NETWORK CONNECTIVITY SERVICES – SD WAN

This exhibit describes the standard service components provided by DN for Network Connectivity Services and is subject to the other terms and conditions that are referenced in the Ordering Document, including DN's General Terms and Conditions and other exhibits as applicable. Through Network Connectivity Services, DN provides connectivity for Customers through secure, PCI compliant, wireless, cloud-based and fixed-line enterprise telecommunications. Network Connectivity Services also supports every element of Customer's network including architecture, radio field site surveys, networking hardware, monitoring, management, and full lifecycle support. Capitalized terms used herein and not otherwise defined have the meanings listed in the Definitions section below.

1. SERVICE COMPONENTS.
1.1 <u>Overview</u>. Network Connectivity Services through software-defined wide area networks ("SD-WAN") are divided into the following service elements that connect Customer and DN datacenters through an external Amazon Web Service cloud ("AWS"):
- The AWS cloud where network SD-WAN management applications are hosted.
- DN datacenters provide hosting and provide access to DN AllConnect Services.
- Customer datacenters providing access to Customer's equipment.
- Service automation through centralized management, control and orchestration of SD-WAN tunnels with configuration of SD-WAN appliance.
- Design of business-aligned, policy-based automation and definition of quality of service and access privileges, combined with automated path selection, end-to-end performance monitoring, and SD-WAN optimization.

1.2 <u>Services Scope</u>. DN is responsible for the following activities:
1.2.1 Through DN datacenters, hosting and providing access to AllConnect Services.
1.2.2 Procuring, configuring and centralizing SD-WAN rule definition and distribution processes.
1.2.3 Grouping rules and managing policies with a single application simultaneously.
1.2.4 Providing service automation via centralized management, control and orchestration of SD-WAN tunnels with automatic configuration of SD-WAN customer premises equipment.
1.2.5 Providing "zero touch provisioning" for all configuration information where pre-populated into the centralized network management system.

Customer agrees that DN will configure and provide a router for Customer to install for purposes of these services. DN maintains ownership of the router and Customer agrees that it will not connect to, access, or otherwise move such router except with DN's prior written content. Customer further agrees (i) to remove and return the router to DN upon termination of services that require connectivity or at any other time requested by DN, and/or (ii) to provide DN prompt and reasonable access to the router if needed.

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

3. TRANSITION.

DN and Customer work together on a transition plan that outlines the Services and Customer will provide DN with all relevant information necessary for scheduling and planning activities in connection with these services.

4. SERVICE PREREQUISITES / REQUIREMENTS. Customer must provide:

4.1   Internet connectivity that meets minimum bandwidth requirements relative to all the services selected for the supported hardware and establishes a secure connection to AWS management portal.

4.2   Secure VPNs connections between Customer and DN locations.

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

4.3   Best efforts to promptly re-establish connectivity in the event of any disruption, including cooperating with any related DN instructions.

5. DN CONTACTS. In the event of an outage, Customer may contact DN at:

Team	Email	Hotline OCD
DN Global Service Desk (24/7)	MyDieboldSupport@diebold.com	+1-800-343-2653
Managed Services Operation Center	CSSupport@dieboldnixdorf.com	+1 877.878.4894
DN Network team (US)	DL-IMSOCommTeam@dieboldnixdorf.com	

6. 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.

"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.