

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 Service

Azure Cloud Services is a cloud computing platform developed by Microsoft that enables organizations to build, deploy, and manage applications and services. Azure Cloud Services provides compute, storage, networking, database, security, and related cloud services on a scalable, usage-based model delivered over the internet.

Azure Cloud Services are configured based on the Customer’s approved requirements, scope, and selected service components.

- **Compute & Application Hosting**

Azure Cloud Services provides on-demand computing power through services like virtual machines, containers, and serverless computing, enabling you to run and scale applications without managing physical infrastructure.

- **Storage & Data Management**

It offers scalable storage solutions (e.g., object, file, and disk storage) along with managed databases, allowing organizations to securely store, process, and analyze data at scale.

- **Networking & Connectivity**

Azure Cloud Services enables secure networking with virtual networks, load balancing, and private connectivity options (VPN/ExpressRoute) to connect cloud and on-premises environments.

- **Security & Identity Management**

Azure Cloud Services includes enterprise-grade security features such as identity management, threat detection, encryption, and compliance controls to protect applications and data.

- Dynamic Quest does not guarantee any security outcomes or compliance posture.

Dynamic Quest does not provide Azure Virtual Desktop (AVD) as part of this Azure Cloud Service. AVD is a separate service. If a Customer orders AVD, the Customer must also order Azure Cloud Services.

The Network

Network performance requirements will vary based on workload. The Customer is responsible for ensuring sufficient bandwidth and network quality to support Azure Cloud Services usage. Dynamic Quest may provide guidance but does not guarantee performance based on network conditions outside of its control.

The physical network should be reviewed and, if required, updated to avoid performance issues.

Bandwidth per User Requirements

It is difficult to predict bandwidth use by the remote desktop. The user activities generate most of the remote desktop traffic. Every user is unique, and differences in their work patterns may significantly change network use. Dynamic Quest recommends the following minimums:

Users working in a Customer office	Minimum: 8 - 10 Mbps per user plus 100 Mbps for other traffic
Users working from home or outside the Customer office	10 Mbps per user for AVD and 15 – 25 Mbps for other traffic

Higher speeds may be required based on the activities being performed in Azure by Customer users.

Customer must have a managed firewall within Azure in the solution provided and managed by Dynamic Quest.

Evaluating and upgrading the Customer's physical network for an optimal Azure Cloud Services experience is highly recommended. The evaluation and upgrade is a professional service Dynamic Quest can provide. The evaluation and upgrade is not included unless the professional service is listed on the order form. **Provisioning: What Dynamic Quest Provides**

Azure Cloud Services is provisioned and managed by Dynamic Quest. Dynamic Quest will not "assume" or "take over" an existing Azure Cloud Services instance. Azure Cloud Services must be built by Dynamic Quest to be managed by Dynamic Quest. The price of the build will be on the order form.

Sales Process - Information is gathered during the sales process. It is critical the Customer provide accurate information. The information gathered will influence the estimated price. Dynamic Quest is not responsible for design variances resulting from inaccurate or incomplete information provided by the Customer during the sales process.

Deployment details are under the **Service Set-up Section** below.

Key Technical Standards:

All technical standards are mandatory unless explicitly approved in writing by Dynamic Quest. Deviations may result in an increase in the price, reduced supportability, or exclusion from managed service coverage. All solutions contain:

- **Identity & Core Infrastructure**
 - 2 Domain Controllers deployed in an Azure Availability Set with 2 fault domains
 - Microsoft Entra ID Connect (or Cloud Sync) deployed for hybrid identity; single sync server, staging-mode server optional.
 - MFA enforced for all user and administrative accounts via Conditional Access; break-glass account excluded and monitored.
- **Networking**
 - Hub-and-spoke or single-VNet topology with documented address space; no overlapping IP ranges with on-premises networks.
 - All inbound administrative access via Azure Bastion or VPN - no public RDP/SSH (3389/22) exposed to the internet.
 - Network Security Groups applied at the subnet level with a default-deny inbound posture.
 - Site-to-site VPN or ExpressRoute for hybrid connectivity; VPN gateway SKU sized per documented throughput requirements.
- **Compute & Storage**
 - Production VMs deployed from approved marketplace or gold images only.
 - Premium SSD for OS disks on production workloads; Standard SSD permitted for dev/test or other areas where appropriate.
 - Azure Hybrid Benefit applied where eligible licensing exists.
 - VM SKU selections follow the approved sizing matrix.
- **Backup & Recovery**
 - Azure Backup two-policy model:
 - Long-term data retention (31 dailies, 13 monthlies, 1 annual); and,
 - Short-term infrastructure retention (14 dailies).
- **Governance & Security**
 - Diagnostic settings and activity logs routed to a central Log Analytics workspace; minimum 90-day retention.
 - Resource tagging standard enforced (client, environment, cost center, managed-by) for billing and reporting.
 - Azure Policy assignments for allowed regions, allowed SKUs, and required tags.

The following is recommended but not required. If the Customer requires the following, the Customer must call this out during the Sales process.

- ASR replication for domain controllers and all application/SQL/utility servers.
- Reserved Instances or Savings Plans for steady-state workloads following the first full month of usage baselining.

Application development, database migration, and end-user training are separate scopes and are assumed to be out of scope unless specifically included on the Dynamic Quest order.

Management of Azure Cloud Services: What Dynamic Quest Provides

Dynamic Quest manages the Azure resources built for the Customer by Dynamic Quest. Any Customer requested changes that do not align to the Dynamic Quest standards for an Azure instance must be approved by Dynamic Quest in writing prior to Dynamic Quest accepting management responsibility.

Management includes advisory price and consumption reviews, threshold-based alerting, incident response, reporting, and server patching . Dynamic Quest implements recommended changes only after the Customer approves the scope and price. The following defines what Dynamic Quest manages. Some items may require the Customer to buy the referenced service, license, or component.

Monitoring & Health Management which includes:

- Continuous VNet health monitoring
 - Subnet exhaustion is not monitored
- Monitoring for Azure connectivity failures and routing issues
- Monitoring of VPN Gateway, NAT Gateway, Azure Firewall, and Bastion (when applicable)
- Log Analytics integration and alert tuning
- Dynamic Quest monitors the environment using alerts. Ticket creation and Customer notifications related to the alerts are suppressed. Dynamic Quest will receive and act on the environment alerts. Dynamic Quest will communicate with the Customer as required to maintain proper operation of the environment.

Security Management which includes:

- Network Security Group (NSG) rule reviews and updates
 - Network Security Group (NSG) is Azure's built-in network traffic filtering service. Think of it as a virtual firewall that controls which network traffic is allowed or denied to Azure resources. It can filter both inbound and outbound traffic based on rules you define.
- Application Security Group (ASG) maintenance

- An Application Security Group (ASG) is an Azure networking feature that lets you logically group virtual machines and other network interfaces by application role and then use those groups in Network Security Group (NSG) rules. Instead of creating firewall rules based on IP addresses, you create rules based on application groups.
- Microsoft Defender for Cloud threat detection integration (when applicable)
- Azure Firewall policy updates (when applicable)
- Zero Trust configuration and maintenance of approved segmentation controls within scoped Azure resources.
- Multi-Factor Authentication (MFA) and conditional access via Microsoft Entra ID are required.
 - MFA may be purchased from Dynamic Quest or the Customer may provide an MFA solution. MFA is not included in the Azure Cloud Service.
 - Dynamic Quest will set up conditional access via Microsoft Entra ID as part of the Azure Cloud Services management responsibilities. Dynamic Quest will execute industry best practices with regards to conditional access.

Configuration & Change Management which includes:

- Subnet and address space modifications
- VNet peering management
- User Defined Routes (UDR) updates
 - UDR customizes the routing of network traffic within your Azure virtual network
- DNS configuration changes (Dynamic Quest must have access to the Customer's DNS)
- Private Endpoint and Private Link support (when applicable)

Connectivity Management which includes:

- Azure VPN Gateway monitoring and troubleshooting
- ExpressRoute coordination (when applicable)
- Hybrid connectivity health checks
- Routing conflict and asymmetric routing resolution

Governance & Compliance which includes:

- Monthly configuration drift analysis
- Azure Policy Compliance Reporting
- Documentation updates
- Security baseline validation
- Compliance certification, audit representation, or legal/regulatory compliance ownership are not included with this service and must be separately scoped.

Incident Response & Troubleshooting which includes:

- Break/fix support
- Microsoft support escalation when determined by Dynamic Quest

Optimization & Lifecycle Management which includes:

- Entire lifecycle: Engage, Design, Build, Validate, Cutover and Operate.
- Subnet utilization reviews
- Cost optimization for gateways and firewall services (when applicable)
- Peering topology reviews

- Architecture improvement recommendations

Client-facing visibility and reporting through Dynamic Quest's portal called The Hub.

Technical management of the Azure Cloud Services Consumption Fee:

- Any Azure Consumption Fee increase greater than 5% triggers a Dynamic Quest review of usage and the Azure Cloud Services environment setup. Based on the review, Dynamic Quest may provide recommendations intended to help minimize the price the Customer is paying.
 - This does not apply to Microsoft price increases.
- Any work required to implement recommended adjustments or changes will be invoiced as an additional charge to the Customer.
- Dynamic Quest endeavors to provide Customer guidance for price optimization. Dynamic Quest cannot guarantee a price reduction or the amount of any price reduction. Azure Cloud Services pricing is calculated by Microsoft based on multiple factors outside Dynamic Quest's control.
 - Please see the Pricing section below for more details.

This Service Description explains the Azure Cloud Service to be provided by Dynamic Quest. Dynamic Quest may update this Service Description at any time for accuracy or service alignment. Customer should contact its sales representative or review Dynamic Quest's online service description site for the latest version.

https://info.dynamicquest.com/service_description

Service Set-up

Dynamic Quest will configure Azure Cloud Services using the following steps:

1. **Engage:** Discovery and scoping activities, including kickoff meetings, discovery interviews, application inventory, current-state assessments, and project scheduling.
2. **Design:** Architecture and planning work covering compute sizing, storage/FSLogix design, network design, identity/security, domain controllers, monitoring, and cost projections. All designs require Customer approval before work begins.
3. **Build:** The core Azure Cloud Services deployment phase includes infrastructure deployment, domain controller setup, identity configuration, backup policies, and monitoring setup.
4. **Applications:** This step runs with Build and covers supporting application infrastructure based on a tiered complexity model.

5. **Validate:** Pilot testing and go-live activities including pilot user selection, daily reviews, issue resolution, acceptance testing, and phased cutover in waves.

The Service set-up does not include:

- 1) Site Surveys; and,
- 2) Migration efforts from another service to this service; and,
- 3) Removing, organizing or arranging files on an endpoint; and,
- 4) Removal or disposing of equipment not owned by Dynamic Quest.

Pricing

The price provided on the Dynamic Quest quote is an estimate. Azure Cloud Services is a usage-based service calculated monthly based on the factors below. Pricing may increase or decrease each month, and Dynamic Quest does not guarantee price stability. Microsoft alone calculates the Azure Consumption Fee.

Required Microsoft licenses are not included in the Azure Cloud Services pricing and must be purchased separately.

The Azure Consumption Fee begins when the build stage begins. The Customer may see Azure Consumption Fee charges on its invoice before Azure Cloud Services is available for Customer use.

Azure Cloud Services pricing is in addition to the AVD pricing.

Azure Cloud Services Pricing

The following items impact the monthly Azure Cloud Services pricing:

- **Compute (processing power)**
 - Includes: Virtual Machines, containers and/or serverless.
 - Calculation is based on: Charged per second/minute/hour depending on the service.
- **Storage (data)**
 - Calculation is based on:
 - Amount stored (GB/month), Access tier (hot, cool, archive) and Operations (reads/writes).
- **Networking (data transfer)**
 - Calculation is based on:
 - Outbound data transfer (egress), Load balancing, VPN, etc.
- **Platform & Services**
 - Includes: Databases, AI, analytics and security services.
 - Calculation is priced per:
 - Transactions, Requests and Processing units.

- **Other factors** that influence the price:
 - **Region (Location)**
 - Pricing varies by Azure region due to Infrastructure costs, demand and availability.
 - **Resource Size / Tier**
 - Larger VM sizes, faster disks, premium tiers will result in higher pricing.
 - **Usage Duration**
 - How long resources are running (e.g., VM uptime)
 - **Consumption Volume**
 - More users, transactions, or data will result in higher pricing.
 - **Configuration Choices**
 - Storage redundancy, performance tier and autoscaling settings.

The Azure Consumption Fee is invoiced in arrears. For example, charges invoiced in April reflect Azure consumption incurred in March. The Azure Cloud Services Management Fee is calculated using the Azure Consumption Fee and is also invoiced in arrears.

Azure Cloud Services Management Fee

A portion of the Azure Management Fee is calculated as 25% of the Azure Consumption Fee for the first full month the Azure Cloud Service is available for Customer use. This portion is the “Calculated Portion of the Management Fee (CPMF)”. The CPMF equals the Azure Consumption Fee for the applicable month multiplied by 0.25 and is added to the base fee. The CPMF + base fee = Azure Management Fee.

For purposes of the CPMF calculation:

- A full month of the Azure Consumption Fee is either 30 or 31 days (or 28 or 29 days for February), depending on the month; and,
- The CPMF is calculated using the first full month of the Azure Consumption Fee; and,
- The CPMF will not be recalculated unless the Azure Consumption Fee increases or decreases by 50% compared to the consumption value used for the most recent CPMF calculation.
 - CPMF re-calculation rules:
 - Each party may request that the CPMF be recalculated once per calendar year. Recalculation is not automatic and must be requested. Dynamic Quest will perform the recalculation.
 - There must be a 90 calendar day gap between recalculations. The 90 calendar days begin on the date the invoice with the recalculated CPMF is reflected in the Azure Management Fee.

- For example, if a recalculation is requested in February and the recalculated Azure Management Fee appears on the March 1 invoice, a new recalculation cannot be requested or performed until May 30.
- The recalculated CPMF is not retroactive and will be used only going forward.
- The CPMF will be recalculated using the same formula above or a more current published formula.
- The recalculation formula will be applied consistently for all recalculations.
- The Azure Consumption Fee amount used for the recalculation is the amount shown on the most recent invoice sent to the Customer.

The recalculated CPMF will be used until the end of the term or until another recalculation is requested and approved under the conditions above.

Azure Cloud Services Billing Elements

- **Azure Onboarding Fee** – A non-recurring charge for building Azure Hosting environment and onboarding the Customer.
- **Azure Consumption Fee** – The monthly recurring fee based on the usage fee as calculated by Microsoft.
 - This fee is invoiced in arrears.
- **Azure Management Fee** – The monthly management fee calculated using:
 - A base fee for monitoring licenses; plus,
 - The CPMF.

Service Limitations

In addition to other limitations and conditions set forth in this Service Description, the following service and support limitations are expressed:

- Azure Cloud Services is a cloud service provided by Microsoft. Dynamic Quest is an official reseller for Microsoft Azure services. Microsoft controls what is allowed, how features work, how pricing is implemented, and how Azure may change during the contract term. Dynamic Quest will pass through Microsoft changes to the Customer.
- Dynamic Quest requires the use of a fully implemented Microsoft local Active Directory and Entra ID Sync, which facilitates and streamlines management, oversight, security, and project implementations. If a reactive support solution requires substantial time to implement due to the absence of a fully implemented Microsoft local or Azure Active Directory structure, Dynamic Quest, at its sole discretion, may bill the extra time as hourly out of scope in accordance with Addendum E (*use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description*).

- Responsibility for workstation, server and network equipment software version upgrades are described in Addendum B (*use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description*).
- Any audit support provided by Dynamic Quest will be in accordance with Addendum F (*use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description*).
- Customer hardware and systems must meet current hardware and software standards for the Customer's operating environment. They must be warrantable, serviceable, and able to support the Customer's current business operating environment.
- Customer understands that no monitoring service, software product, or training program can fully protect them from digital theft. DYNAMIC QUEST HAS NO OTHER EXPRESS OR IMPLIED GUARANTEES, WARRANTIES, OR CONDITIONS beyond those provided by the Agreement.

Customer Responsibilities

- 1) Customer grants permission for Dynamic Quest to have secure remote access into Customer's network for management, reporting, alerting, and support functionality.
- 2) Customer will promptly notify Dynamic Quest of any event or incident that could affect the services defined in this Addendum or require supplemental service. Dynamic Quest may respond by phone, email, remote access, or another agreed method.
- 3) Customer will inform Dynamic Quest of any modification, installation, or service performed on the Network by anyone not employed by Dynamic Quest.
- 4) Customer grants Dynamic Quest permission to become the Cloud Solution Provider (CSP) for Microsoft Office 365 licenses, Microsoft 365 licenses, and any instances of Azure Hosting. Dynamic Quest will provide management, troubleshooting for applicable issues, and Tier One helpdesk support. Microsoft-assigned CSP status allows Dynamic Quest to support Customers more quickly and proactively.
- 5) Where Dynamic Quest provides on-site equipment, all Dynamic Quest-owned equipment:
 - a) The Customer is responsible for providing space for the equipment that meets the following criteria:
 - i) Kept inside a climate-controlled, dry area that is protected from the weather. The climate-controlled area must maintain a temperature between 50 degrees Fahrenheit and 80 degrees Fahrenheit; and,
 - ii) The climate-controlled area must be kept at a humidity between 50% - 80% and provides air flow; and,
 - iii) The area cannot be under construction or have excessive dust.

- b) Customer is responsible to provide power for the equipment. The power must be in compliance with local electrical regulations. The Customer is responsible for knowing the electrical regulations pertaining to their location; and,
 - c) Customer will provide power conditioning and battery backup for the Appliances; and,
 - d) Customer will provide two (2) gigabit network drops and two (2) internal static IP addresses for each piece of Dynamic Quest provided equipment; and,
 - e) Equipment must be kept in a location that is secure so that only authorized personnel can access the equipment.
 - f) Equipment must be installed in a telecom rack and the rack must be properly installed.
- 6) The Customer is responsible for 3rd party fees for products, software, services, and subscriptions not expressly provided by Dynamic Quest.
- 7) The Customer is responsible for providing adequate and reliable Internet connectivity including appropriate bandwidth.
 - a) All network connections from the Internet Provider (ISP) to the endpoint are minimum 1GB handoffs.
 - b) The Customer is responsible for the wiring within the building.
 - i) The wiring type will impact the internet speed for any equipment connected to the wiring.
 - ii) If the Customer selects high speed internet, it is recommended the Customer confirm the internet speed supported by the wiring type.
 - iii) Installing new wiring may be required in order to obtain higher internet speed.
- 8) Cost of consumables, replacement parts, hardware, software, network upgrades, and associated services owned by the Customer.
- 9) Manufacturer warranty parts and labor/services of equipment owned by the Customer.
- 10) Legal use rights to monitor digital credentials.
- 11) For failed server restoration: Customer must have a vendor supported network-based backup solution that produces Full Bare-Metal Recovery Backups (“Proper Backups”).
 - a) In the absence of Proper Backups, Dynamic Quest, will attempt to restore on a best effort basis and at its sole discretion, may bill the recovery time for failed servers as hourly out of scope in accordance with Addendum E *(use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description)*.
- 12) Customer infrastructure equipment, including switches, Wi-Fi, firewalls, and similar equipment, must be business-class equipment and not residential-use equipment. The equipment must also be a Dynamic Quest-supported brand and model as described in Addendum A *(use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description)*.