

EPP DATA RETRIEVAL

1. GENERAL PROVISION.

This exhibit describes the standard service components provided by DN for **EPP Data Retrieval Services** 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. The DN EPP Data Retrieval Service offers a solution for providing status information about the encrypting PIN pads (EPPs) installed on Customer ATMs. The EPP Data Retrieval Service also provides status reporting of the ATM encrypting PIN pad (EPP) data which may be useful for PCI (Payment Card Industry) compliance. The EPP data reported usually includes current model, serial number, and firmware details.

2. MINIMUM REQUIREMENTS.

- a. Diebold Nixdorf Opteva or ix ATM
- b. Windows XP Pro Operating System, SP2
- c. Agilis XV 2.4
- d. TCP/IP capable with Ethernet capability (dial-up or wireless connections not supported)

3. STANDARD FEATURES.

- Automated retrieval of encrypting PIN pad (EPP) data usable in conjunction with PCI audit.
- Report containing current EPP model, serial number and firmware version for each ATM location covered by the Service.
- Training and Help Desk Support.
- Project Management for implementation project support.

4. HOW IT WORKS.

DN EPP Data Retrieval Service provides automated retrieval and reporting of available EPP attributes. The following requirements are needed for this to occur:

- Installation of the DN Software Deployment Customer on the ATM.
- Addition of rules to the ATM's firewall software that are tailored to the EPP Data Retrieval Service.
- Connectivity from the ATM to the DN EPP Data Retrieval Server.

During the installation process, a custom policy is applied to the ATMs that facilitate the EPP Data Retrieval process. This critical policy is detailed below:

- EPP Data Policy – defines when the ATM will attempt a “check-in” to the DN EPP Data Retrieval Server to report its EPP information.

5. RETRIEVAL SCHEDULE.

ATMs will attempt daily “check-ins” to the DN EPP Data Retrieval Server to report the current EPP information.

6. PERFORMANCE REPORTING.

Reporting is available to help the Customer identify ATMs that have their EPP data collected. EPP Data Retrieval reports are provided via DN Client Services at the request of Customer.

Included reports:

- Listing of EPP installed on the ATM
- Location of the ATM
- Firmware version
- Model and serial number of the EPP

7. IMPLEMENTATION PROJECT – CUSTOMER RESPONSIBILITIES.

- a. Customer must have a valid Master Licensing Agreement (MLA) or DN Comprehensive Agreement (DCA) with DN representing the copies of Windows XP Pro they have purchased for their ATMs. The number of copies purchased must equal the number of ATMs to be managed by this service.
- b. Customer must have a minimum of 128K service for network and external communication to the ATM to support the EPP Data Retrieval Service. Actual requirements are dependent on the number of ATMs and the bandwidth available for the service. If bandwidth is insufficient, it may impact the delivery of the service up to and including the ability to deliver monthly content and maintain compliance of Customer's ATMs.
- c. Customer must provide the DN Technician with administrative rights to access the ATM during the Software Deployment Customer Installation process.
- d. Customer must accept the addition of pre-defined rules to the ATMs firewall application to allow it to communicate with the EPP Data Retrieval Server.

8. DEFINITIONS

“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.