

## COMPREHENSIVE SERVICES

### CONTENT DELIVERY INTRO SCREENS/VARY/ENGLISH ONLY

Content Delivery Service is an ATM screen and promotion content management solution for Diebold Nixdorf ATMs. The Service provides Client with the ability to optimize their ATM performance through custom screen design, ATM advertising and marketing, couponing, and consumer personalization. The Service is available at several Service options at different rates. These allow a Client to:

- Send Welcome, Please wait and Thank you screens to their ATMs
- Design dynamic Theme screens for the consumers at their ATMs

#### STANDARD FEATURES

This option is a solution that remotely distributes content for screen, coupon graphics, and/or receipt logo graphics to Diebold Nixdorf ATMs. The Service enables the replacement of the coupon graphics, receipt logos, and the Welcome, Please Wait and Thank You screens on a pre-scheduled basis for the purpose of branding and marketing. Client supplied content may VARY among ATMs in the Client / Financial Institution fleet (ATMs receive varied content download and will display varied screens). This Service is available for all Diebold Nixdorf ATMs running Windows operating system. All content must be submitted by the Client to Diebold Nixdorf at one time. This service includes one set of Screens (Welcome, Please Wait and Thank you), one coupon and one receipt logo for up to two ATM groups or up to two Delivery lists.

#### HOW IT WORKS

Diebold Nixdorf manages the remote download and display configuration and operations. The Client provides the graphic content for the screens and coupons along with the definition of how and when the screens should be delivered and displayed. Connectivity is required between the ATMs and Diebold Nixdorf's network.

Diebold Nixdorf's local screen change (LSC) software must be licensed with the agent software as service items in order to provide HTML content for dynamic screens such as the dollar entry screens.

#### **The program consists of:**

- Initial setup (One-time)
- Client Services and Help Desk support
- Continuing service for replacement of Client's content and EDC/EJ Retrieval

The Content Delivery Service allows for the replacement of Client provided content once per calendar month. Depending on the option purchased, this can include a change on a once per quarter basis to each of the applicable Screens and/or coupon(s) content.

#### REPORTING AND WEBSITE ACCESS

Reporting is available to help the Client analyze performance, pinpoint problem areas and review current content assignments for all options other than the Introductory Screens ALL or VARY options. Diebold Nixdorf Content Delivery reports are provided via SERAS, the Services Electronic Reporting Access System, which is a secure, Internet-accessible reporting system. Reports are available for 90 days and include:

- ATM Master List
- Status of Content Delivery

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- Content Assigned to ATMs

### IMPLEMENTATION PROJECT - DIEBOLD NIXDORF RESPONSIBILITIES

- Configuring the System for the option(s) contracted for
  - Define Client ATMs in the Diebold Nixdorf Content Delivery System
  - Validate that Content Delivery can connect to each ATM
  - Collect Client screens and download requirements from Client and SE where applicable
  - Configure the general parameters of the Content Delivery system to deliver the content as required
- Connectivity support and certification.
- Coordinate implementation and validation testing of system configuration on first ATM with Diebold Nixdorf SE and/or Client where applicable
- Scheduling the Diebold Nixdorf technicians for site visits to configure the ATMs as required
- Establish screen change schedule plans as appropriate

### IMPLEMENTATION PROJECT - CLIENT RESPONSIBILITIES

- If frame circuit is required, Frame circuit order form (street address, zip code, and site location phone number, IT contact name).
- If co-managed VPN, required network/communication information to establish communication between the Client's network and Diebold Nixdorf.
- IP addresses of current ATM network.
- Design of all ATM screen and coupon content and procuring all rights and authorizations necessary for use of content.
- Provide a minimum of 1 set of graphics as defined in the option purchased.
- If additional languages are purchased, provide the equivalent of the English screens for each purchased language.
- Assist Diebold Nixdorf with any host/network content issues.
- Perform standard ATM transactions and review for accuracy.
- Provide personnel to be trained in an environment away from their normal duties.
- Notify Diebold Nixdorf Project Manager of any changes to the scope of this SOW in writing.
- Supply and stage all related hardware for this project not provided under the Agreement (MESA).

### OUT OF SCOPE

- Customizations not included and outlined in this original Scope of Work.
- Modifications which may be necessary due to network requirements.
- Requests to change content more frequently than once per calendar month.
- Requests to support additional content outside the limitations stated in for the detailed service for the contracted options defined in this SOW
- Effort expended by Diebold Nixdorf towards the completion of the SOW due to failure of the Client, or its agents, to carry out the terms of the SOW, and is not the fault of Diebold Nixdorf, will be billed on a time and material basis.
- Troubleshooting problems of any nature that are outside the hardware and software provided or specified.
- Certification testing required by Client's ATM host processor, network or card issuers.
- Delays caused by Client or their third party vendors that extend the project timeline, shall not cause Diebold Nixdorf to be penalized.
- Diebold Nixdorf is not responsible for the consequences of inaccurate information provided by Client.

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- j. All fees not already specified above as fees covered by Diebold Nixdorf. This would include fees incurred to access the ATM chest if required.
- k. Additional fees for any work completed outside of the standard installation and testing days of normal business hours, 8 am – 5 pm, M-F, excluding Holidays. Hours outside of this time frame will be quoted and billed additionally.

### POST IMPLEMENTATION PROJECT-SERVICE MODIFICATIONS (AFTER INITIAL SETUP)

- a. Maximum frequency of changes to screens content is one time per calendar month\* See allowable services within the corresponding topic sections.
- b. Client provides content delivery schedule plans/changes at least 2 weeks in advance
- c. Client provides screens (and coupons, if applicable) in screen or print-ready format at least 2 weeks prior to the date of their initial download; all content for each month's changes must be submitted at the same time
- d. Verification of screen format prior to download
- e. Download and initiate use of new screens (and coupons) to ATM(s) based on pre-defined schedule
- f. For Themes and Campaigns, Client may specify start time and date to initiate use and/or expiration time and date to stop displaying a Theme or Campaign
- g. Diebold Nixdorf Managed Services may retain previous screens for re-use if necessary
- h. Client validates download and initial use at the ATM