

# COMPREHENSIVE SERVICES

## TERMINAL SOFTWARE SUPPORT & UPGRADES

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### STANDARD FEATURES

- a. Diebold will reload and restore existing installed terminal software configurations after hardware failure to enable the terminal to accept host communications and process transactions. Also includes installation of Client profile and configuration records of all installed and licensed software, however, does NOT include DES keys.
- b. Deployment and terminal installation (maximum of twice per year per ATM) of any software additions or changes.
- c. Installation of newly licensed software applications.
- d. Upgrades to the Client's existing terminal software package.
- e. Installation of unique software fixes.
- f. Corrective Service Diskettes (CSDs) to Diebold provided applications.
- g. Backup of the software.
- h. Software additions or changes must be certified or you must provide to Diebold. In performing such services, Diebold is the acting agent for Client and for all covered software.

### TERMINAL SOFTWARE SUPPORT & UPGRADES EXCLUSIONS

- a. Client customization
- b. Certification
- c. Testing
- d. Project management
- e. Client training
- f. Diebold Professional Services
- g. Software license fees
- h. Software license fees covered through Software Subscription Services or through purchase price of new Software