INTEGRATED SERVICE DESK

This exhibit describes the standard service components provided by DN for **Integrated Service Desk ("ISD")** and is subject to the other terms and conditions that are referenced in the Ordering Document, including DN's General Terms and Conditions and other exhibits as applicable. Through ISD, DN offers a centralized support service for Customers that manages the logging, tracking and dispatch of incoming incidents. Capitalized terms used herein and not otherwise defined have the meanings listed in the Definitions section below.

1. SERVICE PREREQUISITES.

Although DN requires that Customer use ISD with DN's Monitoring and Event Management, ISD as a stand-alone service can also benefit Customer for other managed services. The parties will agree upon the specific service coverage options (per Section 6 below) in the Ordering Document. The parties will further agree on any additional technical requirements and supporting Customer obligations in a separately signed document as necessary. DN and the Customer will work together to develop a plan that outlines the deployment of the services, including in accordance with DN's technology requirements for this service. 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. In the event Customer does not have all the service prerequisites, DN is not obligated to any specific performance level.

2. SERVICE COMPONENTS.
2.1 First Level Support.
2.1.1 Call Acceptance:
2.1.1.1 Call Acceptance is strictly a call or incident handling service, i.e., a first point of contact. Tickets are logged based on information made available by one of the following automated channels, which will be agreed upon by the parties during the Transition Plan:
- A monitoring event, meaning an event received through the customer interface or through DN's software agent on the Serviced Equipment
- A customer portal (a web-based service provided by DN, enabling Customer to check on statuses), or
- A ticket system interface mutually agreed upon by the parties.

Phone and email are not preferred automated channels but may be used for incident reporting. Since they are a variation of the standard service, they may be set up by the parties during the Transition Plan, and may be subject to additional fees.

2.1.1.2 The incident priority will be set by the Customer in the agreed-upon support channel according to the Incident Priority Levels (consisting of Priority 1, Priority 2 and Priority 3). DN will review the selected incident priority. If the incident priority is too high for the Incident according its corresponding definition, DN will be entitled, in its reasonable discretion, to reset the incident priority and invoice any additional costs or expenses associated with the wrong prioritization by Customer.
2.1.1.3 Tickets will be tracked by DN and will be routed to the appropriate Resolver Group for resolution or to Second Level Support (described below) if the Serviced Equipment is remotely connected in a manner accepted by DN. Resolver Groups will make commercially reasonable efforts to resolve the ticket.

2.1.2 Level One Base Support. First Level Support will function as follows:
2.1.2.1 Level One Base Support is only available for hardware and software under contract.
2.1.2.2 Level One Base Support enables trained service agents to receive phone calls and emails from Customers to create tickets and resolve issues through knowledge trees or standard top ten resolution practices.
2.1.2.3 DN will log tickets based on serial number or TAG number of the Serviced Equipment from a Customer call or email.
2.1.2.4 DN will verify the information and will check the status and address of the Serviced Equipment.

2.1.2.5 The Incident Priority Level will be set by DN according to the description in the Definitions section below.
2.1.2.6 Tickets will be tracked by DN's incident management system and DN will try to solve the issue by using the knowledge database or by using remote actions and/ or remote access for further investigation (for example, remote login or error analysis).
2.1.2.7 If the issue can be solved, the ticket will be closed by DN. If the issue cannot be resolved, the ticket will be routed to Second Level Support (described below) if the Serviced Equipment is remotely connected in a manner accepted by DN.

2.2 <u>Second Level Support (i.e., Remote Resolution).</u> Trained agents use remote connectivity to the Serviced Equipment to perform troubleshooting exercises, diagnostics, and device testing practices to attempt to resolve issues without needing to send DN field technicians.
2.2.1 DN's Second Level Support will handle logged tickets related to Serviced Equipment in DN's incident management system and will:
- Try to solve the issue by using a solution documented within DN's knowledge database; or
- Investigate the root cause and solve the issue by providing remote services. Remote services are when DN electronically connects to the Customer system, and executes tasks for the resolution of tickets without a field technician. For example, DN's remote services can analyze the status of the Serviced Equipment, download log files or reboot the Serviced Equipment.
2.2.2 If Second Level Support has solved the issue, the ticket will be closed and debriefing information will be sent to the Customer via the agreed upon support channel.
2.2.3 If Second Level Support did not solve the issue, the ticket will be routed to either (i) the relevant third party provider identified in the Transition Plan, or otherwise, or (ii) to DN Field Services, if Customer has also contracted for such services.

2.3 <u>Closing, Debriefing, and Incident Resolution Management</u>.
2.3.1 Any logged ticket will be closed by DN if one of the following conditions applies:
- Confirmation by Customer that the issue was resolved. For certain types of tickets, at DN's discretion, a DN agent may contact the Customer with the closed ticket information, or
- Upon resolution of the Incident by automated acceptance, a call back to the Customer will not be performed. Customer may use DN's incident management system to review Ticket closure details.
2.3.2 In all other cases the ticket will be closed when:
- If both parties, including any relevant third parties, confirm that a resolution to the Error does not exist or is not economic or feasible, in which case the parties must confirm that the ticket can be closed.
- The Incident relates to Serviced Equipment not manufactured by DN and 30 days have passed since escalation to a Resolver Group.
- Second Level Support did not solve the issue, and DN has routed the ticket to the appropriate third party provider or to DN's Field Services personnel. In the event Customer has not separately contracted for such Field Services, DN shall only be required to make commercially reasonable efforts to resolve the Incident for a 30-day period, after which the ticket will be closed.
- The Incident has been resolved by Customer, the Incident does not exist anymore, no Error is found, or the Error is not reproducible, in which case Customer must confirm that the ticket can be closed
2.3.3 DN will provide incident resolution management ("IRM") in order to monitor and track any open tickets that have been escalated to Resolver Groups or third party providers. DN will monitor open tickets for the designed solution against Service Level fulfillment. This will be based on the defined Incident Priority Levels.

2.4 <u>Major Incidents</u>. There may be incidents that are not correlated to a single point or problem but do have a general association and result in significant impact to the ATM environment. This is an exception when the impact does not meet the defined alert thresholds. DN will communicate the established communication and escalation path according to the severity of the event.

2.5 <u>Supported Languages</u>.
2.5.1 All verbal and digital communication between Customer and DN will be in English.
2.5.2 Multi-language support is available for Level One Base Support, but is subject to additional fees.

2.6 <u>Ongoing Activities</u>. DN will provide maintenance and management of the solution. DN will also use reasonable efforts to troubleshoot ATMs that are unresponsive and will make reasonable efforts to correct them, including: remote ATM reboot; remote sync with the server; re-installation of software; and/or dispatch to DN's Second Line Maintenance Services, if the Customer has also contracted for such services. If all reasonable troubleshooting activities have been exhausted, DN will inform the Customer of the issue.

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. TRANSITION PLAN.

4.1 <u>Transition Plan</u>. DN and Customer will agree on the necessary steps in order to bring the ISD Services into operation., including in accordance with DN's telecommunications requirements for this service. The following activities will be a part of such a transition plan:

4.1.1 Conduct a project kick-off call with Customer's assigned personnel to:
- Introduce Customer's point of contact(s) to the assigned DN transition team;
- Review all 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 expert(s).

4.1.4 The parties will mutually agree how the scope of ISD Services will be transitioned to DN. If not otherwise agreed, the target time for transitioning the services is generally three months and the Customer will provide a subject matter expert to support the transition. The Parties will agree on the following:
- ISD ramp up plan.
- Final automated channels used for ticket logging.
- Training time for DN's ISD agents so they are familiar with Customer's environment.
- Design of ISD process documentation.
- Setup of parameters in DN's system to ensure an effective ticket processing and handling within the agreed service coverage options described in Section 6.
- Setup of ticket routing workflow in the parties' systems.
- Setup of open ticket monitoring rules for Incident Resolution Management as described in Section 2.3.3.

5. CUSTOMER SUPPORTING ACTIVITIES.

5.1 Customer is required to have a supported Windows Operating System and minimum hardware and bandwidth requirements (which may vary based on fleet size).

5.2 Customer will make available the software build for DN's software agent integration, training and automation resolution testing activities that may need to take place. Software configurations that deviate significantly beyond the base image supplied to the Customer (base image, monitoring agent already installed, toolset connectivity), must be reviewed and approved by DN's services organization and compared to DN's base image before ISD activities can commence.

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

5.4 Customer will supply Serviced Equipment for any training and testing activities that may need to take place.

5.5 A service governance model will be put in place between the parties to manage day-to-day operations.

5.6 Customer will install or will allow DN to install DN's software agent on Serviced Equipment to interface with supported hardware, software and devices.

6. SERVICE COVERAGE OPTIONS.

Service Option	Service Desk Component	National Public Holidays
Basic	• Call Acceptance • Second Level Support • Incident Resolution Management	Excluded
Core	• Call Acceptance • Second Level Support • Incident Resolution Management	Excluded
Enhanced	• Call Acceptance • Second Level Support • Incident Resolution Management	Excluded
Premium	• Call Acceptance • Second Level Support • Incident Resolution Management	Included
Optional Add-Ons	• Level One Base Support (to replace Call Acceptance) • a Solution Expert	Excluded

Service times are established locally and will be communicated to Customer in advance, according to language and operational needs.

7. Reports and Service Levels.
DN may report on key performance indicators on a monthly basis, as mutually agreed by the parties. Key performance indicators shall be for tracking and discussion purposes only and provide an analytical basis for future decision making by Customer. Key performance indicators do not give rise to penalties or remedies in the event they are not met. The Parties agree to review the quality of the services on quarterly basis.

7.1 Service Levels.
Any applicable Service Levels or Key Performance Indicators are specified in the Ordering Document or will be otherwise provided upon request.

8. DEFINITIONS.

"Call Acceptance" is as described in Section 2.1.1.

"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.

"Error" is an abnormal condition causing the Serviced Equipment to become inoperative or unable to confirm to its specifications.

"Field Services" means DN's combined First Line and Second Line Maintenance Services, or DN's Second Line Services, the terms and conditions for each as documented in a separate exhibit.

"First Level Support" is as described in Section 2.1.

"Incident" means notification of an unplanned material interruption or reduction in the quality of the performance or operability of the Serviced Equipment, communicated to DN through the agreed upon support channel.

"Incident Priority Levels" means the classification of Incidents by priority level. Specifically:
- "*Priority 1 Incident*" means that, due to this Incident, the Serviced Equipment's primary function is not available. For example, an ATM cannot receive deposits or dispense cash. For clarity also, it is not a Priority 1 Incident if the ATM is not dispensing receipts but is otherwise fulfilling its primary function;
- "*Priority 2 Incident*" means that, due to this Incident, Serviced Equipment is degraded where some functions are not available. For example, a full function ATM cannot receive deposits, but can dispense cash; and
- "*Priority 3 Incident*" means that, due to this Incident, the Serviced Equipment's primary function is available, but has only minor restrictions and/or the Error can be worked around with reasonable efforts. For example, an ATM could be vandalized with only cosmetic damage, but is still able to perform its primary function(s).

"Level One Base Support" is as described in Section 2.1.2.

"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.

"Resolver Groups" means DN service teams who will work to resolve the ticket.

"Second Level Support" is as described in Section 2.2.

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

"Solution Expert" is a resource supporting the Second Level Support arm of the service desk to try to fix complex Incidents that have been escalated. The Solution Expert performs customer-specific representation, has account expertise, provides enhanced technical support, liaises with internal DN subject matter experts, and/or is able to monitor fleet performance to suggest enhancements.

"Transition Plan" is as described in Section 4.