

GLORY



**UBIQULAR™ MASTER AGREEMENT
CLOUD SERVICES SERVICE
DESCRIPTIONS**

UBIQUALAR Bridge allows the Supplier to remotely monitor the performance of Authorised Devices, and to use that information to deliver maintenance services to those devices. The Supplier will have visibility of device status as well as a range of performance metrics and will have the capability to remotely perform maintenance related functions, in particular (i) corrective maintenance (e.g. fixing errors and bugs), (ii) adaptive maintenance (e.g. applying firmware and currency template updates), (iii) perfective maintenance (e.g. adding new features as necessary), and (iv) preventive maintenance (e.g. implementing preventive measures such as backups) in order to run a proper working environment.

With the addition of optional Authorised User management seat licences, customers with in-house technical capability have the ability to manage some or all of these functions themselves.

Minimum System Requirements

All Authorised Device(s) are required to run:

- (a) the operating system and other factory-installed application Software, if applicable; and
- (b) the UBIQUALAR Bridge Agent (Gateway PC), installed either (i) on the Gateway PC for DTP Authorised Devices, or (ii) on the Authorised Device itself, depending on the applicable device architecture.

All DTP Authorised Devices must be connected to a UBIQUALAR Bridge Agent (Gateway PC) with the following minimum requirements:

- Quad-core 3.2GHz
- 8GB RAM
- 500GB storage
- Windows 10 or Windows Server 2019

For these purposes “**Gateway PC**” means a computer or virtual machine to which the DTP Authorised Devices are networked. For the avoidance of doubt, the Gateway PC may be connected to one or more Cloud Services provided by the Supplier.

Customers with more than 5 Authorised User (management seat) Subscriptions must use the Single Sign On features of UBIQUALAR Bridge to manage all Authorised Users.

Program Licensing

In order to connect each DTP Authorised Device to UBIQUALAR Bridge, it is necessary to install and run the UBIQUALAR Bridge Agent (Gateway PC). Accordingly, with respect to each DTP Authorised Device that is connected to UBIQUALAR Bridge, Supplier grants to Customer the required number of licences to use the UBIQUALAR Bridge Agent (Gateway PC) as is necessary to comply with the Program Licence Metric specified in the applicable Program Specification. In this regard, the Program Terms shall apply to each licence granted and the Customer agrees to comply with those terms upon entering into an order under a UBIQUALAR Schedule for UBIQUALAR Bridge.

With respect to Authorised Devices that are identified as Retail Authorised Devices, such devices may be either “back-office devices” or “front office devices” (sometimes also referred to as “point of sale” devices), in each case as described in the product specification for each Retail Authorised Device. In addition, a Customer may also request back-office devices be connected to an external networked computer (i.e. a PC not co-resident within the Authorised Device itself).

Each Retail Authorised Device that is a back-office device or a PC networked to a back-office device is required have the RMM (Remote Monitoring & Management) Agent installed and running to allow the Supplier to effectively manage such devices remotely where remote intervention is the most appropriate course of action in the circumstances. Accordingly, with respect to each Retail Authorised Device that is a “back-office device” connected to UBIQUALAR Bridge, Supplier grants to Customer the required number of licences to use the RMM Agent as is necessary to comply with the Program Licence Metric specified in the applicable Program

Specification. In this regard, the Program Terms shall apply to each licence granted and the Customer agrees to comply with those terms upon entering into an order under a UBIQULAR Schedule for UBIQULAR Bridge.

As described further in the Program Specifications, the RMM Agent is a software program that enables Supplier to perform certain maintenance activities on an Authorised Device without the need to have local or physical access to the Authorised Device. The RMM Agent connects the Authorised Device with the remote device management tools used by the Supplier. The remote device management tools are web- based tools hosted by or on behalf of the Supplier's selected third party service providers within the EEA.

Data Centre Region

UBIQULAR Bridge Cloud Services are hosted in the EEA region.

Uptime

Uptime SLA: 99.5%
SLA Period: Yearly

Retention Period

Device Transactional, Status and Event Data generated by UBIQULAR Bridge will be retained for 90 days total due to system performance considerations.

Authorised User (management seat) Subscriptions

Where the Customer has purchased Authorised User (management seat) subscriptions, the Customer will be able to utilise the Cloud Services by logging into the Portal and utilising the functionality of the Cloud Services to remotely manage the Customer's Authorised Devices.

Each Authorised User that is designated as an "Advanced User" will have access to view the status of the Authorised Device and the available device data, as well as access to remotely execute basic commands, perform account management functions and to apply firmware and currency template updates, dependent on their authorized privileges.

UBIQULAR™ Inform (Retail)

Service Description

UBIQULAR Inform Retail captures data from Authorised Devices and provides customers with reports and dashboards showing operational data from the devices, accessed via a secure web-portal. Reports may be viewed on screen, printed or saved for export to third party systems.

Minimum System Requirements

All Authorised Device(s) are required to run:

- (a) the operating system and other factory-installed application Software, if applicable; and
- (b) the UBIQULAR Inform (Retail) Agent,

in each case, as installed and updated by the Supplier.

Program Licensing

In order to connect each Authorised Device to UBIQULAR Inform (Retail), it is necessary to install and run the UBIQULAR Inform (Retail) Agent. Accordingly, with respect to each Authorised Device that is connected to UBIQULAR Inform (Retail), Supplier grants to Customer the required number of licences in the UBIQULAR Inform (Retail) Agent as is necessary to comply with the Program Licence Metric specified in the applicable Program Specification. In this regard, the Program Terms shall apply to each licence granted and the Customer agrees to comply with those terms upon entering into an order under a UBIQULAR Schedule for UBIQULAR Inform (Retail).

With respect to Authorised Devices, such devices may be either “back-office devices” or “front office devices” (sometimes also referred to as “point of sale” devices), in each case as described in the product specification for each Authorised Device. In addition, a Customer may also request back-office devices be connected to an external networked computer (i.e. a PC not co-resident within the Authorised Device itself).

Data Centre Locations

UBIQULAR Inform (Retail) Cloud Services are hosted in the EEA region.

Uptime

Uptime SLA: 99.5%

SLA Period: Yearly

Data Retention

Device Transactional, Status and Event Data will be retained for a default period of thirteen (13) months.

Authorised User Subscriptions

Each Customer is entitled to a maximum of ten (10) Authorised User Subscriptions as part of any Subscription for Authorised Devices to the UBIQULAR Inform (Retail) Cloud Service. These Authorised User Subscriptions allow Authorised Users to log into the Portal and access the Cloud Service functionality to view data from the Customer’s Authorised Devices.

If the Customer requires access for more than ten (10) Authorised Users, additional Authorised User Subscriptions must be purchased.

UBIQULAR DataHub enables the gathering, management, and distribution of data from Authorised Devices through a standardized application programming interface (API). Access is provided via secure authentication and authorisation protocols, allowing the Customer to retrieve relevant data for its operational use without requiring direct integration with the Authorised Devices themselves.

The Supplier retains all Intellectual Property Rights, title, and interest in and to the API, including all updates, enhancements, and derivative works. The Customer is granted a non-exclusive, non-transferable, revocable licence to use the API solely for the purpose of accessing the Supplier's Cloud Services as set out in the Agreement.

API keys and any API-related content provided by the Supplier constitute Confidential Information under the Agreement.

The Customer shall store, protect, and use such API keys and API content strictly in accordance with its confidentiality, security, and access-control obligations under the Agreement.

API keys must not be disclosed to any third party or used for any purpose other than accessing the Cloud Services as permitted by the Agreement.

Minimum Requirements

All Authorised Device(s) are required to run:

- a) the operating system and other factory-installed application Software, if applicable; and
- b) the UBIQULAR DataHub Agent,

in each case, as installed and updated by the Supplier.

Program Licensing

In order to connect each Authorised Device to UBIQULAR DataHub, it is necessary to install and run the UBIQULAR DataHub Agent. Accordingly, with respect to each Authorised Device that is connected to UBIQULAR DataHub, Supplier grants to Customer the required number of licenses in the UBIQULAR DataHub Agent as is necessary to comply with the Program License Metric specified in the applicable Program Specification. In this regard, the Program Terms shall apply to each license granted and the Customer agrees to comply with those terms upon entering into an order under a UBIQULAR Schedule for UBIQULAR DataHub.

Data Centre Locations

UBIQULAR DataHub Cloud Services are hosted in the EEA region.

Uptime

Uptime SLA: 99.5%

SLA Period: Yearly

API SLA:

Availability

The Supplier shall use commercially reasonable endeavours to ensure that the DataHub API is available 99.5% of the time during each SLA Period (measured yearly), excluding scheduled maintenance and events outside the Supplier's reasonable control.

Incident Response and Support

API-related incidents will be classified and responded to in accordance with the Service Level Classifications and Response Levels set out in the [Technical Support Services Service Description](#).

The Supplier will use reasonable efforts to restore API service as soon as practicable in the event of an outage.

Updates and Maintenance

The Supplier may update, enhance, or modify the DataHub API from time to time to improve functionality, security, or compliance with applicable laws.

The Supplier will use reasonable efforts to notify the Customer in advance of any material changes that may affect integration or usage.

Updates will not materially reduce the level of performance, functionality, security, or availability during the applicable Subscription Period.

Remedies

If the Supplier fails to meet the API availability target in any SLA Period, the Supplier will provide enhanced support, including priority escalation to senior technical teams and, where appropriate, assignment of a dedicated incident manager, until the service level is restored. The Supplier will also provide regular progress updates to the Customer throughout the resolution process.

Data Retention

Device Transactional, Status and Event Data generated by UBIQULAR DataHub will be retained for thirteen (13) months to support operational reporting and analysis.

Authorised User Subscriptions

For each Authorised Device Subscription to UBIQULAR DataHub, Supplier shall grant Customer one (1) Authorised User Subscription.

The Authorised Users will be able to utilise the applicable Cloud Service by logging into the Portal and utilising the functionality of those Cloud Services to view analytics data and access to UBIQULAR DataHub Documentation.