OneSpan

ONESPAN PROFESSIONAL SERVICES ADHOC PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Eight (8) hours
Expected Project Duration	Six (6) 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) Packaged Services are performed remotely and during standard business hours ("Service Hours") of the Supplier office providing the Services unless otherwise agreed in writing.
b) Supplier can perform Services outside of "Service Hours" at an additional expense through a separate agreement.
c) Packaged Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.
d) Customer must have valid licenses for relevant OneSpan Products.
e) Customer will meet with Supplier remotely via Supplier's remote meeting application or will host Supplier meetings via access to Customer's own remote meeting application.
f) Customer personnel must have experience with the programming languages relevant to the integration, as applicable.
g) Customer must ensure that their implementation environment meets the minimum server requirements identified in the Product Documentation, as applicable.
h) Service Hours are logged in half hour increments.
i) Customer either
   i) has a previously installed and/or presently operational OneSpan Product, or
   ii) has purchased this Adhoc Package in combination with an applicable OneSpan implementation package.
j) The Services are supported by the OneSpan Product Documentation.
k) Service Hours will be performed by one or more resources that the Supplier deems relevant to manage and execute the services described in Section 4 (e.g., Technical Consultant, Solution Architect, Project Manager).

4) Services

a) Project scoping/kickoff conference call
   i) Supplier will conduct a (project) kickoff call to set objectives and define (project phases and) scope.
   ii) Supplier will work with the Customer to see that all prerequisites and requirements conditional for the provisioning of the Packaged Services, are fulfilled.
b) OneSpan consultancy
   i) Supplier will provide remote technical consultancy or competency development on the installation, configuration or integration of OneSpan Products
   ii) Supplier will provide business or architectural consultancy and/or solution design for the modification or extension of the current OneSpan solution.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Remote consultancy.

6) Exclusions

a) Services not specifically identified in this OneSpan Professional Services Adhoc Package
b) Installation, configuration, backup, management or development on any 3rd party software or hardware (such as operating systems, databases, network settings, backup systems, monitoring solution, Active Directory or other Windows Services, load balancers, server hardware, firewall)
c) Custom development by OneSpan.
d) Any Professional Services not expressly addressed in this Package.
e) Operating System not supported by latest OneSpan Authentication Server.