



ADDENDUM TO THE COMBINED FIRST LINE AND SECOND LINE MAINTENANCE SERVICES FOR ELITE SERVICE PLAN

1. GENERAL.

This exhibit, which is supplemental to DN's Combined First Line Maintenance and Second Line Maintenance Service (the "FLM&SLM Service") Service Description exhibit, specifies the SLM Service Plan for the Elite level ("Elite Level") and any deviations from the FLM&SLM Service specific to the Elite Level. Capitalized terms used herein and not otherwise defined have the meanings specified in the Agreement or the FLM&SLM Service Description.

Unless specified below, the FLM&SLM Service exhibit governs the SLM Service Plan – Elite Level.

2. SERVICE PREREQUISITES. (ELITE LEVEL)

2.1. General. The parties will agree to technical requirements and supporting Customer obligations in a separately signed document if necessary, as determined by the parties for the FLM&SLM Service. The SLM Service Plan Elite Level applicable pricing will depend on the specific terms set forth on the applicable Equipment Schedule. In the event Customer does not have all the service prerequisites, DN is not obligated to any specific performance level specific to the SLM Service Plan Elite Level.

2.2. FLM&SLM Service Plans. Customer must engage DN's standard SLM Service in the Ordering Document before selecting the Elite Level. Customer may only purchase the SLM Service Plan Elite Level in combination with DN's BAS – Transaction Automation, the terms and conditions of which are described in a separate exhibit. The parties will specify the Hours of Coverage for Customer's chosen SLM Service Plan Elite Level.

2.3. Connection. Customer will provide the remote connection to the Serviced Equipment for the SLM Service Plan Elite Level. The connection will be Remote Connection, a two-way connection between the Serviced Equipment and DN (required for the Elite Level).

7. SERVICE REPORTING AND KEY PERFORMANCE INDICATORS. (ELITE LEVEL)

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