

THREAT VIEW STARTER PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Thirty-six (36) Hours
Expected Project Duration	One (1) Month
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 Threat View Starter Package (the "Packaged Services") describe Supplier's provision of Professional Services to Customer to support Customer's implementation of OneSpan Threat View solution.
- 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 additional travel and lodging expense billed separately.
- e) Customer must have valid licenses for:
 - i) OneSpan Application Shielding
 - ii) OneSpan Threat View
- f) Customer's target environment(s) meet the prerequisites for the Threat View and Event Viewer services deployment.
- g) Customer has previously received the Services of the Application Shielding Starter package or has ordered these in the context of this engagement.
- h) Customer has experience in deploying the Docker images.
- i) 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 verify all prerequisites and requirements conditional for the provisioning of the Services, are fulfilled.
- b) Server Installation and configuration
 - i) Supplier will install and configure a Threat View server and Event Simulator on a supported platform in the Customer's Testing and/or Production environments.
 - ii) Supplier will conduct a competency session on server User administration.
- c) Competency Development
 - i) Supplier will conduct a competency development session with Customer on the integration of the Threat View Client SDK with an Android and iOS mobile app.
- d) Integration and testing support
 - i) Supplier will provide engineering guidance to the Customer in support of their efforts to implement the Threat View solution during development and testing phases.
- e) Go Live Support
 - i) Supplier will provide engineering guidance to the Customer for a period of ten (10) calendar days in support of the Customer's effort to move their solution into production.
 - ii) Supplier will facilitate an introduction and handover to the OneSpan Customer Support team.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Threat View server deployed in Customer's Testing and Production environments.
0002	Threat View competency development materials (recording and sample code)

6) Exclusions

- a) Activities for Application Shielding onboarding or related add-ons like Code Obfuscation, API Protection, SDK Protection, Asset Protection (SLS & SAROM), App Shielding Insight. (Available through a separate offering)
- b) Support to integrate more than one (1) mobile application (Available through separate add-on offering).
- c) Services or support for mobile development.
- d) Services or support for the installation, management, upgrade or hardening of Docker or Kubernetes infrastructure.
- e) Custom documentation.
- f) Support for mobile application penetration testing.
- g) Future Application Shielding updates of the application. (Available through a separate offering).
- h) Application Publishing or Publishing Support.
- i) Configuration or programming of third-party or other applications/hardware.
- j) Storage of Customer's publishing/signing keys.
- k) Any Professional Services not expressly addressed in this Package.
- l) Professional Services within this Package scope, beyond the 12-month timespan.