

DISTRIBUTION SERVICE PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Forty-five (45) hours
Expected Project Duration	Sixty (60) Business Days
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 Distribution Service Package (the "Package") governs Supplier's provision of Professional Services to enable Customer to distribute DIGIPASSES hardware devices to Customer's end-users.
- b) This package covers one (1) template in up to two (2) languages. Customer may order additional templates in up to one (1) language for a fee of five hundred dollars (\$500.00). Additional languages may be added to templates for a fee of five hundred dollars (\$500.00 USD) per additional language.
- c) Customer may request edits to each template up to four (4) four times prior to production. Customer may order additional editing sessions for a fee of five hundred dollars (\$500.00 USD) per session per template.
- d) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
- e) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.
- f) Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.
- g) Customer must order DIGIPASS hardware devices separately with a minimum annual commitment of 25,000 DIGIPASS units per year for the first three (3) years.
- h) Customer will provide an implementation environment that meets the server requirements identified in the Supplier Documentation for DIGIPASS Distribution Service to safely exchange electronic files.

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 Professional Services, are fulfilled.
- b) Defining distribution flow
 - i) Supplier will:
 - (1) work with Customer to define its distribution needs and timing with regards to:
 - (a) Pilot roll-out
 - (b) Initial production roll-out
 - (c) Scheduled production roll-out (daily, weekly, monthly)
 - ii) provide Customer with an explanation of the distribution processes in conjunction with the results of Section (4.b.i) (1)-(3).
 - iii) determine Supplier's involvement and role in the current and/or future distribution processes.
 - iv) explaining the future distribution processes and the required interaction between Customer and Supplier.
 - ii) provide Customer with an explanation of the distribution processes in conjunction with the results of Section (4.b.i) (1)-(3).
 - iii) determine Supplier's involvement and role in the current and/or future distribution processes.
 - iv) explaining the future distribution processes and the required interaction between Customer and Supplier.
- c) Defining end-user package(s)
 - i) Supplier will:
 - (1) explain Supplier's configuration options for OneSpan Hardware authentication devices.
 - (2) explain Supplier's configuration options for the end-user package(s) and assist in defining the end-user package(s): letter(s), manual, (PIN) mailer, Hardware device box.
- d) Workshop on Supplier's end-user data exchange processes
 - i) Supplier will:
 - (1) explain defined distribution flow (as a result of Section 4.b.).
 - (2) explain the end-user data exchange mechanism and existing processes.
 - (3) explain the end-user data exchange file layout and format.
 - (4) explain minimum end-user security requirements (mandatory) and additional security options.
- e) Supplier will provide support and guidance to customer during the development, pilot, and production run phases of the distribution process enrolment for up to a twenty-four (24) hours of Professional Service hours during the Expected Product Duration. Additional Professional Service hours can be purchased from Supplier, subject to a separate agreement.

- f) Coordinating the distribution process
 - i) Supplier will:
 - (1) During development: setup end-user data exchange mechanism on customer site; set up the template documents.
 - (2) During pilot: test the defined distribution process with five (5) test users; modify the distribution process when needed
 - (3) During first production run: test a larger number of users over the defined distribution process
- g) Project Closing: Supplier Project Manager to hand-over the new distribution process to Supplier's operations team after first production run. After a successful first production run, the Package will be closed. All changes after the first production run are excluded from the Package.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Project kick off call/meeting.
0002	Define distribution flow.
0003	Define content of end-user DIGIPASS delivery package(s).
0004	Setup data file exchange zone.
0005	Development test: Distribute defined package(s) successfully to selected group of end-users.
0006	Pilot run: Distribute defined package(s) successfully to selected group of end-users.
0007	Production run: Distribute defined package(s) successfully to selected group of end-users.

6) Exclusions

- a) Configuration of, or for, third party applications or hardware.
- b) Changes to process, packages, templates or letter after the first production run has started.
- c) More than two (2) templates for end-user package(s): letter(s), manual, (PIN) Mailer, Hardware Device box.
- d) More than four (4) template design editing sessions.
- e) Changes to the agreed distribution process and templates, etc., will lead to a change request.
- f) Delivery of package different than postal delivery service.
- g) Hardware devices, customization of hardware, and distribution services are subject to additional terms and Fees.
- h) Any Professional Services not expressly addressed in this Package.
- i) Operating System not supported by latest OneSpan Authentication Server.