



consulting | testing | certification

Service Request for MasterCard Formal Approval M-TIP Services

1. M-TIP Service Description

MasterCard Terminal Integration Process M-TIP is to ensure that all contact and contactless terminals comply with MasterCard brand requirements. MasterCard mandates that acquirers/network providers introducing a new terminal to go through M-TIP MasterCard Formal Approval Services. The whole process is described on MasterCard Online (M-TIP Process Guides). CTC advanced as an accredited MasterCard Service Provider will validate your M-TIP test results. CTC advanced will provide a Letter of Approval (signed by MasterCard) in case of a positive validation. In case of negative validation, CTC advanced will provide information about the remaining issues to the applicant to prepare for a new test iteration.

The following Terminal Integration Processes are available and can be performed:

- **Standard M-TIP Formal Approval (contact)**
Service for terminals with a contact interface
- **Standard *PayPass*TM M-TIP Formal Approval (contactless)**
Service for terminals with a contactless interface
- **Standard Fast Track M-TIP Formal Approval (contact)**
This service allows acquirers to obtain – with no testing or with a minimal amount of testing – an M-TIP Letter of Approval for contact terminals identical to terminals tested by another acquirer in a prior execution of M-TIP.
- **Standard *PayPass* Fast Track M-TIP Formal Approval (contactless)**
This service allows acquirers to obtain – with no testing or with a minimal amount of testing – an M-TIP Letter of Approval for contactless terminals identical to terminals tested by another acquirer in a prior execution of M-TIP.

2. APPLICATION FORM

CTC advanced GmbH
 Untertürkheimer Str. 6-10
 66117 Saarbrücken
 Germany

Contact:
 Phone:
 Fax:

tip@ctcadvanced.com
 +49(0)681/598-0
 +49(0)681/598-8175

Please place your order by filling the tables down below and by returning this service request to the contact address given above!

APPLICANT

Company
 Address
 ZIP Code / City
 Country
 Contact person
 Email
 Phone
 Fax
 VAT-ID-No.*

* According to European law invoices issued after 2010-01-01 must contain both the VAT-ID-No. of the supplier as well of the recipient.

ORDER

S01 Standard M-TIP Formal Approval (contact)	Unit	Price	Qty	Total
Terminal Integration Process applied to one single contact M-TIP Setup (first iteration)	Fix Price	1.995,00 €		
Terminal Integration Process applied to one single contact M-TIP Setup (first iteration) and Technical support (email or phone) – max. 5 hours	Fix Price	2.595,00 €		
Additional M-TIP iteration contact	Per iteration	995,00 €		
S02 Standard PayPass M-TIP Formal Approval (contactless)	Unit	Price	Qty	Total
Terminal Integration Process applied to one single contactless M-TIP Setup (first iteration)	Fix Price	2.595,00 €		
Terminal Integration Process applied to one single contactless M-TIP Setup (first iteration) and Technical support (email or phone) – max. 5 hours	Fix Price	3.150,00 €		
Additional M-TIP iteration contactless	Per Iteration	1.100,00 €		

Service Request Form V2.20 (2019-04-01)

S03 Standard Fast Track M-TIP Formal Approval (contact)	Unit	Price	Qty	Total
Fast Track Terminal Integration Process applied to one single contact M-TIP Setup	Fix Price	890,00 €		
Fast Track M-TIP additional iteration	Per Iteration	650,00 €		
S04 Standard PayPass Fast Track M-TIP Formal Approval (contactless)	Unit	Price	Qty	Total
Fast Track Terminal Integration Process applied to one single contactless M-TIP Setup	Fix Price	1.095,00 €		
S05 Standard PayPass + Contact M-TIP (dual Interface) Formal Approval	Unit	Price	Qty	Total
S05 Standard PayPass M-TIP Formal Approval (contactless) + Standard M-TIP Formal Approval (contact): dual Interface (first iteration)	Fix Price	4.400,00 €		
S06 M-TIP Workshop	Unit	Price	Qty	Total
1,5 days M-TIP Workshop (travel, subsistence or other expenses not included)	Fix Price	4.200,00 €		
S07 Other Services	Unit	Price	Qty	Total
Hourly Rate for M-TIP Pretesting Services	1 hour	195,00 €		
High Priority – Additional Charge	Per iteration	950,00 €		

Prices do not include the legal VAT (Value Added Tax).

SIGNATURE

Name of applicant
 Place, Date

Signature
 Official stamp

MISCELLANEOUS

We agree that our company name can be used for marketing purposes by CTC advanced GmbH. No product information or results will be published.

Yes, contact person No

3. Service Realisation

After placing your order the responsible project manager will contact you and agree on a defined analysing date of your test results. To place an order, please simply complete the enclosed form (chapter 2) and return it to the fax number +49 (0)681 598 8175 or to the email address tjp@ctcadvanced.com.

Upon receiving your service request CTC advanced will send you an order confirmation containing the name of your project manager and the CTC advanced project number of your request. The service contract between our companies only gets valid by confirming the order through CTC advanced.

For a guaranteed service completion in time we need to receive the correct and complete test logs and documents. If we do not have the correct and complete test logs and documents available in time, we cannot start the analysis.

4. Service Requirements

The following documents should be available for the service. With this you will help us to carry out the service quickly and to finalise them on time. Moreover, additional effort which would lead to additional cost will be avoided:

In case of M-TIP (contact or contactless):

- Completed TSE File
- Card-Terminal logs
- Authorization Simulator log(s) – in format ‚.xlog‘, ‚.tre‘ or ‚.html‘

5. Background for the available Service Request

The following services are free of charge and included in our services:

- Appointed project manager (you have one contact person who will handle the entire communication within this service).
- Immediate information about problems or nonconformities which are observed during the service
- Contact person during our business hours (7:00 am to 05:00 pm Central European Time)
- Extended business hours on request

Besides our general terms and conditions, the following notes apply to this service request:

- In case we state fixed prices for each item of our services, these prices are based on necessary periods in our laboratory which are proven to be sufficient by experience. Further service will be charged on an hourly basis and will be rendered only after mutual agreement with you.
- If a service must be aborted because of a badly prepared or faulty service requirement, we charge the actually used resources according to our hourly rates, at least 2 hours (minimum loss/reallocation cost).
- Special cost for additional consulting or services according to your agreement will be charged on hourly basis.

ADDITIONAL INFORMATION

- Depending on the order volume and the project duration we reserve the right to issue partial invoices charging already executed services.
- **For EU:**
 According to the European law and the national implementation in Germany, invoices issued after 2010-01-01 must contain both the VAT-ID-No. of the supplier and of the recipient. Otherwise we are obliged to charge German Value Added Tax (19 %) in addition. A submitted invoice cannot be changed. The agreement is valid without a limit of time. Please inform us about your VAT-ID.
 If the VAT-ID has already been submitted we assume that the number is still correct and valid and may also be used for new projects if you do not disagree in writing.
- **For Non-EU:**
 Due to international tax rules since 2010-01-01 we would like to inform you that we need an update of your national tax registration. Please send us either an original confirmation from your national tax authority with a confirmation of your tax registration or your business registration or an excerpt from your commercial register or a proof of registration as a VAT taxable person. Otherwise we have to charge additional 19% (VAT).

Service Levels

Service levels are designed by MasterCard to achieve high quality M-TIP services in a quick time period. The service levels are measured between the time stamps “receiving customer test results” (assuming all necessary documents are available) and “sending feedback of test results to the acquirer”.

EMV contact M-TIP services	PayPass M-TIP services	Dual-Interface M-TIP Service
8 business days for ATMs	5 business days	14 business days for ATMs
3 business days for other terminals types		7 business days for other terminal types

CTC advanced reserves the right to change service levels in unforeseeable cases. At the occurrence of any case needing CTC advanced to consult MasterCard the time calculation will be ceased and restarted upon the respective clarification.

6. General Terms and Conditions

The current version of our General Terms and Conditions is also available online:

[http://www.ctcadvanced.com/assets/agbs-ctc-advanced-en-v.1.0-\(nov-2016\).pdf](http://www.ctcadvanced.com/assets/agbs-ctc-advanced-en-v.1.0-(nov-2016).pdf)