



GENERAL REQUIREMENTS

This exhibit describes DN's other General Requirements for Customer's receipt of services and is subject to the other terms and conditions that are referenced in the Ordering Document, including other exhibits as applicable. Capitalized terms used herein and not otherwise defined have the meanings listed in the Definitions section below.

1. IMPLEMENTATION.

1.1 DN Project Management; Onboarding/Orientation.

- a. DN's assigned project manager will work with the Customer, other DN resources and third-party resources, as applicable, to provide a mutually agreed upon project plan. DN cannot guarantee that the project will be completed by a specified date, but will work with Customer and all required resources to jointly agree on conversion dates.
- b. At the DN project manager's direction, the parties will complete a customer planning specification or similar document, including gathering the required information and putting it into the proper format. Responsible representatives from the Customer, DN and third- party resources will be required to participate in scheduled meetings and to respond to requests for information in a timely manner.
- c. Managed Services provided by DN require secure, stable and PCI compliant network connectivity. The terms and conditions for DN's Network Connectivity Services are documented in a separate exhibit.
- d. DN and Customer must verify, that the communications are working before the install.
- e. DN and Customer must validate that Customer and/or DN has run the applicable cables to each ATM as identified in scope.
- f. DN and Customer must work together to trouble shoot for firewalls and routing issues in order to meet mutually agreed upon installation schedules.
- g. DN provides the NAT range to be used for the ATMs and the Customer controls /assigns them to the ATM(s).
- h. The parties will schedule DN technicians for site visits as appropriate to configure the ATMs, which will include verification of services as brought live according to scope and scheduled date and constitutes start date of provided services.
- i. An assigned DN representative will connect with the customer to verify the following:
 - (i) Confirm e-mail and other contact details from the customer contact for accessing applicable portals, receiving Security Alerts (where Customers can elect to receive updates for various security attack vectors and DN recommendations regarding the same), and Managed Service communications in general;
 - (ii) Confirm the Managed Services that are in scope;
 - (iii) Communicate the relevant links/URLs for portal access;
 - (iv) Communicate the assigned service/field representative and contact method for each, if applicable; and
 - (v) Request date/time for a welcome call and hold the initial portal training, as applicable.
- j. DN will conduct training with identified Customer contacts, including providing information regarding the following, as applicable:
 - (i) The contact process for getting help from the DN helpdesk;
 - (ii) A review of the basic reporting package;
 - (iii) The service call process including benefits of the remote resolution process;
 - (iv) The monitoring process including disconnects and major incidents;
 - (v) An overview of events, such as security events and cash/CIT events;
 - (vi) Review the OS patch cycle as well as the release schedule and deployment of DN's software to the latest approved versions;
 - (vii) The Change Request process;
 - (viii) The cash forecasting process; and
 - (ix) Review entitlements for invoicing.



2. SUPPORTING ACTIVITIES.

2.1 Access to DN Systems.

When federated active directories are used as a means of user authentication into a DN Managed Services environment, Customer will ensure that it meets all PCI DSS requirements associated with user authentication as described in PCI DSS Requirement 8 or the applicable successor requirement in effect at the time.

2.2 Safe Working Environment.

Customer will provide DN a safe and suitable working environment, including appropriate access to the premises (including the permission of any site owner if the location is not owned by Customer), security escorts, if necessary, and parking facilities. Customer will be fully liable for possible risks or injuries to the DN service employee as a result of insufficient protection of the ATM and location. Customer will notify DN if products are being used in an environment with a potential health or safety hazard to DN field support staff or subcontractors (in this case DN will be entitled to refuse on-site service in such environments). DN reserves the right to suspend or not perform services for Serviced Equipment at locations where DN is concerned, in its sole discretion, about personal safety. In that event, DN will contact the Customer and relate the circumstances for the Serviced Equipment in question. If Customer wishes to have DN proceed with the Services, the Parties will discuss appropriate measures for ensuring the safety for DN personnel. Any such measures taken, including having armed personnel accompany DN personnel, will be at Customer's expense.

2.3 Other Customer Responsibilities.

Customer is responsible for ensuring that any required third-party that it has a contract with is participating as needed. Failure to provide information in a timely manner, as identified by the DN project manager, the project plan, and project meetings may impact the timely implementation of the project. Customer will supply the DN project manager with the following: primary contact persons (including Customer's project manager), ATM site information (DN site number, site name, street address, ATM Processor Terminal ID, IP address; ATM make, model, serial number; and site location hours), ATM Processor name and contact information, Customer IT contact persons as appropriate for connectivity scheduling and certification, host contact person for host interface projects, and other information, cooperation, and actions as requested.

3. 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.