

## MANAGED SECURITY SERVICES – SECURITY CORE

This exhibit describes the standard service components provided by DN for its **Security Core** services and is subject to the other terms and conditions that are referenced in the Ordering Document, including other exhibits as applicable. Through Security Core, DN provides security management and monitoring services to Customer's ATM fleet. Capitalized terms used herein and not otherwise defined have the meanings listed in the Definitions section below.

### 1. SERVICE PREREQUISITES.

Customer must fulfill the technical and governance requirements set forth in Section 5 below and shall also have contracted for the following DN Self-Service Fleet Management Services, unless otherwise agreed between the parties:

- Monitoring & Event Management,
- Software Deployment Services, and
- Integrated Service Desk.

Customer is also required to have a supported Windows Operating System and minimum hardware and bandwidth requirements (which may vary based on fleet size). DN and the Customer will work together to develop a plan that outlines the deployment of the services, including in accordance with DN's telecommunications requirements for this service. 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. The parties will agree to technical requirements and 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 Managed Security Services.** Customer will receive delivery of a foundation of security management and monitoring services for the Serviced Equipment, providing protection from viruses, spyware, and network-based threats (Endpoint Protection). DN will provide a 24/7 Security Operations Center and security monitoring using Security Incident and Event Management ("SIEM") software, by subscription.

#### **2.2 Services Scope.**

**2.2.1 Set Up and Management.** DN will work with the Customer to:

- Provide the licensed endpoint software agents and Security Incident and Event Management ("SIEM") software, by subscription.
- Set-up and manage the endpoint protection software monitoring service.
- Set-up and manage firewall rules to allow for updates monitoring and management.
- Set-up and manage customer-specific firewall rules.
- Network signature-based detection and prevention
- Set-up and manage peripheral device access to customer requirements.
- Set-up and manage alert monitoring, including categorization of high, medium, and low priority events.
- Support Customer in acceptance testing; verify availability and functionality of the endpoint software agents.
- Record twelve (12) months of Serviced Equipment endpoint protection logs.
- Allow one (1) firewall rule change per month, with approval required from an authorized individual.
- Maintain the endpoint protection and associated infrastructure; apply software updates to the endpoint protection and associated infrastructure.

#### **2.2.2 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: remote ATM reboot; remote sync with the server; re-installation of software; and/or dispatch to DN's Second Line Maintenance Services, if the Customer has also contracted for such services. If all reasonable troubleshooting activities have been exhausted, DN will inform the Customer of the issue.

### 3. 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.

### 4. SERVICE REPORTING AND KEY PERFORMANCE INDICATORS.

Any applicable Service Levels or Key Performance Indicators are specified in the Ordering Document.



## **5. CUSTOMER SUPPORTING ACTIVITIES.**

- Accept and implement pre-defined firewall rules between the Serviced Equipment and DN to allow for monitoring and management;
- Provide Remote Connection (two-way connectivity) between DN's managed self-services and Customer's network;
- Allocate sufficient bandwidth on their internal network to support updating and installation of monitoring and management software; and
- Perform full system back-ups prior to the commencement of the services by DN.

## **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.

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