

ONESPAN SIGN MIGRATION ADD-ON PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Sixty (60) hours
Expected Project Duration	Six (6) 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) This OneSpan Sign Migration Add-on Package (the "Package") governs Supplier's provision of the following Professional Services to Customer: assistance with templates and processes migration from another e-signature vendor to OneSpan Sign, for a limited number of e-signature processes, up to the maximum service hours included in this Package.
- b) Customer must have purchased a OneSpan Sign Professional Services Starter Package, a concurrent Enterprise Essential or Enterprise Elite Customer Success Package, or have an existing OSS solution live in Production they wish to migrate to.
- 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 services outside of "Service Hours" at an additional expense through a separate agreement.
- e) Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.
- f) No Supplier Products are installed on premise.
- g) Customer must have valid licenses for
 - i) OneSpan Sign.
- h) No product modification is required for Customer to use OneSpan Sign.
- i) The Customer will appoint a project manager to coordinate all aspects of the project, including but not limited to performance of the activities below at no charge to Supplier:
 - i) Plan activities, oversee, and manage the Customer's resources, employees, and contractors, including as required: business analyst(s), solution architect(s), system integrator(s).
 - ii) Creation of overall project plan
 - iii) Change management
 - iv) Coordination of issue management and resolution
 - v) Prepare and make available documentation describing the use cases, and all information necessary and relevant to the success of the project
 - vi) Respond timely to project requirements, clarification, and issues.

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 Services are fulfilled.
- b) Current Processes Audit and Planning
 - i) Supplier will provide assistance with performing an audit of the Customer current e-signature processes and consult on how to categorize them and plan their migration to OneSpan Sign.
- c) OneSpan Sign Implementation Consulting
 - i) Supplier will facilitate the migration of the existing process(es) to OneSpan Sign.
 - ii) Supplier will facilitate the migration of existing assets into OneSpan Sign such as templates, via a working session where Supplier will demonstrate the migration of selected Customer assets. Supplier will provide assistance with the migration of the remaining assets by Customer as required.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Periodic report on hours delivered.

6) Exclusions

- a) On-premises or private cloud deployment of OneSpan Sign.
- b) Configuration or programming of third-party or other applications/hardware.
- c) Custom Documentation.
- d) Implementation Consulting and onboarding to OneSpan Sign.
- e) Any Professional Services not expressly addressed in this Package.