

COMPREHENSIVE SERVICES

HELP DESK & SITE MANAGEMENT SERVICES

STANDARD FEATURES

- a. Diebold Nixdorf will respond to Client inquiries 24 hours a day 7 days a week at the following phone #: 877-878-4894.
- b. Diebold Nixdorf will use commercially reasonable efforts to respond to and resolve Client inquiries.
- c. Diebold Nixdorf will use commercially reasonable efforts to monitor and initiate corrective action for zero or low volume transaction sites which may include contacting the Location management, the network processor, ACC and/or other third party, dispatching service and escalating service issues when required.
- d. Diebold Nixdorf will open and escalate service calls, as appropriate.
- e. If Diebold Nixdorf is providing Communications Services, monitor and escalate network communication issues internally, to Client and/or to other third party service providers.

CLIENT RESPONSIBILITIES REGARDING HELP DESK SITE MANAGEMENT SERVICES RESPONSIBILITIES

- a. Assist in the design and implementation of an internal escalation process to include mutually agreed upon thresholds for escalation and contact information.
- b. Provide for connection or interface to a Network or other service providers as necessary if not currently provided for by Diebold Nixdorf.
- c. For each Client ATM, no later than fifteen (15) days prior to such ATM being operational, Client shall provide to Diebold Nixdorf, in writing, current telephone numbers and other contact information for Diebold Nixdorf to use in order to have access to the Client ATM and the designated ATM Location.