



## EQUIPMENT MAINTENANCE SERVICE PLANS

# EXCEPTIONAL SERVICE WITH THE CAPABILITIES AND CAPACITY TO PROVIDE COVERAGE ANYWHERE, ANYTIME.

Your success is powered by Diebold's ability to keep your equipment and software systems running and up-to-date with our leading 24/7 maintenance services.

Our maintenance models are tailored to deliver maximum network visibility and availability for improved uptime and cost savings. With our highly skilled professionals in the field, 24/7 remote facilities, and tools and infrastructure that are constantly under revision, we are the industry leader in ensuring the success of your Diebold systems and solutions—and your business.

### PARTS AND LABOR

Included. Other third-party or non-Diebold approved components are not included. For non-Diebold manufactured terminals, Diebold is not responsible for those parts when not available on the open market. Each customer will agree to assist Diebold in obtaining parts or diagnostic software tools when they are not on the open market. Refer to Section 10 on the Quality Care Maintenance Agreement for additional details.

### AVAILABILITY GUARANTEE

Depending on your chosen level of service, Diebold guarantees that the average ATM availability will meet or exceed 99%. Availability excludes periods of unavailability resulting from causes not covered by the provisions of the Quality Care Maintenance Agreement, events intended to render the equipment unavailable and other reasons beyond the reasonable control of Diebold. Availability is calculated based on service plan hours only.

### AVERAGE RESPONSE TIME GUARANTEE

Depending on your chosen level of service, a committed Average Response Time is available, ranging from 8 hours to as low as 2 hours. Diebold's definition of response time is the number of hours that elapses between the time the customer contacts Diebold and requests service (Contact Time) and the time that the Diebold technician arrives onsite, based on your negotiated terms. Diebold will respond on-site "outside" of a customer's contractual coverage hours on a 'time & materials' basis.

We've got a solve for that.™

# EXCEPTIONAL SERVICE

## COVERAGE ZONES

In virtually every country in the world, Diebold offers a service agreement that will respond to all service calls within a defined area or market, regardless of the distance. Your Diebold representative can offer the best service plan to meet the coverage zone requirements of your business, drawing on the strength of over 7,000 directly-employed service technicians throughout the world.

## TERMINAL SOFTWARE SUPPORT

While already on-site for another service call, Terminal SoftwareSupport (TSS) optionally offers reloading and restoring existing installed terminal software configurations after a hardware failure to enable the terminal to accept host communications and process a transaction. (TSS does not include installation of DES keys.) It also includes maintenance and backup of customer profile and Configuration records of all installed and licensed customer software. The customer shall assure the availability and permitted use of all software installed on non-Diebold manufactured terminals; ex. - diagnostic software tools. Software backups are the property of Diebold.

## ONLINE SERVICE

### DISPATCH (DECALWEB)

DECALWeb, where optionally available, provides a simple and efficient way to initiate, monitor and update Diebold service calls online. DECALWeb allows customers to:

- Initiate any type of call for all Diebold-serviced equipment for any equipment under a service plan
- Set a priority for the service
- Monitor the status of the call, including when the customer solution engineer is expected to arrive
- Review the service action taken
- Identify when the problem has been resolved

## OPTEVIEW® REMOTE SERVICES

When purchased as a software solution, when an equipment issue is detected, Diebold's OpteView initiates a remote session with your ATM and performs diagnostics. Then OpteView can either fix your machine remotely or dispatch an engineer to your location with the exact information and part needed to correct the problem the first time. At the end of the service call, Diebold analyzes data to continually monitor the performance of your ATM. OpteView is also a cornerstone for many Managed Services monitoring and resolution solutions.

## COVERAGE HOURS

Service plans can be customized to meet your specific needs. Standard optional hours of coverage include:

- 8AM to 8PM, Monday-Friday
- 8AM to 11PM, Monday-Sunday
- 8AM to 5PM, Monday-Friday

## FIELD CHANGE ORDERS

The latest engineering changes or updates required to maintain equipment within specifications are called Field Change Orders (FCOs). FCOs are provided at no charge on Diebold ATMs only to service plan customers and are typically completed on a next service call basis. The customer may or may not be notified that an FCO has been completed.

## PERFORMANCED BASED PREVENTIVE MAINTENANCE (PDPM)

During regularly scheduled maintenance calls, the technician providing service can perform the Diebold quality checklist that includes inspection of high usage components, cleaning of the fascia, and minor adjustments.

As part of this inspection, the technician will clean the area of debris, kiosk windows, and report any damage or vandalism to the customer. If needed outside of a normally scheduled service call, additional cleaning calls are another billable service that is available.

## SERVICE PERFORMANCE REPORTING

Continuously measuring the level of service performance that Diebold delivers is a core part of Diebold's operating model. Diebold has a comprehensive set of internal metrics that gives local service teams immediate and continuous visibility as to how active systems are doing.

As an option within your service plan, a variety of standardized reports are available that show you how we are performing.

Some key metrics included are:

- Response time
- Equipment uptime
- Fix it right the first time (FIFT) ratios
- Call rates
- Preventive maintenance completions

Further customized performance reports can be developed upon request.

## COMMUNICATION FAULT ISOLATION

This option covers instances when Diebold responds to a trouble service call and ends up determining the issue is related to communications problems and not a Diebold equipment-related problem. You may request to meet outside vendors. This will be scheduled as a separate service call, also known as a vendor access call, and billed at the applicable hourly labor rate.

Includes: Time spent (up to 2 hours) isolating the possible Diebold equipment problem from a non-Diebold equipment issues/communications problem.

Does Not Include: specific coverage of and/or replacement of communication devices and peripheral wiring external to the ATM (cables, modems, routers, servers, hubs, converters, etc.) or vendor access requests.

## CAN ALSO BE PERFORMED UNDER SOME SERVICE PLANS

### Changing Bulbs

Diebold will change any ATM fascia bulbs and customer supplied light bulbs for the ATM vestibule or kiosk that have burned out during a routine service call during the contract term. 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 customer.

### Cassette Repair

A service call occurring during the defined hours of plan coverage due to a cassette that has been damaged (normal wear and tear excluded) will be repaired at no additional charge. A billable call will result if the cassette has been damaged beyond repair or needs replacement due to wear and tear. The cost of replacement cassettes is not included.

### Changing ATM Consumables

Customer-supplied consumable items will be changed when necessary at no charge when Diebold is already onsite for a service call during the defined hours of plan coverage. Diebold supplies ribbons, ink cartridges, re-inking kits and filters on an emergency basis during the service call. Other consumables, such as paper, envelopes, batteries, and diskettes must be provided by the customer.

### ATM Chest Combination Change

Diebold will provide non-electronic ATM chest combination change at no additional charge for non-electronic ATM locks when conducted during a regular second line service call during the defined hours of plan coverage per contract term. Coverage on a shared access electronic lock is not included (Kaba® Mas).

### ATM Lock Replacement

Diebold will provide one non-electronic ATM lock replacement per unit per year at no additional charge when conducted during a regular second line service call during the defined hours of plan coverage. Replacement coverage on a shared access electronic lock is not included (Kaba® Mas).

# EXCEPTIONAL SERVICE

## PERSONNEL ERROR

A bill will not be generated for a service call occurring during the defined hours of contract coverage due to an action, or lack thereof, by personnel, such as poorly loaded currency, improperly loaded paper, or light printing due to low ink. Consumer card jams are also covered.

Errors resulting from a third-party cash handler and patron error are considered billable. If a customer attempts to amend the situation on his own and the action results in damage to an ATM component, the customer will be billed for the call and any necessary parts.

ATMs with excessive personnel error calls will be brought to the customer's attention for immediate problem resolution. The local service team will partner with the customer to remedy the situation as much as possible. If the situation continues, a billable situation may occur. Excessive is generally defined as ATMs that exceed an average of two personnel errors within a 30-60 day period of time.

## ON-SITE CUSTOMER TRAINING

Depending on your service plan or billable preferences, Diebold can optionally provide training sessions at ATM sites to educate branch personnel on the basic operation of equipment, potentially up to one hour of training. If you are interested in training, please contact your service representative or project manager.

## FIRSTLINE MAINTENANCE SERVICE

Most countries offer an optional layer of service support in what is called "FirstLine Maintenance". These additional on-site functions provide service support that may be more convenient for Diebold to perform than your on-site employees. Response times and coverage hours can be customized to meet your specific needs.

Typical FirstLine service plan includes the following during hours of coverage:

- The clearing of simple machine jams (receipt printer, card, depositor, dispenser) as caused by machine malfunctions.

- Changing customer supplied consumable items (including receipt paper, printer paper, printer ribbon cartridges, floppy diskettes, envelopes, and deposit slips) when technician is already on site for another fault.
- Cleaning of machine sensors and exterior surfaces. Diebold will also police the general machine area for debris, which clutters the area.
- Diebold will respond to all ATM service calls upon notification by the customer.
- Escalation to a Diebold hardware technician if necessary
- Diebold will respond and arrive to requests for FirstLine Service Calls within an average monthly response time of 2 hours from the time of contact by the customer, during the days and times of coverage chosen by the customer.
- Installation and activation of a Diebold approved electronic lock at an additional charge with a multi-year agreement.

The monthly network average of a Diebold serviced ATM will achieve 99% availability on a monthly basis when continually maintained by Diebold under the specific Premium Bundled Service Plans.

## PREMIUM SERVICE PLAN

### DIEBOLD ADVISOR

Full-Service ATM status monitoring with the following hardware/software:

- XMS Remote Notifier Software
- Upgrade of CSS/TCS
- Shared port manager
- Communication device (Modem or NIC)
- Installation of all required components
- Activation and configuration of service per customer

### TERMINAL SOFTWARE UPGRADES

While already on-site for another service call, Terminal Software Upgrades includes:

- All services in Terminal Software Support (TSS) term
- Deployment and terminal installation (maximum of twice per year per ATM) of any software additions or changes
- Installation of newly licensed software applications
- Upgrades to the customer's existing terminal software package
- Installation of unique software fixes
- Corrective Service Diskettes (CSDs) to Diebold provided applications
- Backup of the software

Software additions or changes must be certified or you must provide approval to Diebold. In performing such services, Diebold is the acting agent for you and for all covered software.

### THE TERMINAL SOFTWARE TERM DOES NOT INCLUDE:

- Customer customization
- Certification
- Testing
- Project management
- Customer training
- Diebold Professional Services
- Software license fees (software license fees covered through purchase price of new Software). You are responsible for assuring proper licenses are in place for the software. Software backups are the property of Diebold

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