

REMOTE SERVICES PLUS

This exhibit describes the standard service components provided by DN for **REMOTE SERVICES PLUS** ("Remote Services Plus") and is subject to the other terms and conditions that are referenced in the Ordering Document, including other exhibits as applicable, such as the Service Description for Second Line Maintenance services. Through Remote Services Plus, DN provides reactive, remote diagnostics and fault remediation of Serviced Equipment at the time DN receives a service request either from Customer or the Monitoring and Event Management Service, which is available under a separate service exhibit (Customer's service request or the Monitoring and Event Management Service request collectively, "Service Request"). DN's authorized remote technician will (i) access and review the fault messages, (ii) perform remediation activities using pre-defined configurations and remote, manual actions (not an automated process), as appropriate, and (iii) escalate to the incident management systems any issue with failed remediation efforts. Capitalized terms used herein and not otherwise defined have the meanings listed in the Definitions section below.

SERVICE PREREQUISITES.

- Customer is required to have a supported Windows Operating System and minimum hardware and bandwidth requirements (which may vary based on fleet size). Customer itself shall maintain the appropriate processes and systems to enable these services, including accepting and promptly facilitating DN's periodic decisions regarding the appropriate infrastructure and software agents.
- Customer must have engaged DN's Enhanced or Premium level Second Line Maintenance service on the Serviced Equipment.
- Customer is required to provide secure, stable, and PCI compliant network connectivity. The terms and conditions for DN's Network Connectivity Services are documented in a separate exhibit.

1.4 Customer is and remains wholly responsible for protecting its IT environment and all data contained therein whenever DN remotely accesses the Serviced Equipment via remote connection.

The parties will agree to technical requirements and any additional Customer obligations in a separately signed document as necessary. In the event Customer does not have all the service prerequisites, DN is not obligated to any specific performance level.

2 SERVICE SCOPE.

2.1 Manage of Software Agent. DN will work with Customer to set up and manage the software agent on the Serviced Equipment.

2.2 Remote Diagnostic and Failure Resolution. Upon receipt of a Service Request, DN will provide the following remote services:

- 2.2.1** Deliver automated routing of the Service Request to DN's authorized remote technician on a 24/7 basis.
- 2.2.2** Review historical data in DN's systems to identify repeat Service Requests and if applicable (in the event of a repeat request), DN will engage its field technician for on-site remediation.
- 2.2.3** Review current data in DN's system to identify duplicate Service Requests and if applicable (in the event of a duplicate service request), DN will cancel the duplicate request.
- 2.2.4** Triage the issue and remotely identify various conditions such as Serviced Equipment capability, network availability, and capacity, subject to the information provided to DN in a Customer's Service Request. DN may troubleshoot, e.g., diagnose and/or reboot all or part of the Serviced Equipment, or conduct further analysis of the Serviced Equipment's support-related data.
- 2.2.5** Report results of remote remediation activities to DN's field technician, as requested.



2.2.6 Report to DN incident management systems to update a Service Request with a status of remote remediation activity, and if necessary, forward to internal DN team.

3 OUT OF SCOPE.

Any requests for items not listed in scope, or deviations from DN's standard offer, will require a Change Request document or separate agreement and Customer signature. Additional charges may apply and will be documented on a Change Request form.

4 IMPLEMENTATION PLANNING.

4.1 Preparation. Prior to commencing Remote Services Plus, DN and Customer will agree on the necessary steps to bring the Remote Services Plus services into operation, including any telecommunications requirements ("**Implementation Planning**"). The following activities will be a part of such an Implementation Plan:

4.1.1 Conduct a project kick-off call with Customer's assigned personnel to:

- Introduce Customer's point of contact to the assigned DN transition team;
- Review each party's responsibilities;
- Review project scope and Customer's requirements; and
- Review Customer's network environment.

4.1.2 Mutually agree on an internal escalation process to include thresholds for escalation and contact information.

4.1.3 Schedule all service-related activities and communications for installation and onboarding, including Customer provision of infrastructure experts.

4.1.4 Customer will supply network topology and infrastructure documentation pertinent to the set-up of connectivity from the endpoint into DN infrastructure.

4.2 Ongoing services may require further configuration updates as part of the ongoing services and as best practices become available during operation, subject to a Change Request.

4.3 Customer will provide infrastructure expertise in the set-up stages for the service and during the Implementation Plan.

4.4 Customer will provide details on Serviced Equipment for the initial set-up on DN's systems to facilitate the services, including but not limited to:

- Site data such as, name, address, location
- Opening hours / access hours (can be different)
- Serviced Equipment type, manufacturer, model
- Supported transaction (cash withdrawal, balance inquiry/enquiry, deposit)
- Serviced Equipment application software including version

4.5 Customer will make available the software build for DN's software agent integration, training and automation resolution testing activities, as needed.

4.6 Customer will adjust security, access controls, and permissions to enable the functionality of DN's software agent tools at the Serviced Equipment.

4.7 Customer may be requested to supply Service Equipment for any training and testing activities, as needed.

4.8 The parties will agree on a service governance model to manage day-to-day operations.

4.9 Customer will install or will authorize DN to install DN's software agent on Serviced Equipment to interface with supported hardware, software, and the Serviced Equipment.

5 CUSTOMER SUPPORTING ACTIONS.

Software configurations that deviate significantly beyond the base image supplied to the Customer (base image, monitoring agent already installed, verification team verifies toolset connectivity), must be reviewed and approved by DN's Services organization and compared to DN's base image before Remote Services Plus activities can commence. Any Customer-specific third-party software applications

will need to be identified by Customer during the Implementation Planning and will require DN's review and approval.

6 DEFINITIONS.

"Change Request" means a change requested by either party to an Ordering Document or other agreement that is in effect, for products, software or services not otherwise covered in such agreement, the documentation and negotiation of which is accomplished through DN's standard change control process. A Change Request may be required if DN reasonably deems it necessary due to unforeseen circumstances, or if Customer has made a request that increases the scope of DN's agreed-upon services.

"Ordering Document" means the document executed by Customer that identifies the specific quantities, charges, and other applicable terms and conditions (including other exhibits) of Customer's order of DN products, software and/or services, as they relate to this exhibit.

"Service Request" means the applicable service call or service request that DN receives from (i) Customer or (ii) the Monitoring and Event Management Service. For clarity, the Remote Service Plus-specific remote services is reactive to a Service Request submitted to and received by DN.

"Serviced Equipment" means the specific equipment that is under contract for the DN services described in this exhibit.

"Transition Plan" means the onboarding or initial transition plan to bring the services into operation, as described in Section 4.