

## ACTIVMEDIA

This exhibit describes the standard service components provided by DN for **ActiveMedia 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. DN technicians will perform the following services during primary hours of coverage as listed on the Ordering Document.

- DN will use commercially reasonable efforts to maintain a monthly aggregate average response time for Second Line Maintenance within three (3) hours of DN's receipt of such a call for such service by telephone call to DN's call center or by means of another mutually agreed upon call initiation mechanism. DN's definition of response time is the number of hours during the primary hours of coverage that elapses between the time the Customer contacts DN and requests service and the time that the DN technician arrives on site.
- The same inclusions/exclusions as the applicable First Line and Second Line Maintenance deliverables apply.
- On-Site training four (4) times per year to educate branch personnel on equipment operation.
- Patron error is excluded from contract and will be considered a billable call. Patron error is defined as the following:
  - Notes / Checks that are stapled, paper clipped or taped together
  - Notes / Checks that are in an envelope
  - Notes / Checks that have been folded and placed in the input area of the ActivMedia module
  - Coins put into the ActivMedia input of the unit
  - Deposit slips and other non-note material
  - Any foreign material or notes / checks other than defined currency
  - Cash Vendor (unless provided by DN) not docking the cassette correctly

### 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.