

## OneSpan Mobile Authentication Studio (“MAS”) 5 Starter PACKAGE DETAILS

### 1) Project Parameters

<b>Maximum Service Hours included in this Package</b>	Fifty-eight (58) Hours
<b>Expected Project Duration</b>	Two (2) Months
<b>Location of Professional Services</b>	Remote

### 2) Governing Terms

The Professional Services detailed in this OneSpan Authentication Studio (“MAS”) V5 Start Package Details (the “Package”) are delivered pursuant to the Master Terms available for review at [www.onespan.com/master-terms](http://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 to them in the Contract.

### 3) Assumptions and Pre-requisites

- a) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service (“Service Hours”), unless otherwise agreed in writing.
- b) Supplier can perform services outside of “Service Hours” at an additional expense through a separate agreement.
- c) Customer must have valid licenses for OneSpan MAS 5.x.
- d) Supported mobile target platforms are Android and iOS (“Target Platform(s”).
- a) At most four (4) variants of the mobile apps will be provided for Target Platform(s), to support different Customer backend environments (e.g. Test and Production).
- e) Customer must enroll / register for an Apple & Google account (required for publishing).
- f) Customer must ensure that their implementation environment meets the minimum requirements identified in the Product Documentation.
- g) Customer will establish sufficient access to use Supplier’s current remote services capability.

### 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) MAS solution analysis and design
  - i) Supplier will conduct a MAS solution analysis and design workshop to :
    - (1) provide a recap of the functionalities available within MAS 5.
    - (2) review Customer’s business and functional requirements and define the specific MAS 5 functionalities they wish to configure in their mobile application.
    - (3) be informed about the required Target Platform(s) and the number of variants (maximum four (4)) of the mobile apps to be built for Target Platform(s), based on the number of backend environments Customer wants to validate (eg. Test, Production, etc.).
  - ii) Solution Configuration document creation
    - (1) Supplier will document the MAS 5 Solution Configuration (Summary of selected features and app configuration(s)).
    - (2) Customer will review and confirm the MAS Solution Design document(s).
- c) MAS implementation and publishing support
  - i) Customer will provide as input:
    - (1) the required assets for MAS 5 (e.g. app name, app icon, app main color, etc.) after which Supplier will verify that input.
    - (2) the configuration information for each binary (e.g. app identifiers, app2app schemes...)
    - (3) the configuration information for each backend (e.g. backend baseline URL)
  - ii) Supplier will create one (1) MAS binary package for each Target Platform(s) variant.
  - iii) Supplier will provide guidance and support to the Customer in support of their efforts to test the mobile apps on the Target Platform(s).
  - iv) Customer will provide feedback on the built app(s).
  - v) (if needed) Supplier will create one (1) additional update of the MAS binary packages for the Target Platform(s), taking Customer feedback into account (provided the changes are supported by the Product).
  - vi) Supplier will provide support to the Customer in their efforts to publish the MAS 5 binaries on the application stores. Or, if requested, Supplier will publish the MAS application on behalf of the Customer. This last scenario would require coordination between the Supplier and the Customer (e.g. provide store access, signing certificates, etc...)

## 5) Project Deliverables

Deliverable #	Deliverable Description
0001	Solution Configuration document describing Customer selection of MAS 5 features and build options
0002	OneSpan MAS application for the Target Platform(s).
0003	<i>(if required)</i> Second iteration of the MAS application for the Target Platform(s).

## 6) Exclusions

The following are excluded from this Package:

- b) Configuration of, or for, third party applications or hardware.
- c) Installation of user management portal or DIGIPASS Gateway.
- d) Solution Design of Customer's internal systems and flows.
- e) Custom documentation.
- f) Features not included in the MAS 5 product.
- g) Additional updates for changes on top of two (2) updates (Sections 4c) ii and 4c) v)).
- h) Future updates to the mobile apps created in the context of this engagement.
- i) Any Professional Services not expressly addressed in this Package.
- j) Professional Services within this Package scope, beyond the 12-month timespan.