out Support Service outside of Customer's normal working hours as may be necessary
- (f) give timely written notice to Supplier of any change in the Customer Administrators

Failure of Customer to meet its responsibilities or provide sufficient information may heavily delay or render impossible the provisioning of Support Service.

## 5. Pricing; Term and Termination

### 5.1 Support Service.

**(a) Essential.** Essential Support Services are included in, are coterminous with and renew with the SaaS Service subscription. Customer may upgrade to Premier, Elite Lite or Elite at any time during a term; however, Customer may not downgrade until the next renewal period.

**(b) Premier, Elite Lite and Elite.** Premier, Elite Lite and Elite Support Services are charged at the rates indicated in the applicable Order Document. Premier and Elite Support Services are coterminous with and renew with the SaaS Service subscriptions. Customer may upgrade Premier Support Services to Elite Lite Support Services or Elite Support Services at any time during a term; however, Customer may not downgrade until the next renewal period.

If Customer purchases Premier Support Services for one Product, then Customer must also purchase Premier Support Services for all Products purchased by Customer.

**5.2 End of Life.** Unless otherwise terminated in accordance with the terms herein, Support Services for SaaS Services will expire pursuant to the End of Life Policy made generally available to Supplier's Customers on Supplier's website at <https://www.onespan.com/support/security/product-life-cycle>.