

TELLER CASH UNIT | BRONZE

SERVICE PLAN

AS A LONG-STANDING PARTNER, DIEBOLD PREMIER SERVICES® EXHIBITS EXCEPTIONAL SERVICE WITH THE ABILITY TO PROVIDE COVERAGE ANYWHERE, ANYTIME. THE FOLLOWING IS AN EXPLANATION OF YOUR PLAN AND ITS CORRELATING COVERAGE.

Parts and Labor

Parts and labor are included as part of this service plan. Other third-party or non-Diebold approved components are not included. Diebold is not responsible for non-Diebold manufactured terminal parts when those parts are not available on the open market. Each customer will agree to assist Diebold in obtaining parts or diagnostic software tools when they are not readily available. Refer to section 10 on the Quality Care Maintenance Agreement for additional details.

Parts and labor maintenance service is available on the Diebold express cash recycler, Diebold express cash dispenser, Diebold express delivery (1053i), and on Talaris/De La Rue teller cash dispensers, including TCD30, TCD40, and TCD50.

Average Response Time Guarantee

Average response time for a bronze service plan is three hours.

Diebold's definition of response time is the number of hours that elapses between the time the customer contacts Diebold to request service and the time that the Diebold technician arrives onsite, based on the customer's service maintenance plan coverage hours. Diebold will respond onsite "outside" of a customer's contractual coverage hours on a time and material basis.

Money-Back Service Satisfaction Guarantee

Every Diebold service plan is backed by our Money-Back Service Satisfaction Guarantee: Diebold guarantees that you will be happy with your choice of Diebold Service for your equipment. If you are dissatisfied Diebold will correct the problem and reimburse the service fee for the applicable piece of equipment.

Coverage Hours

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

8 a.m. to 8 p.m., seven days a week
8 a.m. to 11 p.m., Monday–Sunday
8 a.m. to 5 p.m., Monday–Friday

Coverage Zone

Diebold will respond to all U.S. service calls, regardless of distance. Calls outside of a 100-mile radius from a Diebold service branch are not subject to response time and availability guarantee. Service branches have the right to charge an additional fee for extremely remote areas or those that require an alternate mode of transportation to access, such as air or sea.

Performance Driven Preventive Maintenance (PDPM)

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

Diebold provides this service during a normally scheduled service call. Any additional cleaning or scheduled additional cleaning calls are billable.

Support Desk Support

The Support Desk is available as an option for the Diebold express cash recycler and dispenser only. As part of this optional coverage the branch personnel will be asked to perform non-technical repairs and adjustments themselves with the aid of an over-the-phone support analyst to increase uptime and availability on these applicable units. The actions branch personnel may be asked to perform include:

- Troubleshooting the express cash machine while on the phone with the support desk analyst
- Cleaning the note path area of the equipment to keep it clear of debris with the use of a canned air duster
- Clearing simple note jams using the copier-like instructional pictures found on the equipment display
- Performing simple re-programming commands on the Compuflex mini-terminal
- Reviewing the quick reference guide provided by the teller training team at installation

Contact your local representative for additional information and to confirm that this coverage is available on your teller cash unit. This coverage is not available on the Diebold express delivery unit or on the Talaris/De La Rue teller cash dispensers, including TCD30, TCD40, and TCD50.

Cassette Repair

A service call occurring during the defined plan coverage hours 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 a replacement cassette is not included.

Online Service Dispatch (DECALWeb®)

DECALWeb provides a simple and efficient way to initiate, monitor and update Diebold service calls online. DECALWeb allows you to:

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

Service Performance Reporting

Continuously measuring the level of service performance that Diebold delivers is an essential ingredient to maintaining continued service satisfaction. Diebold has a comprehensive set of internal metrics that gives the local service team immediate and continuous visibility to how they are doing. In addition, a variety of standardized reports are available that show customers how we are performing for them.

Some key metrics included are:

- Response time
- Fix it right the first time percentages
- Call rates
- Preventive maintenance completions

Customized performance reports are available upon request. To request a report, contact your local Diebold representative.

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

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 facility personnel, such as incorrectly loaded currency, improperly loaded paper, or light printing due to low ink.

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 the unit or a component, the customer will be billed for the call and any necessary parts.

Teller cash units 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 units that exceed an average of two personnel errors within a 30-60 day period of time.

No Problem Found

A bill will not be generated for a service call occurring during the defined hours of plan coverage where there is no problem with the unit in question upon technician arrival. Teller cash units with excessive "no problem found" 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 units that exceed an average of two "no problem found" situations within 30-60 days.

On-Site Customer Training

Diebold will provide one training session per teller cash unit, per contract term, to educate branch personnel on the basic operation of equipment at no additional charge. The service plan allows for up to one hour of training. If you are interested in training, contact your service representative.

Accessory Coverage

Accessory support is included only when listed on the equipment schedule. Additional service fee may apply. Accessories may include, but are not limited to, mini-terminals, printers and coin machines. Check with your sales representative for specific coverage on your teller cash units.

Connectivity Options

Online software connectivity is not covered by this service agreement. Service calls to troubleshoot connectivity errors will be billed at the standard contract labor rate.

Currency Algorithms

For the express cash recycler only, a perpetual license for currency algorithms is included in the initial purchase of the ECR. No hardware updates will be required for these algorithm updates; however, the labor to load each new currency algorithm is not covered by the service agreement and will be billed separately at a discounted billed work rate. Currency Algorithm coverage does not apply to teller cash dispensers.

© Diebold, Incorporated, 2011. All rights reserved. This summary is subject to the terms and conditions of your Quality Care Maintenance Agreement and is not intended to change or vary any of the terms of your signed service plan agreement for additional plan terms. Service is available on all Diebold teller automation units and Talaris TCD. Other manufacturers and units will be reviewed on a case by case basis.

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