

## COMPREHENSIVE SERVICES

### ACTIVMEDIA

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Diebold Nixdorf technicians will perform the following services during primary hours of coverage as listed on the Equipment Schedule of the Managed Equipment and Services Agreement.

- Diebold Nixdorf will use commercially reasonable efforts to maintain a monthly aggregate average response time for Second line Maintenance within three (3) hours of Diebold Nixdorf's receipt of such a call for such service by telephone call to Diebold Nixdorf's call center or by means of another mutually agreed upon call initiation mechanism. Diebold Nixdorf's definition of response time is the number of hours during the primary hours of coverage that elapses between the time the Client contacts Diebold Nixdorf and requests service and the time that the Diebold Nixdorf 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 Diebold Nixdorf) not docking the cassette correctly