

MOBILE SECURITY SUITE (MSS) INTEGRATION STARTER PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Eighty-eight (88) Hours
Expected Project Duration	Four (4) Months
Location of Professional Services	Remote

2) Governing Terms

The Professional Services are delivered pursuant to the Master Terms available for review at www.onespan.com/master-terms, including the Professional Services Schedule at <https://www.onespan.com/professional-services> (the "PS Schedule"), unless Customer has previously executed a written agreement for the sale of the Services, in which case such agreement shall control (the "Contract"). Terms not defined herein shall have the meaning given them in the Contract.

3) Assumptions and Pre-requisites

- a) This Mobile Security Suite ("MSS") Integration Starter Package (the "Package") governs Supplier's provision of Professional Services to Customer to support the Customer's MSS integration.
- b) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
- c) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.
- d) Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.
- e) Customer must have valid licenses for:
 - i) OneSpan Mobile Security Suite
 - ii) OneSpan Authentication Server Framework, OneSpan Authentication Server, or OneSpan Cloud Authentication
- f) Customer must ensure that their implementation environment meets the minimum server requirements identified in the product documentation.
- g) Customer will establish sufficient access to use Supplier's current remote services capability.
- h) Customer personnel must be able to provide input regarding the current processes for authentication, transaction approval, Customer registration and the planned application architecture.
- i) All development is performed by the Customer.
- j) Customer has a previously installed OneSpan Authentication Server / OneSpan Authentication Server Appliance version 3.x or above, OneSpan Authentication Server Framework, or OneSpan Cloud Authentication, and the previous installed application is currently operational with no outstanding Support issues.

4) Services

- a) Project kickoff conference call
 - i) Supplier will conduct a project kickoff call to set objectives and explain project phases and scope.
 - ii) Supplier will work with the Customer to see that all prerequisites and requirements conditional for the provisioning of the Services, are fulfilled.
- b) Solution Analysis and Design
 - i) Supplier will conduct a Solution Review Workshop to review the Customer workflows, define their MSS functional requirements and design how those workflows should be integrated in the solution.
 - ii) Supplier will document the Customer specific workflows in a solution design document.
- c) Competency Development
 - i) Supplier will conduct a competency development session with the Customer to introduce them to the theoretical concepts of the solution.
 - ii) Supplier will conduct a competency development session with the Customer to provide MSS SDK API integration instruction for implementing the workflows as specified in the solution design document.
- d) MSS integration support
 - i) Supplier will provide engineering guidance to the Customer in support of their efforts to implement the MSS SDK.
- e) Go Live Support
 - i) Supplier will provide engineering guidance to the Customer for a period of ten (10) calendar days in support of the Customer's effort to move their solution into production.
 - ii) Supplier will facilitate an introduction and handover to the OneSpan Customer Support team

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Solution Design Document
0002	Competency Development Materials

6) Exclusions

- a) Custom development by Supplier
- b) Future updates to MSS application on target app stores
- c) Application publishing or publishing support
- d) Configuration or programming of third-party or other applications/hardware
- e) Custom Documentation
- f) OneSpan Authentication Server Framework upgrade
- g) OneSpan Authentication Server upgrade
- h) The following SDKs:
 - a. Client device data collector SDK
 - b. Application Shielding SDK (RASP)
 - c. OneSpan Sign SDK
 - d. Bluetooth SDK
- i) Any Professional Services not expressly addressed in this Package.
- j) Professional Services within this Package scope, beyond a twelve (12)-month timespan from the applicable Order Document Date.