

OSS IDV CONFIGURATION PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Sixty-three (63) hours
Expected Project Duration	Nine (9) 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) The purpose of this OSS IDV CONFIGURATION PACKAGE (the "Package") is to configure for Customer one (1) electronic identity verification workflow process to be provided on the OSS solution.
 - i) OneSpan will provide one ("1") IDV workflow configuration Utilizing "document verification" or "document with face verification", Utilizing 1 provider, supporting up to two (2) language and one (1) brand.
- b) Customer intends to use IDV only for those identity documents supported by the IDV solution as identified by the selected provider as of the date of the Contract.
- c) Customer has an existing and presently operational (no pending support tickets) OneSpan Sign solution or purchased a OneSpan Sign Starter Package or equivalent.
- d) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
- e) Supplier can perform Services outside of Service Hours at an additional expense through a separate agreement.
- f) Services can be provided on-site at Customer's location subject to additional travel and lodging expenses which would be billed separately.
- g) Customer must have personal and valid documents (passports, driving licenses, national IDs) for the purpose of completing user acceptance testing.
- h) 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.
- i) The Professional Services are independent of OneSpan Maintenance and Support.

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 Customer to see that all prerequisites and requirements conditional for the provisioning of the Services are fulfilled.
- b) Analysis and Design

Supplier will work with the Customer to review the key IDV functionalities, Customer business requirements, Customer project timelines and roll out plan, Customer resource schedules, and Customer communication plans.

Supplier will explain to the Customer the platform configuration capabilities for solution enhancement if needed in a future engagement.
- c) IDV Configuration
 - i) Supplier will provide one (1) IDV Workflow configuration limited to the configuration capabilities as defined the (OSS-IDV Workflow Configuration Specification) document.
- d) Deployment and Testing
 - i) Supplier will make the IDV Configuration available in one (1) environment, the OSS Sandbox
- e) Production Roll Out and Support Handoff
 - i) Supplier will deploy the Configuration to the OSS Production environment.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Customer Configuration delivery to OSS Sandbox
0002	Customer Configuration delivery to Production

6) Exclusions

- a) Third-party integrations with Identity Document Verification and Identity Document Verification with Face
- b) Product customization or product modification to Identity Document Verification and Identity Document Verification with Face
- c) Custom documentation
- d) Custom development
- e) Providing test data and documents (e.g., passports, driving licenses, national IDs).
- f) Any Professional Services not expressly addressed in this Package.