

Technical Audit Services SOW

This Technical Audit Services Statement of Work (“SOW”) describes the Technical Audit Services (herein referred to as “Audit Services” or “Professional Services”) to be performed by Branch Metrics, Inc. (“Branch”) for the customer purchasing the Audit Services, as set forth in the Order Form (“Customer”) (each a “Party”, collectively the “Parties”) to the extent Customer has purchased Audit Services, and is effective as of the date of Customer’s Order Form. By executing an Order Form that references this SOW, Customer agrees to the terms of this SOW and the Professional Services Terms & Conditions available at <https://legal.branch.io/#professional-services> (the “PS Terms”). Any capitalized terms not otherwise defined herein shall have the meaning set forth in the PS Terms.

I. Scope of Audit Services

Branch PS will provide Customer with resources to assist Customer, as set forth below (the “Project”), subject to Customer’s payment of all applicable fees as set forth in the applicable Order Form. Branch PS and Customer (collectively, the “Project Team”) will commit resources to work on the Project in accordance with the terms herein. The term of this SOW, the payment terms, and the fees for the Audit Services provided hereunder are set forth in the Order Form.

Audit Service	Description
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Discovery

- Conduct remote discovery sessions to assist with identifying Customer's integration settings of Branch and review documentation of their configuration
- Gather information on Customer's use cases and priorities
- Meet with Customer's key stakeholders and personnel to gather information about the Customer's current system and integration of Branch

Engagement Management

- Support Customers in tracking requests and action items
- Conduct regular cadence check-ins to review status of the Audit Services and any issues or problems identified during the engagement
- Provide guidance and assistance in identifying key use cases and their expected benefits
- Actively monitor for and escalate risks and issues as they pertain to the Audit Services



<p>Integration Assessment</p>	<ul style="list-style-type: none"> • Review Customer’s configuration of its Branch dashboard • Review Customer’s integration of Branch’s iOS and Android SDKs and associated use cases • Review Customer’s integration of their Branch provisioned products and associated use cases • Review analytics tag usage for data hygiene
<p>Summary Findings; Recommendations</p>	<ul style="list-style-type: none"> • Present audit findings to the Customer • Provide assessment of Customer’s Branch integration and outline recommendations on how to leverage Branch’s Services and their provisioned products and use cases

II. Project Roles and Responsibilities

The following table sets forth a list of Project roles (not individuals) required to complete the Project. A single individual may take responsibility for any number of roles, or a single role may require more than one individual. Customer acknowledges its participation is critical for Project success.

Role	Branch PS	Customer
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<p>Sponsor</p>	<p>Responsible for allocating Branch PS resources</p> <ul style="list-style-type: none"> • Serve as escalation contact for issues not resolvable by Branch Project Manager • Advises the Branch PS team • Manages Project resources 	<p>Responsible for providing Customer resources needed for successful service delivery, and promote process change where necessary</p>
<p>Project Manager</p>	<p>Responsible for oversight of Branch PS resources, schedules. Supporting responsibilities include:</p> <ul style="list-style-type: none"> • Attending all key Project meetings • Being a point of contact for day-to-day operations • Providing guidance and assistance for management of Project issues • Leading Project meetings 	<p>Responsible for the oversight of Customer resources, schedules and responsibilities including:</p> <ul style="list-style-type: none"> • Attending all key Project meetings • Being a point of contact for day-to-day operations • Securing participation (as required) of key business process owners • Participating in Project meetings



Administrator	N/A	Responsible for ongoing Branch administration, once services are delivered <ul style="list-style-type: none"> • Manage user acceptance tasks, including QA testing, training and adoption • Manage organization's ongoing Branch use
Functional Consultant(s) / Business Process Owner(s)	N/A	Responsible for review and acceptance of Branch integration, and identification of exceptions/risks <ul style="list-style-type: none"> • Attend Project meetings related to area of ownership • Assist in the definition of unique processes outside of standard Branch practices • Participate in user acceptance testing activities
Extended Team	As needed Branch PS resources (including Solution Architects, Subject Matter Experts, Technical and/or Education resources) to support the scope of the Project	Additional Customer resources as needed to support the scope of the Project



III. Assumptions

The Audit Services will be provided for the Branch App ID(s) specified in the Order Form. Upon the Effective Date, Customer shall make available to Branch the resources necessary to support completion of the Project described in this SOW. Customer will assign a single Project Owner prior to commence the Project who will oversee and help coordinate across all Customer-side resources and tasks in collaboration with Branch PS throughout the Project. It is Customer's responsibility to assess summary findings and recommendations provided by Branch PS under this SOW and execute any desired changes to Customer's configuration of Branch's Services to effectuate Branch's recommendations. Customer will grant administrative access to its Branch dashboard, as well as an appropriate level of access to other platforms for required support for the Project.