

SOFTWARE DEPLOYMENT SERVICES

This exhibit describes the standard service components provided by DN for **Software Deployment Services** and is subject to the other terms and conditions that are referenced in the Ordering Document, including other exhibits as applicable. Through Software Deployment Services, DN provides the deployment of critical software updates to the Customer's operating system remotely for their Serviced Equipment. 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 6 below, and shall have contracted the following DN AllConnect Self-Service Fleet Management Services or shall have implemented alternatives acceptable to DN:

- Monitoring & Event Management, 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). The parties will agree to technical requirements and additional Customer obligations in a separately signed document as necessary. 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. 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 Services. The delivery of the service includes the software packaging, operational readiness testing, identifying parameters for deployment, and executing and monitoring the deployment itself.

2.2 Services Scope.

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

- Set-up and manage the software deployment agent on the Serviced Equipment.
- Review security updates officially released by third party suppliers, including Microsoft, for their suitability for the Serviced Equipment.

2.2.2 Testing, Deployment and Reporting; Ongoing Activities. DN will:

- Identify the applicable security patches specifically relating to operating system vulnerabilities and obtain them from the relevant third-party supplier.
- Conduct package integration testing in a pre-production environment prior to deployment.
- Provide to Customer's designated contact person and distribution list a release notification e-mail for each applicable patch, identifying the updates to be installed prior to any new deployment.
- Perform standard testing of the security updates in DN's lab in relation to standard base images and products (i.e., default configurations), prior to deployment.
- Upon pre-release, DN will remotely deploy the packaged update to at least 1-2 terminals as designated by the Customer during on-boarding. DN recommends at least one of each hardware and software configuration.
- Proceed to a full rollout once DN has confirmed that there has been no incident attributable to the update for 2 weeks after deployment.
- Hold back any security update in order to prevent a negative impact to the Serviced Equipment. This will be in DN's sole discretion.
- The Customer Portal will allow reports on which units of Serviced Equipment have received updates deployed remotely, including their current state of compliance.
- Provide maintenance and management of the solution.



- 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. Updates included in DN's Application Management services are not covered under this exhibit. Any support for equipment issues related to update testing in Customer's own lab, or other non-standard services, are out of scope. Additional charges may apply and will be documented on a Change Request form.

4. TRANSITION / SERVICE PLAN.

4.1 Service Plan. 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.

4.2 Transition Plan. DN and Customer will agree on the necessary steps in order to bring the Software Deployment Services into operation. The following activities will be a part of such a transition plan:

4.2.1 If Customer has promptly replied in writing to DN's release notification e-mail requesting that deployment be placed on hold, DN will exclude the Serviced Equipment from that month's deployment schedule. In the following month, at the Customer's discretion, the Customer may again request, in writing and in a timely manner, that the deployment be placed on hold. If no notice is given, or not given in a timely manner, all previous months' deferred updates plus the new updates will be deployed according to the updating schedule. At the third consecutive request for deployment to be placed on hold, DN will contact the Customer to discuss the situation, as the absence of updating could leave the Serviced Equipment at risk. The Customer accepts all responsibility for damages arising from its refusal or delay of deployment at any time.

5. SERVICE REPORTING AND KEY PERFORMANCE INDICATORS.

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

6. CUSTOMER SUPPORTING ACTIVITIES. Customer will support the services by doing the following:

6.1 Allow DN remote access to the Serviced Equipment via Remote Connection (i.e., two-way transmission of data).

6.2 Install, or allow DN to install, DN's software agent on Serviced Equipment, to interface with supported hardware, software and devices as described herein. In the event DN installs the software agent itself the Customer will provide DN with administrative rights to the Serviced Equipment as necessary.

6.3 Provide DN with a point of contact for all routine communications, including a person's name, contact phone number and e-mail address. The Customer will ensure that the point of contact complies with the customer release notification process described above. Customer will also provide an appropriate distribution list and contact tree, with names, phone numbers and email addresses.

6.4 Monitor the deployment of updates. While DN will make the best commercial efforts to monitor the deployment levels of updating, the Customer will monitor and oversee deployment success rates.

6.5 Ensure that its network configuration supports updating (for example, MTU settings, content filtering, bandwidth, security scans causing port blocking) and that Customer's software does not prohibit the function of DN's software deployment tool.

6.6 Ensure that its host processor is able to recover automatically from a potential Serviced Equipment reboot. Successful installation of certain updates will require the Serviced Equipment to be rebooted.

6.7 At its own discretion, Customer may itself perform lab testing of the patches but will do so within two weeks after the day that DN's has issued the corresponding release notification.

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.

“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.