# Level III
## SOFTWARE SUPPORT

**Level III Software Support provided by NuSource Financial Services focuses on technical assistance and guidance related to specific Nautilus Hyosung Application Software.**

### THE SUPPORTED SOFTWARE INCLUDES:

- BlueVerse Terminal Software
- BlueVerse ITM Applications (Switch Integration, Core Integration, Active Teller, and MoniView)
- Other applications that interact with NHAS

### THE SERVICES OFFERED UNDER LEVEL III SOFTWARE SUPPORT INCLUDE:

**I) TROUBLESHOOTING ASSISTANCE:** NuSource will help diagnose and resolve technical issues concerning the equipment and applications that work with the supported software applications.

**II) GRAPHICS UPDATE ASSISTANCE:** NuSource will assist with updating customer-provided graphics related to the supported software applications.

**III) IN-DEPTH TROUBLESHOOTING AND INVESTIGATION:** NuSource will conduct thorough troubleshooting and investigation to identify the root causes of technical issues with the supported software applications. They will also provide recommended courses of action to address these issues.

It's important to note that Level III Software Support is available only during the Standard Service Hours specified in Section 2 of the Service Parameters. This means that support will be provided within the defined working hours.

It's also worth mentioning that Nautilus Hyosung professional services are not covered under this service. Any professional services required from Nautilus Hyosung will be considered out of scope and may require a separate project, as defined in Section D (Projects) of the service agreement.

## NUSOURCE
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PREFERRED HYOSUNG PARTNER

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