

## COMPREHENSIVE SERVICES

### ATM MONITORING ADVISOR

Diebold Nixdorf Advisor immediately reacts to ATM status messages by electronically notifying, dispatching and tracking First Line, Second Line and Cash service calls during primary hours of coverage.

#### MINIMUM REQUIREMENTS

- a. CSS 2.36 Group 2
- b. CTP Processor or higher
- c. Windows or OS/2 Operating System
- d. 912 Emulation or MDS
- e. EMS Remote Notifier agent

#### STANDARD FEATURES

- a. 24 X 7 Monitoring
- b. Notification and dispatch of ATM status messages during primary hours of coverage.
- c. Each status message is predefined as belonging into one of the following categories: First Line, Second Line and Cash faults.
- d. Trouble Ticket generation, acknowledgement and tracking.
- e. Dispatch and/or Notification via e-mail, text messaging, or DECAL.
  - Notifications for all terminals will use the same point(s) of contact.
  - If multiple associates require e-mail notification, it is required that the Client establish an e-mail address/mailbox accessible to all those that require the notification.
- f. FirstLine
  - One contact by e-mail, text messaging, or DECAL with one courtesy e-mail notification during primary hours of coverage.
- g. SecondLine
  - One contact by e-mail, text messaging, or DECAL with one courtesy e-mail notification during primary hours of coverage.
- h. Cash
  - One contact by e-mail, text messaging, or DECAL with one courtesy e-mail notification during business hours or Cash contract hours.

#### HOW IT WORKS

Diebold Nixdorf Advisor will receive status messages:

- a. Directly from Diebold Nixdorf ATMs.
- b. From a transaction processing host – Requires certified host interface to Advisor.
- c. Once a status message is received, Diebold Nixdorf Advisor will perform the following tasks:
  - Open a Trouble Ticket.
  - Notify one point on contact by e-mail, text messaging or DECAL with one optional e-mail courtesy notification.

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- Receive an acknowledgement from the notified party if text messaging notification.
- Each automated communication and service activity is tracked as the call progresses until it is closed, which occurs when the ATM is repaired and placed back in service.

### DIEBOLD NIXDORF HELP DESK SITE MANAGEMENT SERVICES

- 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.