

BRANDED MOBILE AUTHENTICATOR (“BMA”) UPDATE PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	One Hundred and Ten (110) Hours
Expected Project Duration	Twelve (12) 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 Branded Mobile Authenticator Update Package (the “Package”) governs Supplier’s provision of Professional Services to provide Customer with an update to their Branded Mobile Authenticator (“BMA”) application binaries for iOS and Android platforms and publishing support to the relevant app stores.
- b) The Package covers at most two (2) Updates of the BMA application provided during the execution of this Package. “Updates” mean additional personalization requests, application binary updates, and Maintenance. For the purposes of this Package, “Maintenance” means any release of a BMA Update that solves minor problems such as bugs or security issues or that includes significant changes in function or functionality of a prior version of the BMA.
- c) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service (“Service Hours”), unless otherwise agreed in writing.
- d) Supplier can perform Professional Services outside of “Service Hours” at an additional expense through a separate agreement.
- e) Professional Services can be provided on-site at Customer’s location subject to an additional travel and lodging expense billed separately.
- f) Customer must have purchased and received valid licenses for:
 - i) OneSpan Branded Mobile Authenticator
 - ii) OneSpan Mobile Security Suite (“MSS”)
 - iii) OneSpan Cloud Authentication
- g) Customer will establish sufficient access to use Supplier’s current remote services capability.
- h) If this Package is consumed before the end of the period, a new Professional Services Package can be purchased to provide further updates to the BMA application.
- i) Updates are provided if and when available within a twelve (12) month period from the start of the Package. Additional Updates can be purchased through other Packaged Services to provide additional Updates to the application (outside of the scope of this Package).
- j) Notwithstanding anything to the contrary, Customer agrees that Maintenance for MSS and BMA is provided pursuant to this Package and these terms take precedence over any conflicting terms.
- k) For the delivery of Maintenance, the Customer must use Maintenance only for the number of licenses of purchased.

4) Services

- a) Branded Mobile Authenticator Application Update – at most two (2) Updates in a 12-month period from Contract Effective Date
 - i) Update of Customer’s mobile apps
 - (1) Supplier will provide an overview on the latest available features and changes (including MSS SDK updates) for BMA.
 - (2) Customer will provide an overview of requested personalization changes (if any) for its mobile apps and available features.
 - (3) Customer to provide overview of their changes (if any) to existing processes and/or end-user flows
 - (4) Supplier will evaluate the impact and when feasible will implement the requested personalization changes when the Customer has provided all required assets and information for these personalization changes.
 - (5) Validating the personalization with the Customer (and show adapted screens)
 - ii) Delivery of binary files (customer branded):
 - (1) Supplier will provide up to six (6) Customer mobile application binaries from the following options:
 - (a) Android version for OCA Sandbox (unsigned)
 - (b) iOS version for OCA Sandbox (unsigned)

- (c) Android version for OCA Staging (unsigned)
- (d) iOS version for OCA Staging (unsigned)
- (e) Android version for OCA Production (unsigned)
- (f) iOS version for OCA Production (unsigned)
- iii) Rollout and publishing support
 - (1) If requested, Supplier will provide support for the signing and publishing of the Customer mobile application binaries to the relevant app stores. This includes:
 - (a) Support with signing the application with the Customer's certificate
 - (b) Answering Customer's questions raised by the reviewers (during max 5 calendar days after delivery)

5) Project Deliverables

Deliverable #	Deliverable Description
0001	BMA Update 1 - Mobile application binary files for Sandbox, Staging and Production environments for iOS and Android platforms
0002	BMA Update 2 - Mobile application binary files for Sandbox, Staging and Production environments for iOS and Android platforms

6) Exclusions

- a) Configuration or programming of third-party or other applications/hardware.
- b) Custom Documentation (e.g., User Guide for end-user, etc.).
- c) Provision or integration of separate SDKs.
- d) Binaries for Windows or Blackberry Mobile.
- e) (Additional) Updates to the Branded Mobile Authenticator binaries.
- f) Any Professional Services not expressly addressed in this Package.
- g) Professional Services within this Package scope, beyond the 12 month timespan (12 months).