CURRENCY TEMPLATE SOFTWARE
MAINTENANCE SERVICES TERMS AND CONDITIONS

1.   Scope. These terms and conditions describe the maintenance and support services NCR or its authored reseller (collectively, in these Terms, "NCR") provides when a customer ("you") purchases such services for the NCR Currency Template Software ("CT Software")

2.   Eligibility for Currency Template Software Maintenance. "CT Software Maintenance" means the services set forth in these Terms and Conditions. NCR will provide CT Software Maintenance only for the **CT Software** you have licensed. Only CT Software licensed from NCR, correctly installed on NCR hardware, and operated within the manufacturer's specifications, will be eligible for CT Software Maintenance. CT Software Maintenance is not provided for any bill validator which has passed its end of service date.

3.   Alterations. With respect to any Alteration to CT Software or the hardware it is installed on, NCR will determine, at its discretion, if it will provide CT Software Maintenance for such CT Software.   NCR will not provide CT Software Maintenance if an Alteration renders such maintenance impractical. For the purposes of this Addendum, "Alteration" means any CT Software or hardware that has been altered other than by NCR or at NCR's direction. If an Alteration, use of unsupported software, or use of software not furnished by NCR, results in an increase in NCR's maintenance expenses, such increased maintenance expenses will be billed at an appropriate increased rate.

4.   CT Software Maintenance

4.1   New Counterfeits. You agree to promptly notify NCR of any incident of counterfeit notes being accepted by the bill validator. You agree to reasonably cooperate with NCR's investigation, including providing requested information such as that included on **Attachment 2**, to prevent future incidents of the same counterfeit note being deposited into your bill validator.

4.2   Street Quality Updates. NCR will use commercially reasonable efforts to adjust the CT Software as necessary to compensate for normal degradation, wear and tear of new notes or print versions as a result of being in circulation and the passage of time.

4.3   New Note or Print Versions. NCR will use commercially reasonable efforts to integrate new note, new denomination or new print version**s** in the CT Software. Your right to a new note or print version does not include alternative currencies to the currency for which you are receiving CT Software Maintenance. NCR will take into consideration the bill validator's capacity to support additional notes and the availability of required quantity and quality of sample banknotes to carry out the initial and future CT Software updates. In order to accommodate new addition(s), NCR may remove the support for older and/or lower circulation volume banknotes. NCR will work with the banknote issuers to identify the banknotes for removal.

4.4   Note Misrecognitions. Currency Templates may fail to recognize some counterfeit banknotes and may fail to accept some valid banknotes. NCR is not liable for any such failure. Support requests for misrecognitions will be investigated. NCR will use reasonable efforts to identify an appropriate resolution, which may result in an update to the CT Software.

4.5   Currency Template Distribution. A single master copy of the CT Software for each release will be made available to you through electronic means such as the Internet or physical distribution on NCR designated media. Should you require additional copies, you can order copies for each of your licensed copies of the CT Software. Releases made available through any means other than electronic will be subject to NCR's distribution charge. If NCR determines that a new release should be made on an emergency basis, NCR may choose to make it available for

distribution in a different, expedited method. You are responsible for appropriate testing in your integrated environment, and the distribution and functional integration in your environment, of new releases. You are responsible for producing copies of the master CT Software release and distributing the CT Software to each unit of hardware covered under CT Software Maintenance.

4.6   Support. NCR will accept a request for support with the CT Software through email contact with your NCR Local Template Manager ("LTM"), copying your NCR Sales Representative, during your Principal Period of Support ("PPS") as stated in your license agreement for the CT Software. Supporting information for the request should be provided using the forms in as Attachment 1 and Attachment 2 to this appendix. NCR's support includes remotely answering questions about the CT Software and assistance with evaluating potential counterfeit notes.

4.7   Update Implementation. Once a new release is made available, you will implement the new release within 30 days. Service calls to NCR as a result of your failure to implement a new release may result in additional charges.

5.   Out of Scope (Separately Chargeable) Services. Services not described in Section 4 are subject to availability and, if provided to you, are chargeable at NCR's then current rates, and travel expenses if applicable. The following services are some examples that are separately chargeable:

(i)   Services relating to testing and integration of a new release in your service environment.

(ii)   Services relating to installation or de-installation of the CT Software.

(iii)   Currency refresh of most or all notes in a single year.

(iv)   On-site CT Software support service.

(v)   Services performed at your request outside of the PPS.

ATTACHMENT 1
TO CURRENCY TEMPLATE SOFTWARE MAINTENANCE SERVICES TERMS
COUNTERFEIT NOTE REPORTING

Reporting of a Counterfeit

Please complete the following form for each unique counterfeit note. Please send the completed form(s) to your Local Template Manager, copying your NCR or authorized reseller Sales Representative.

Contact Information

Financial Institution Name:	Click here to enter text.
Contact Name:	Click here to enter text.
Contact Phone Number	Click here to enter text.
Contact Email address:	Click here to enter text.
Address & zip code:	Click here to enter text.
Date of submission:	Click here to enter text.

Hardware known to accept this Counterfeit

ATM Model type(s): e.g. 6682, 6684, SelfServ 84	Click here to enter text.
Device/Bill Validator type: e.g. BRM, SDM/DVM, SDM/IBVM	Click here to enter text.

Counterfeit Note Information

Is the Counterfeit Note(s) available for analysis   Yes ☐

If Counterfeit note not available, please explain why:	Click here to enter text.
Currency: e.g. USD	Click here to enter text.
Denomination: e.g. $10	Click here to enter text.
Print Version: e.g. Alexander Hamilton March 2006	Click here to enter text.
Serial Number: e.g. GA12147927 A, BC32536260 A	Click here to enter text.
MRI Version (if known):	Click here to enter text.
Number of examples of this counterfeit:	Click here to enter text.

Comments

Any other relevant information: Click here to enter text, this is a multiline field

ATTACHMENT 2
TO CURRENCY TEMPLATE SOFTWARE MAINTENANCE SERVICES TERMS

TEMPLATE SUPPORT REQUEST

Support Request

Please complete the following form when reporting a template issue or request. This form is not to be used for reporting incidents for counterfeit notes. Please send the completed form(s) to Please send the completed form(s) to your Local Template Manager, copying your NCR or authorized reseller Sales Representative*.*

Contact Information

Financial Institution Name:	Click here to enter text.
Contact Name:	Click here to enter text.
Contact Phone Number	Click here to enter text.
Contact Email address:	Click here to enter text.
Address & zip code:	Click here to enter text.
Date of submission:	Click here to enter text.

Hardware affected

ATM Model type(s): e.g. 6682, 6684, SelfServ 84	Click here to enter text.
Device type/Bill Validator: e.g. BRM, SDM/DVM, SDM/IBVM	Click here to enter text.

Currency Information

Currency: e.g. USD	Click here to enter text.
Denomination: e.g. $10	Click here to enter text.
Print Version (*if applicable*): e.g. Alexander Hamilton March 2006	Click here to enter text.
Serial Number (*if applicable*): e.g. GA12147927 A, BC32536260 A	Click here to enter text.
MRI Version (*if applicable*):	Click here to enter text.

Details of Issue or Request

Details of issue/request:
Click here to enter text, this is a multiline field