

MONITORING & EVENT MANAGEMENT

This exhibit describes the standard service components provided by DN for **Monitoring & Event Management** and is subject to the other terms and conditions that are referenced in the Ordering Document, including other exhibits as applicable. Through Monitoring & Event Management, DN provides monitoring and automated remediation of Serviced Equipment, by using status information provided directly from the Serviced Equipment itself via a connected software agent, aggregating these messages, logging as events, performing automated remediation activities using pre-defined configurations, forwarding to incident management systems in any scenario where those remediation attempts fail, and presenting a holistic view of the fleet position to Customer. Capitalized terms used herein and not otherwise defined have the meanings listed in the Definitions section below.

1. SERVICE PREREQUISITES.

1.1 Customer is required to have a supported Windows Operating System and minimum hardware and bandwidth requirements (which may vary based on fleet size). Customer itself shall maintain the appropriate processes and systems to enable these services, including accepting and promptly facilitating DN's periodic decisions regarding the appropriate infrastructure and software agents.

1.2. Customer must have also engaged DN's Integrated Service Desk services so that monitoring information can be automatically fed to DN's systems.

The parties will agree to technical requirements and any additional Customer obligations in a separately signed document as necessary. In the event Customer does not have all the service prerequisites, DN is not obligated to any specific performance level.

2 SERVICE COMPONENTS.

2.1 Monitoring and Event Management. DN will provide the following services to Customer:

2.1.1 24/7 automated monitoring of Serviced Equipment via remote connection, except for DN's scheduled maintenance downtimes.

2.1.2 Real-time transmission of status information upstream to DN's remote server via the software agent.

2.1.3 Status information messages will be filtered, processed, aggregated and logged from Serviced Equipment, then stored within the database as events against the Serviced Equipment Terminal ID for query and retrieval, audit and compliance.

2.2 Incident Process Automation. DN will provide the following incident process automation services to Customer:

2.2.1 Process events into critical and non-critical informational categories as defined by the Error Mapping Table, and DN will take the actions as set out in the Error Mapping Table.

2.2.2 Automated remote services. Depending on the Error Mapping Table, DN will remotely identify various conditions such as Serviced Equipment capability, network availability and capacity. DN can execute activities such as reboot of the Serviced Equipment or parts of the Serviced Equipment. Customer will remain responsible for adequately protecting its IT environment and all data contained in it whenever DN remotely accesses the Serviced Equipment.

2.2.3 Automatic logging of remote service activities whether they were successful or not.

2.2.4 DN's Integrated Service Desk will feed data to its incident management systems to automate ticket creation in case an activity was not successful, and if applicable, forward to internal DN resolver groups. For example, in case of a card reader failure, the automated remote service might not be able to reboot the card reader and it needs further investigation.

2.2.5 DN will pass agreed-upon notifications to the Customer via text or e-mail to inform that there is an issue in the form of a Serviced Equipment fault notification communication message. Notification rules will be agreed during the Transition Plan.

2.2.6 If Customer does not have DN's Integrated Service Desk, DN will forward the information to Customer via e-mail.

2.3 Management and Information Services. DN will provide the following Management and Information Services to Customer:

2.3.1 Provide access to, training on, and answers to Customer questions regarding the DN Customer Portal. Details on training will be agreed between the Parties during the Transition Plan for both Customer onboarding and refresher training.

2.3.2 Analyze reporting data and provide recommendations to Customer to improve and stabilize Serviced Equipment performance, in DN's reasonable discretion. Customer may also request to turn off some notifications and/or mapping events, as mutually agreed.

2.4 Ongoing Activities. DN will provide maintenance and management of the solution. DN will also use reasonable efforts to troubleshoot ATMs that are unresponsive and will make reasonable efforts to correct them, including: retrieving log files as needed; remote ATM reboot; remote sync with the server; re-installation of software; and/or dispatch to DN's Second Line Maintenance Services, if Customer has also contracted for such services. If all reasonable troubleshooting activities have been exhausted, DN will inform the Customer of the issue.

3 ADDITIONAL SERVICES. The following activities are not included in the core Monitoring and Event Management offer, but may be agreed by the Parties as additional services for additional fees:

3.1 EJ Retrieval Service. EJ Retrieval Service provides the Customer with Serviced Equipment electronic journal ("EJ") data file management and retrieval. The EJ is a financial record of what took place during each transaction and can be used by the Customer in the assistance of reconciliation, troubleshooting, and transaction related disputes.

3.1.1 The EJ files from each unit of Serviced Equipment will be available in the Customer Portal. EJ files will be stored in their original format.

3.1.2 Files are uploaded and stored at DN with Customer access through the Customer Portal. Customer will mask consumer primary account numbers ("PANs") in compliance with applicable Payment Card Industry ("PCI") standards, and Customer is responsible for instructing its transaction processor to mask consumer PANs in compliance with PCI standards. The EJ files will be available for access and download for 90 days in the Customer Portal.

3.1.3 DN will provide reasonable support for ad hoc Customer EJ file requests.

3.2 Inventory Reporting. Inventory reporting provides the Customer with access to Serviced Equipment basic hardware and software component information through the Customer Portal in order to support Customer's own configuration and release management processes.

3.2.1 After an initial scan of the Serviced Equipment, automatic scans can be scheduled and device groups can be used to organize the network loads.

3.2.2 The data upload will be refreshed on a 30-day basis.

3.2.3 Inventory Reporting services require that Customer install DN's applicable software agent on the Serviced Equipment.

3.2.4 Information provided will include, at a minimum: hardware version and models, supported OS version, disk space and memory, and versions for all managed services software agents.

4 OUT OF SCOPE.

Any requests for items not listed in scope, or deviations from DN's standard offer, will require a Change Request document or separate agreement and Customer signature. Additional charges may apply and will be documented on a Change Request form.

5 TRANSITION PLAN.

5.1 Before Monitoring and Event Management services begin, DN and Customer will agree on the necessary steps in order to bring the Monitoring & Event Management Services into operation, including in accordance with DN's telecommunications requirements for this service. The following activities will be a part of such a transition plan:

5.1.1 Conduct a project kick-off call with Customer's assigned personnel to:

- Introduce Customer's point of contact(s) to the assigned DN transition team;
- Review each party's responsibilities;
- Review project scope and Customer's requirements; and
- Review Customer's network environment.

5.1.2 Mutually agree on an internal escalation process to include thresholds for escalation and contact information.

5.1.3 Schedule all service-related activities and communications for installation and onboarding, including Customer provision of infrastructure expert(s).

- Customer will supply network topology and infrastructure documentation pertinent to the set-up of connectivity from the endpoint into DN infrastructure.

5.1.5 Further configuration updates may be made as part of the ongoing services and as best practices become available during operation and in agreement with the Customer, and will require a Change Request.

5.1.6 Customer will provide infrastructure expertise in the set-up stages for the service and during the Transition Plan phase.

5.1.7 Customer will provide details on Serviced Equipment for the initial set-up on DN's systems to facilitate the Services, including but not limited to:

- Site data such as, name, address, location
- Opening hours / access hours (can be different)
- Serviced Equipment type, manufacturer, model
- Supported transaction (cash withdrawal, balance inquiry/enquiry, deposit)
- Serviced Equipment application software including version

5.1.8 Customer will make available the software build for DN's software agent integration, training and automation resolution testing activities that may need to take place.

5.1.9 Customer will adjust security, access controls, and permissions to enable the functionality of DN's software agent tools at the Serviced Equipment.

5.1.10 Customer may be requested to supply Service Equipment for any training and testing activities that may need to take place.

5.1.11 A service governance model will be put in place between the parties to manage day-to-day operations.

5.1.12 Customer will install or will allow DN to install DN's software agent on Serviced Equipment to interface with supported hardware, software and devices as defined in Section 6, below.

6 CUSTOMER SUPPORTING ACTIONS.

Software configurations that deviate significantly beyond the base image supplied to the Customer (base image, monitoring agent already installed, verification team verifies toolset connectivity), must be reviewed and approved by DN's Services organization and compared to DN's base image before Monitoring & Event Management activities can commence. Any Customer-specific third-party software applications will need to be identified by Customer during the Transition Plan and will require review and approval by DN. If Customer has a need for monitored devices that are not customarily monitored by DN, Customer will identify them during the Transition Plan and multi-vendor support options for Services may be discussed at different price points.

7. DEFINITIONS.

"Change Request" means a change requested by either party to an Ordering Document or other agreement that is in effect, for products, software or services not otherwise covered in such agreement, the documentation and negotiation of which is accomplished through DN's standard change control process. A Change Request may be required if DN reasonably deems it necessary due to unforeseen circumstances, or if Customer has made a request that increases the scope of DN's agreed-upon services.

"Customer Portal" means the web-based service provided by DN to enable Customer itself to access the agreed-upon reports or other information.

"Error Mapping Table" means the fault logic applied by DN to handle events through DN's Monitoring and Event Management services.



“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.

“Serviced Equipment” means the specific equipment that is under contract for the DN services described in this exhibit.

“Transition Plan” means the plan to bring these services into operation, as described in Section 5.