



MANAGED SECURITY SERVICES ENHANCED ENHANCED INTRUSION PROTECTION

This exhibit describes the standard service components provided by DN for **Enhanced Intrusion Protection** 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. Enhanced Intrusion Protection is designed to protect Serviced Equipment against known and unknown threats by exercising prevention and detection activities.

1. SERVICE PREREQUISITES.

Customer will comply with its supporting activities in Section 5 and must also have also contracted the following DN Self-Service Fleet Management Services, the terms and conditions for which are available in a separate exhibit:

- Software Deployment Services

The parties will agree to technical requirements and any additional Customer obligations in a separately signed document as necessary. 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.

1. SERVICE COMPONENTS.

2.1 Enhanced Intrusion Protection Services. Customer will receive enhanced intrusion protection such as the blocking of executable file changes or operating system changes and the detection of activities such as monitoring for system behavioral changes. DN will provide a 24/7 Security Operations Center and Security Monitoring using Security Incident and Event Management ("SIEM") software.

2.2 Services Scope.

2.2.1 Set Up and Management. DN will work with the Customer to:

- Zero-day protection: Stop malicious exploitation of systems and applications; prevent introduction and spread of malicious code.
- Hardened systems: Lock down operating system and applications to prevent unauthorized executables from being introduced or run.
- Maintain compliance by enforcing security policies on the Serviced Equipment.
- Buffer overflow protection: Memory controls detect buffer overflows and unusual memory allocation and permissions.
- Implement Application Intrusion Detection and Prevention services.

2.2.2 Ongoing Activities.

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.

2. 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.

3. SERVICE REPORTING AND KEY PERFORMANCE INDICATORS.

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

4. CUSTOMER SUPPORTING ACTIVITIES.

Customer is required to have a supported Windows Operating System and minimum hardware and bandwidth requirements (which may vary based on fleet size). DN and the Customer will work together to develop a plan that outlines the deployment of the services, including in accordance with DN's telecommunications requirements for this service.

5. 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.

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