

## COMPREHENSIVE SERVICES

### SECONDLINE MAINTENANCE DA CALL PACK

Diebold Nixdorf technicians will perform the following services during primary hours of coverage as listed on the Equipment Schedule of the Managed Equipment and Services Agreement.

- a. Unlimited Second Line calls and monthly aggregate of 1.5 First Line Maintenance calls for the entire fleet of Client terminals covered under this Agreement.
- b. Aggregate average Deposit Automation availability will meet or exceed 97.5% during primary hours of coverage. Availability excludes periods of unavailability resulting from causes not covered by the provisions of this Agreement, events intended to render the equipment unavailable and other reasons beyond the reasonable control of Diebold Nixdorf.
- c. Diebold Nixdorf will use commercially reasonable efforts to maintain a monthly aggregate average response time for Second Line Maintenance within four (4) hours of Diebold Nixdorf's receipt of such a call for service by telephone to Diebold Nixdorf's call center or by means of another mutually agreed upon call initiation mechanism and a monthly aggregate average response time for First Line Maintenance within two (2) hours. Diebold Nixdorf's definition of response time is the number of hours during primary hours of coverage that elapses between the time the Client contacts Diebold Nixdorf and requests service and the time that the Diebold Nixdorf technician arrives on site.
- d. Diagnose fault and/or error condition.
- e. Install parts as needed (parts used may be new or reconditioned, and will be provided on an exchange basis).
- f. Implement engineering changes, known as Field Change Orders (FCO's) while on site for another service call, (e.g. changes intended to enhance or simplify the performance, reliability or serviceability of Diebold Nixdorf Equipment). Government mandates are NOT included.
- g. Collect, log, and secure captured cards in a mutually acceptable manner.
- h. As a courtesy during regularly scheduled maintenance calls, the technician providing service will also:
  - Perform the Diebold Nixdorf quality checklist which includes cleaning of the fascia minor adjustments. Exterior cleaning calls (as a separate call) are not included.
  - Change any ATM fascia bulbs and Client-supplied light bulbs for the ATM vestibule or kiosk that have burned. This applies to bulbs in the ATM, kiosk or inside the vestibule within five feet of the ATM. If special equipment such as a ladder or lift is required to replace any bulbs, those must be provided by the Client.
- i. One on-Site training per ATM per contract term to educate branch personnel on the basic operation of the equipment.
- j. Travel required when a service call is placed but upon arrival the ATM is running properly. ATMs with excessive no problem found calls will be brought to the Client's attention for immediate problem resolution and Diebold Nixdorf may charge for such calls on a Time and Material basis. Excessive is generally defined as an ATM that exceeds an average of two no problem found errors within a 30-60 day period of time.
- k. Labor required repairing a fault caused by an action, or lack thereof, by institution personnel (i.e. poorly loaded currency, improperly loaded paper, light printing due to low ink and consumer card jams). ATMs with excessive personnel error calls will be brought to the Client's attention for immediate problem resolution and Diebold Nixdorf may charge for such calls on a Time and Material basis. Excessive is generally defined as an ATM that exceeds an average of two personnel errors within a 30-60 day period of time.

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### CLIENT MAINTENANCE SERVICE RESPONSIBILITIES INCLUDE

- a. Client will notify Diebold Nixdorf with a phone call and in writing if Diebold Nixdorf is not meeting service and maintenance standards.
- b. Client will provide free, clear and safe access to all sites and space during primary hours of coverage and a suitable work environment for safe and proper maintenance.

### OUT OF SCOPE SERVICES

- a. Service as a result of abuse, misuse, electrical storms, power failures or fluctuations, glass breakage or damage, failure to follow user maintenance and operating instructions, or the failure or results of failure of interconnected equipment including, but not limited to, wiring, conduit, or voice data transmission equipment or facilities.
- b. Service as a result of vandalism, fire, flood, acts of God or other damage or destruction of the Equipment other than ordinary wear and tear thereof.
- c. Lockouts or damages caused by war, public disorder, fire, water or other liquids, burglary, blasting, mining, settling of foundations, expansions of doors or walls, loss of combinations or by imperfect changing of combinations or time locks.
- d. Services required because of service, inspection, or tampering with equipment by non-Diebold Nixdorf designated personnel; or relocation of equipment, changes to configuration, installation of additional features, options or functions, major overhauls, or refurbishing the equipment.
- e. Return trips to Locations because of site conditions or Client personnel unwilling or unable to accommodate maintenance.
- f. Any work required by Client and performed outside of the primary hours of coverage.
  - Primary hours of coverage are listed on the Equipment Schedule.
  - Overtime coverage is billable and is after the hours as listed on the Equipment Schedule, Monday thru Saturday.
  - Sunday coverage is billable unless included in the primary hours of coverage stated in the Equipment Schedule.
  - Holiday coverage is billable and includes New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
  - Service calls to include applicable trip & supply charges.
  - Service calls to include one way travel billed at appropriate hourly rate.
- g. Any work that Diebold Nixdorf is required to subcontract or otherwise is prohibited from using Diebold Nixdorf's employees or personnel as a result of local union or other requirements not imposed by Diebold Nixdorf hereunder.
- h. Any work required as a result of Client's use of any third party media, supplies, and/or consumables not provided by Diebold Nixdorf, or any act or condition performed or caused by any third party not directly within Diebold Nixdorf's control.
- i. Patron error is excluded from contract and will be considered a billable call. Patron error is defined as the following:
  - Notes that are stapled, paper clipped or taped together
  - Notes that are in an envelope
  - Notes that have been folded and placed in the input area of the BNA
  - Coins put into the BNA input of the unit
  - Deposit slips and other non note material
  - Any foreign material or notes other than defined currency
- j. Cash Vendor (unless provided by Diebold Nixdorf) not docking the cassette correctly