

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

Dynamic Quest offers hourly support that can be used for all services offered. These services include security services, technology support, preventative maintenance, helpdesk support, break/fix, development, analysis, consulting, and many more. The hourly agreement establishes an agreement to be charged based on personnel roles. It is a service that is used as needed and invoiced based on the hours used outside the standard activities defined in the Dynamic Quest service descriptions.

Dynamic Quest will charge the Customer hourly rates in 15 minute increments. If multiple Dynamic Quest personnel are assigned to the effort, the Customer will pay the hourly rate for each person. Dynamic Quest will track the time for each engagement and will bill the Customer as hours are incurred.

The below hourly rates are established for respective personnel roles:

Personnel Roles	Hourly Rate
Out of Scope Engineer	\$175 / hour
SQL Support	\$180 / hour
vCIO	\$205 / hour
Security Consultant	\$245 / hour
vCISO	\$299 / hour

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