

Addendum to Master Services Agreement

- i. This service addendum is made pursuant to the Master Services Agreement (The “Agreement”) between (1) the customer (who is identified in the accompanying electronic rider, the terms of which are explicitly incorporated herein) and the customer’s affiliates (collectively the “Customer”) and (2) Dynamic Quest, LLC (“Dynamic Quest”).
- ii. Term of Service: This Addendum will remain in effect until the termination date of the Agreement.

Description of the Addendum

This document defines how Dynamic Quest approaches alarm Severity Levels and timelines for addressing logged system alarms and incidents reported by Customers.

Issues are worked by Dynamic Quest when a ticket is entered into the Dynamic Quest system. Priority of the ticket is based on the severity. A ticket must be created for the issue to be worked. Tickets are created by:

- 1) Dynamic Quest Systems automatically create a ticket when an alarm is generated by the equipment or service; or,
 - 2) The Customer raises a ticket in the Dynamic Quest ticketing system.
- For Severity 1 – 3: Most tickets, when initially generated, are put into a soaking queue. The ticket will sit in the soaking queue for a prescribed period of time (See Table 3 below).
 - If the issue clears during the soaking period, the ticket is closed and not sent to the Operations team.
 - If the ticket is not cleared during the soaking period, when the soaking period ends the ticket will be sent to the Operations team to start the trouble shooting process.
 - The Table 1 (below) provides the soak periods for severity 1 – 3. Severity 4 and 5 tickets do not have a soak period.
 - Some ticket categories, such as Security related tickets, do not have a soak period, regardless of the severity of the ticket.
 - For Severity 4 and 5: Alarms for these severities do not trigger the creation of a trouble ticket. The Customer must raise a ticket with Dynamic Quest if a Severity 4 or 5 alarm needs to be worked by Dynamic Quest.

Clear definitions of severity levels enable Dynamic Quest to prioritize incidents effectively, ensuring that critical issues receive immediate attention and less urgent matters are handled promptly, providing Customers with seamless and reliable 24x7x365 support.

Table 1 – Incident Severity Definitions and Minimum Service Levels

Severity	Description	Examples	Soak Period	Response Service Level Objective	Resolution Service Level Objective
SEV 1 - Critical	- Issue prevents many key company functions from occurring and/or causes a major work stoppage. - Issue has major financial impact or repercussions. - Majority of users or critical company functions impacted	<u>Examples:</u> System Outage: The entire production system is down, affecting all users and halting operations. Ransomware Attack: A cyber-attack has encrypted all critical business files	10 Minutes No soak period for security tickets.	30 Minutes	2 Hours
SEV 2 - High	- The issue does NOT prevent key company functions from occurring. - Impacts one or more departments or multiple parts of the organization or impacts an identified VIP user. - Moderate financial impact or business repercussions. 10%-49% of users are impacted by key company functions, multiple departments are impaired, and/or a VIP is impaired.	<u>Examples:</u> Partial System Outage: A critical feature (e.g., payment gateway) is down, affecting a large segment of users. Backup Failures: The client's backup system is failing to complete backups putting critical data at risk, but there is a temporary manual backup solution in place.	20 Minutes No soak period for security tickets.	90 Minutes	8 Hours

Severity	Description	Examples	Soak Period	Response Service Level Objective	Resolution Service Level Objective
SEV 3 - Medium	- The issue does NOT prevent essential company functions from occurring. - Has a major impact on one or more users or lower-level business functions. - Has little to no financial impact or repercussions. 5%-10% of users were impacted, and no essential company functions were impaired.	<u>Examples:</u> Usability Issue: Users are experiencing difficulty navigating the system, but a workaround is available. Printer Issue: A printer used by a small department is offline, but alternative printing resources are available.	45 Minutes No soak period for security tickets.	4 Business Hours	2 Business Days
SEV 4 - Minor	- The issue does NOT prevent key company functions from occurring. - It has a minor impact on one user or low-level functions, and it has no financial impact or repercussions. 1%-5% of users were impacted, and only low-level business functions were impaired.	<u>Examples:</u> Non-Critical Password Reset: An employee requests a password reset to a non-critical system. Software Install: Installation of new software on a small number of workstations.	n/a	8 Business Hours	5 Business Days
SEV 5 - Low	- A low-level deficiency that causes minor problems a limited number of users. 1-2 users with isolated issue with no impact to business functions.	<u>Example:</u> Small Issue: A shift key is stuck, preventing one user from using their keyboard.	n/a	8 Business Hours	7 Calendar Days

Table 2: Management Escalation Levels

The Management Escalation Levels ensuring timely attention and resolution from higher management for escalated issues.

Severity	Interval	SLA Escalation
SEV 1 - Critical	@6 Hours	VP/Director
	@4 Hours	Manager
	@2 Hours	Team Lead
SEV 2 - High	@24 Hours	VP/Director
	@12 Hours	Manager
	@8 Hours	Team Lead
SEV 3 - Medium	@4 Business Days	VP/Director
	@3 Business Days	Manager
	@2 Business Days	Team Lead
SEV 4 - Minor	@4 Business Days	VP/Director
	@3 Business Days	Manager
	@2 Business Days	Team Lead
SEV 5 - Low	@14 Calendar Days	VP/Director
	@10 Calendar Days	Manager
	@7 Calendar Days	Team Lead

This Addendum explains the service to be provided by Dynamic Quest. This Addendum may be adjusted at any time by Dynamic Quest for accuracy. Please contact your sales representative or go to our on-line service description site for the latest service description.

https://info.dynamicquest.com/service_description