

CLIENT SERVICES

This exhibit describes the standard service components provided by DN for **Client 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. The Client Services Group provides leadership, technical, and Customer support while facilitating communications both within DN and the account to effectively and efficiently drive issue identification and resolution throughout the engagement. This group manages product and service performance to ensure the delivery of quality solutions to DN's clients.

- a. Provide Monthly Metric reporting.
- b. Analyze the data in the reporting and make recommendations to the Customer on how improvements can be made to the ATM network.
 - Monthly cash balancing/activity report by ATM (if "Currency Management" is referenced on the Ordering Document).
 - Availability Report.
 - Online access to ATM status monitoring events, dispatch, notification, escalation and availability information.
- c. Online access to currency management reports by ATM (if "Currency Management" is referenced on the Ordering Document).
- d. Voice of the Customer into the organization.
- e. Available by phone for escalation issues 24/7.
- f. Train Customer on the Services Electronic Reporting Access System (SERAS) as well as provide customized training manuals.
- g. Manage all out of scope service bills and determine whether they are billable or non-billable.
- h. Escalation point.
- i. Review and revise transaction processing bulletins.
- j. Add, Move and Change point of contact for services screen changes, contract modifications and/or cancellations, reporting changes.
- k. Facilitate troubleshooting of unexplained or repeated problems with ATMs.
- l. Work with all third-party service providers to resolve questions/disputes.
- m. Interface with major stakeholders within Customer's organization.
- n. Weekly/Monthly (depending on the desired frequency) conference calls with the Customer to discuss current issues.
- o. Manage the relationship between the Customer and third-party vendors.
- p. Facilitate issue resolution from beginning to end.
- q. Manage and facilitate conference calls to address and resolve a variety of issues.
- r. Manage the procurement of ATM consumables. (If "Consumables" is referenced on the Ordering Document).

DEFINITIONS

"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.