

MOBILE AUTHENTICATOR STUDIO (MAS) UPGRADE PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Twenty-Two (22) hours
Expected Project Duration	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) 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:
 - i) OneSpan Mobile Authenticator Studio ("MAS")
 - ii) RASP (When applicable)
- d) Customer must ensure that their implementation environment meets the minimum server requirements identified in the Product Documentation.
- e) Customer will establish sufficient access to use Supplier's current remote services capability.
- f) Customer will grant all required rights for Supplier to access and manage Customer's workstation, including administrative privileges through Supplier's current other remote services capability.
- g) Prior publishing of the MAS application on at least one (1) of either the Apple or Google app store (the "Target App Store") by the Customer or with OneSpan's support where Customer has purchased MAS Base Implementation Package.
- h) Customer has maintained in their possession the customization tool used to publish their existing MAS application.
- i) Customer must have the required accounts for publishing the updated MAS application on the Apple and/or Google App Store (the "Target App Stores"). When OneSpan provides the publishing service, the Customer will share credentials to enable OneSpan to access the Target App Store and to deliver the Service.
- j) Only one (1) MAS application is in scope.

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) Version upgrade MAS binary and/or Application Shielding/RASP version and testing.
 - i) Supplier will obtain Customer's latest GUI and functionality configuration, apply the MAS and/or RASP version update and rebuild the MAS binary package(s).
 - ii) Supplier will test the updated MAS binary package(s).
- c) Integration support during Customer validation of the updated MAS binary
 - i) Supplier will provide the updated MAS binary package(s) and provide engineering guidance to the Customer during their efforts to validate the binary.
- d) MAS signing and publishing
 - i) Supplier will sign the updated MAS application with Customer's Private Key(s).
 - ii) Supplier will publish MAS application to Target App Store.
 - iii) Supplier will include "What's new" text on the Target App Store.
 - iv) Supplier will test the download of the MAS binary package.
- e) Updated Customization tool
 - i) Supplier will provide the Customer with the latest GUI and functionality configuration based on the update MAS binary package(s).

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Customer MAS application binary package(s) updated to the newest version of the MAS application and/or Application Shielding/RASP for both Customer's testing and production environments and signed with Customer's private key.
0002	Updated, signed and validated production Customer MAS application published on the Target App Store.

6) Exclusions

- a) Additional updates on top of one (1) iteration included in this Package.
- b) Migration to a new major version of Mobile Authenticator Studio (version 4 to 5). (Available through a separate offering).
- c) Configuration of, or for, third party applications or hardware.
- d) Any change in the configuration, parameters or functionalities included in the current MAS application.
- e) Updates to the content of the Target App Store(s) other than the updated application binary package(s).
- f) Creation of test users or test accounts to allow the validation of the MAS Application by the Target App Stores.
- g) Creation of a video demonstrating the flow of the MAS Application.
- h) Any unsupported mobile device as per the requirements of MAS. The MAS software depends on the new releases of Android and iOS. It follows the official directives of Android and iOS supported devices when needed. OneSpan cannot guarantee the support of hardware devices outside of the list of supported devices as published by Apple and/or Google.
- i) Application Shielding competency development or integration support. (Available through a separate offering).
- j) Support for mobile application penetration testing.
- k) Creation, update, and storage of application upload key and certificates for Target App stores.
- l) Supplier creation of custom documentation.
- m) Any Professional Services not expressly addressed in this Package.
- n) Professional Services within this Package scope, beyond the 12-month timespan.