ONBOARDING PACKAGES TERMS

The Onboarding Packages (**"Onboarding Packages"**) in Table 1, are advisory in nature to allow Entrust to assist Customer with the Customer's implementation of Identity Verification Services. Overall control for timelines, scope and the delivery is the sole responsibility of Customer.

Customer agrees that it will work with Entrust to carry out the agreed activities as part of each purchased Onboarding Package by providing timely support and reasonable assistance to Entrust.

Table 1

Onboarding Package	Example Activities
Standard	Integration kick-off session (1 hour duration) Up to two additional sessions, each of up to 2 hour duration, for example: ● Solutions(s) deep dive ● Process flow implementation for results ● Launch readiness ● Check Results - review and actions
Enterprise	Initiate ● Kick-off session ● Define success criteria, resources and timelines ● Create high-level 'to-be process' Design and Build ● Documentation walkthrough and review ● Testing approach, assurance and validation Launch ● User Acceptance Testing and early beta support ● Deployment planning ● Training ● Integration review and go/no-go
Custom	Initiate ● Kick-off session ● Define success criteria, resources and timelines ● Create high-level 'to-be process' Design and Build ● Documentation walkthrough and review ● Testing approach, assurance and validation Launch ● User Acceptance Testing and early beta support ● Deployment planning ● Training

	● Integration review and go/no-go Early Life Support ● Priority support as determined by Entrust on a case by case basis ● Regular and frequent reporting ● Optimisation and improvement support Adoption ● Regular Management Information reporting ● Service Improvement Planning
No Package	Integration documentation provided Customer Support queries