Exhibit B to Maintenance and Support Schedule – Non-Stop Support
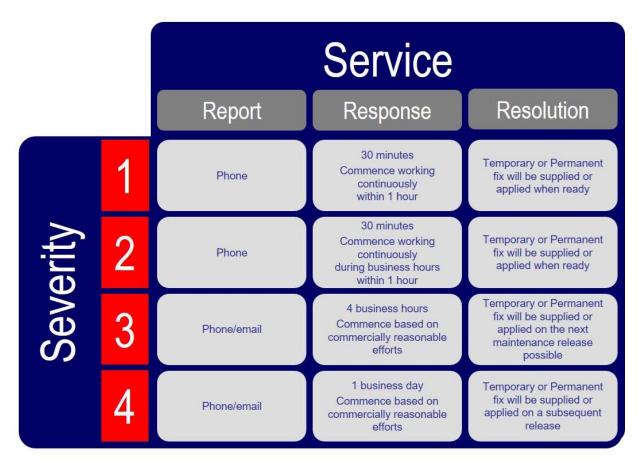
This Annex (i) applies if Customer orders Non-Stop Support under the Ordering Document, and (ii) is incorporated into the Maintenance and Support Schedule.

1 Service Scope

Non-Stop (24x7) Support gives Customer the right to call Supplier Helpdesk twenty-four (24) hours a day, seven (7) days a week, for Severity Level 1 or 2 Incidents. Incidents are analyzed and classified in accordance with sections 2.4 and 2.5 of the Maintenance and Support Schedule found here: https://www.onespan.com/maintenance-and-support . Incidents with Severity Level 1 or 2 obtain immediate attention.

2 Non-Stop (24x7) Support Service

2.1   Response Time by Severity Level

Service			
Severity	**Report**	**Response**	**Resolution**
1	Phone	30 minutes Commence working continuously within 1 hour	Temporary or Permanent fix will be supplied or applied when ready
2	Phone	30 minutes Commence working continuously during business hours within 1 hour	Temporary or Permanent fix will be supplied or applied when ready
3	Phone/email	4 business hours Commence based on commercially reasonable efforts	Temporary or Permanent fix will be supplied or applied on the next maintenance release possible
4	Phone/email	1 business day Commence based on commercially reasonable efforts	Temporary or Permanent fix will be supplied or applied on a subsequent release

2.2   Internal Escalation Procedure

Where a workaround for Incidents with Severity Level 1 or Severity Level 2 cannot be provided within four (4) hours from logging a Support Service request, the Incident will be escalated to Supplier Support management.

2.3   Service Level

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Supplier will use best efforts to deliver the Service Levels on Non-Stop Support. If Supplier fails to meet the Service Levels, subject to the conditions of section 2 of the Software Maintenance and Support Schedule and sections 2.4 and 3 hereof, as applicable, Supplier will pay by way of credit to Support Service fees due for the following Renewal Term, the penalties in section 4 below, as a percentage of the Support Fee for the relevant Support Service term. If Customer elects not to renew the Contract, Supplier will pay any penalty due within thirty (30) days from receipt of Customer's invoice that must be issued at the end of the relevant Contract term. Penalties not invoiced expire at the end of 12 months from the end of the relevant Contract term.

2.4 Customer's Responsibilities

The Customer must:

- ensure that the latest version of the Supported Software is in use for optimal Support Service
- ensure that the Customer Designated Contact (i) obtain required training to be a "Supplier Certified Engineer" for the newest version of the Supported Software in order to facilitate the trouble-shooting process as well as for the creation of a Patch, as necessary (ii) is up-to-date in the knowledge of Supported Software in its latest version; (iii) has access to all data relevant to the Supported Software; (iv) provide Supplier Helpdesk with all information for proper Incident diagnosis and troubleshooting, including information on the relevant environment (e.g. additional log-files) to reproduce the Incident; (v) provide timely replies; and (vi) provide around-the-clock availability and cooperation
- not transfer to Supplier any Customer's client-related information unless anonymized
- ensure sufficient access to the internet
- allow Supplier to carry out Support Service outside of Customer's normal working hours as may be necessary such as to complete repair work or a trouble-shooting phase
- give timely written notice to Supplier of any change in the Customer Designated Contact(s)
- not resell, lease, assign, or otherwise transfer Support Service except as expressly agreed with Supplier in writing.

The Customer acknowledges that non-fulfilment of Customer's responsibilities or insufficient information may heavily delay or render impossible the provisioning of Non-Stop Support.

3 Special conditions applicable to OneSpan Authentication Server Framework:

Non-Stop Support for OneSpan Authentication Server Framework is available upon completion of OneSpan Authentication Server Framework integration validation service.

3.1 OneSpan Authentication Server Framework integration validation service (mandatory)

Support Service starts upon successful integration of the OneSpan Authentication Server Framework and its validation. To ensure a successful integration, Supplier performs review and validation of the Customer's implementation of OneSpan Authentication Server Framework as a service separate from and as a condition to Non-Stop Support Service. Customer desiring to obtain Non-Stop Support Service for OneSpan Authentication Server Framework must purchase the OneSpan Authentication Server Framework integration validation service.

Supplier experts will examine the OneSpan Authentication Server Framework implementation and determine areas where Supplier technology may be leveraged for a more secure and efficient implementation.

OneSpan Authentication Server Framework integration validation typically takes two (2) Business Days and reflects various communications between the Supplier integration expert and the Customer IT representative. The result is a customized written evaluation report that offers a critique of the current implementation and provides suggestions for change, when necessary.

The OneSpan Authentication Server Framework integration validation service is available for the following platforms: Intel-based platforms (Windows, Linux); Medium System Environment (Sun Solaris, HP Unix, Alpha Open VMS, Alpha TRU64); Mainframe (AS/400, Z/OS).

3.2 Customer's Obligations

In addition to Customer's responsibilities in section 2.4 above, the Customer must:

- use the OneSpan Authentication Server Framework troubleshooting document before contacting Supplier Helpdesk. Together with Supported Software, the Customer will receive a troubleshooting document that contains a range of tests that should be performed and questions that should be answered by Customer prior to requesting Support Service.

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–   document the overall application architecture and provide the same to the Supplier Helpdesk, together with information on the critical application components and procedures where the OneSpan Authentication Server Framework Controller is involved.

4   Service Level on Non-Stop Support

Service Level Classification

Services	Agreed Service Level for Incidents with Severity 1 & 2	Measurement period
Initial response time	95% within 30 minutes	Quarterly (calendar quarters)
Call answered by live person (direct communication between Customer and Supplier Support Engineer via telephone either at Customer's first call or at call-back by the Support Engineer)	80% within 5 minutes	Quarterly (calendar quarters)
Status updates (Customer will be updated on the current status of the Case.)	80% hourly	Quarterly (calendar quarters)
Root cause analysis (Customer will receive a detailed report on the actual cause and the Final Response described)	100% within 5 business days	Quarterly (calendar quarters)
Resolution summary overview (Customer will receive a brief report with the description of the original problem and a Final Response)	90% within 4 business hours	Quarterly (calendar quarters)

Penalties

Total Occurrences during Contract term (excluding last incomplete quarter)	Penalty as percentage of the yearly Support Fee
2	10%
5	20%
10	50%

5   Supplier Helpdesk and Non-Stop (24x7) Service Numbers

OneSpan Products Helpdesk	OneSpan Sign Products Helpdesk
+32 2 609 9770	**+1 514 904 1594**

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