ONESPAN SIGN DKIM EMAIL CONFIGURATION PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Ten (10) hours
Expected Project Duration	Up to two (2) weeks
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) The purpose of this package is to assist Customer with the configuration of one (1) DomainKeys Identified Mail (DKIM) entry to allow emails sent from one (1) OneSpan Sign account, via the OneSpan email service provider, to securely appear to come from a Customer email address. Note that Sender Policy Framework (SPF) can also be configured together with DKIM.

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) No Supplier Products are installed on premise.

f) Customer must have valid licenses for:
    i) OneSpan Sign

g) No product modification is required for Customer to use OneSpan Sign.

h) The Customer will appoint a project manager to coordinate all aspects of the configuration.

i) The Customer will be ready to:
    i) Identify the email address(es) that should be used as the "from" address of emails sent by OneSpan Sign. This can be static email address or the email address of the employees that create and send e-signature transactions.
    ii) Identify whether a single email address, a sub-domain or an entire domain, and which one, should be validated for DKIM use. Note that validating a single email address requires the address to be able to receive emails.
    iii) Update their Domain Name System (DNS) records in a timely fashion with additional entries provided by OneSpan as required to enable DKIM (and optionally SPF).
    iv) Identify the OneSpan Sign Sandbox and Production account where the emails should be configured to appear to come from the customer.

j) The DKIM configuration is mutually exclusive with another OneSpan Sign mechanism that consists in using a Customer-provided email server to forward emails, using Simple Mail Transfer Protocol (SMTP). SMTP is not in scope of this Service Package.

4) Services

a) DKIM Configuration
    i) Supplier will conduct a kickoff call to review the DKIM configuration process and the required Customer input
    ii) Supplier will setup the DKIM configuration with the OneSpan email service provider and provide DNS records to the Customer
    iii) Once the Customer has added the DNS records, Supplier will assist with validation of the new records
    iv) Supplier will configure the Customer's OneSpan Sign sandbox account with the new originating email address and assist customer with validation
    v) If Customer is ready to move to production immediately, Supplier will configure the Customer's OneSpan Sign production account with the new originating email address and assist customer with validation. Otherwise, Customer can request their production account to be configured at a later time via a request to OneSpan Support.

5) Project Deliverables

Deliverable #	Deliverable Description

0001	DKIM configuration document.

6) Exclusions

    a)   Any Professional Services not expressly addressed in this Package.

    b)   Operating System not supported by latest OneSpan Authentication Server.