



COMPREHENSIVE SERVICE PLAN

SUPPLEMENT TO FIRST LINE AND SECOND LINE MAINTENANCE SERVICES

1. GENERAL

This exhibit describes DN's supplemental Comprehensive Service Plan to its First Line Maintenance and Second Line Maintenance Service and is subject to the other terms and conditions that are referenced in the Ordering Document, including other exhibits as applicable. Capitalized terms used herein and not otherwise defined have the meanings listed in the Definitions section below.

2. SERVICE PREREQUISITES

The Customer must simultaneously be under contract for DN's First Line Maintenance (at the Enhanced level) and Second Line Maintenance Services (Premium, Enhanced, Core, or Basic), the terms and conditions for which are contained in a separate exhibit. The Ordering Document for the Comprehensive Service Plan shall identify if the Serviced Equipment consists of Cash Dispenser ATMs or Full Function ATMs. 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.

3. SERVICE COMPONENTS

3.1. General Scope. The following types of service calls and activities are included as part of the Comprehensive Service Plan pricing, and therefore will not be billed additionally unless per the listed exclusions:

3.1.1 Customer/Third Party Error. DN will perform service calls that are a direct result of erroneous, accidental, non-intentional actions by Customer or its end-customer (i.e., an individual consumer). For clarity, this does not include the actions of third-party suppliers or other third parties, except for any CIT Vendor that has been specifically engaged by DN for Customer.

3.1.2 No Fault Found. DN will not charge additional fees where the Serviced Equipment appears to be functioning correctly on arrival and DN cannot determine the cause of the failure.

3.1.3 Software Errors. DN will perform service calls that are as a direct result of a new-identified software error, in the first instance only. For clarity, if DN has determined and advised the customer that the issue is a software error that requires Customer action, and DN subsequently performs service calls for the same software error because of Customer's failure to act accordingly, DN will bill such subsequent calls at the applicable time and materials rate.

3.1.4 Bin/Cassettes Not Seated Properly. DN will perform service calls that are a direct result of a media bin or media cassette that has not been seated correctly.

3.1.5 ATM left in Supervisory Mode. DN will perform service calls that are a direct result of the ATM being left in Supervisor Mode.

3.1.6 Currency not Loaded Properly. DN will perform service calls that are a direct result of the currency not being loaded correctly in the ATM.

3.1.7 Card Reader not Seated/Locked. DN will perform service calls that are a direct result of the ATM Card Reader not being seated/locked into position correctly.

3.1.8 Lock Replacement. DN will provide ATM lock replacements due to lock failure at no additional charge when conducted during a regular Second Line service call, or as a specific service visit during the appropriate hours of the plan coverage.

3.1.9 Additional Keys. DN will provide additional electronic lock keys as reasonably needed at no additional charge when conducted during a service call, or as a specific service visit during the appropriate hours of the plan coverage.

3.1.10 Branch Access Issue. DN will not charge additional fees for situations where a field technician has attempted to perform a scheduled service visit but has been unable to access the Service Equipment due to the branch's acts or omissions.

3.1.11 Consumables Special Trip. Customer-supplied Consumables will be changed out when necessary at no additional charge when DN is already on-site for a service call. DN will also perform service calls logged specifically to replace Consumables during the defined hours of plan coverage, as a service under the First Line Maintenance portion of the service contract.

3.1.12 Communication Faults. DN will not charge additional fees for situations of no more than two hours in duration for the initial visit, where DN has performed a service call and DN determines that the issue is arising from Customer's communications system and not from a DN equipment-related problem. For clarity, subsequent visits, including if DN is required to meet outside vendors to assist with the communications problems (i.e., a "vendor access" service call), shall be invoiced at the applicable time and materials rate.

4. OUT OF SCOPE; OTHER EXCLUSIONS

In addition to the clarifications already listed above, any request for items not listed in scope, or deviations from DN's standard offer, will be billed at DN's then-current time and materials rates. Separately billable activities include: third-party acts or omissions (unless committed by a DN subcontractor); vandalism; acts of God/force majeure; projects such as software deployment or hardware upgrades; site/equipment surveys; adding, removing and/or relocating equipment; vendor escorts/meets; equipment damage due to third party vehicles; environmental/power related situations; regulatory issues; cleaning; damaged cassettes; and service calls outside of the appropriate coverage hours. For clarity also, this Comprehensive Service Plan does not cover acts or omissions by a CIT Vendor that Customer engaged directly, and DN's actions in response to such CIT Vendor's errors are billable at DN's then-current time and materials rates.

In the event Customer would like specific out-of-scope services on a recurring basis, this will require a Change Request document or separate agreement and Customer signature. Additional charges may apply and will be documented on the Change Request form.

5. OTHER GENERAL CONDITIONS

DN's pricing for this service is generally based on the frequency and effort over a prior period of time (the "Run Rate"), anticipating consistent results for future time periods. For existing customers, DN utilizes a Run Rate based on the 12 months prior to the commencement of this Comprehensive Service Plan. For new customers, DN utilizes a Run Rate based on data provided by such new customer. DN shall regularly review the actual Run Rate against the assumed Run Rate, not more often than quarterly. If the actual Run Rate has increased by more than 10% from the then-current assumed Run Rate, DN shall adjust the pricing proportionally upward by the percentage of the increase. For new customers, no such review will occur within the first six months of the contract, for purposes of accumulating sufficient data. There are no service level or key performance indicators that are specifically tracked as part of these services and as such these services will not be included in any DN performance calculations.

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.

"CIT Vendor" means the cash in transit vendor or an armored car carrier (ACC) that provides Customer's cash handling services. If not otherwise stated, Customer selects and contracts with its CIT Vendor.

"Consumables" means a component of the Serviced Equipment that is used up or permanently altered in the process of using the Serviced Equipment, such as printer paper, ink or other wear parts specified in the applicable operations manual. Customer provides the Consumables unless specified in an Ordering Document. Consumables does not include Parts (as defined in the First Line and Second Line Services exhibit) or media cassettes.

"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.