

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 Virtual Desktop (AVD) is a cloud-based desktop and application virtualization service that runs on Azure and delivers full Windows desktops or individual apps to users. It enables users to securely access their desktop environment from virtually any equipment or location while IT centrally manages infrastructure, security, and applications in the cloud.

Dynamic Quest must manage the Customer’s Azure instance to provide and manage AVD for the Customer.

Azure Virtual Desktop (AVD)

AVD is a service that runs on Azure.

- **Full Desktop and App Virtualization**
Delivers complete Windows desktops (Windows 10/11 or Windows Server) or individual applications (RemoteApp) to users from the Azure cloud.
- **Access from Anywhere on Any Equipment**
Users can securely access their desktops and apps from virtually any equipment (PC, Mac, tablet, browser) over the internet.
- **Multi-Session Capability for Cost Efficiency**
Supports Windows multi-session, allowing multiple users to share a single virtual machine to reduce infrastructure costs.
- **Scalable and Elastic Infrastructure**
Enables autoscaling to increase or decrease capacity based on demand, helping optimize performance and cost.

The Network

The Customer is responsible for ensuring sufficient bandwidth and network quality to support AVD 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 on AVD by the Customer user.

Customer must have a managed firewall in every standard AVD build managed by Dynamic Quest.

Evaluating and upgrading the Customer's physical network for an optimal AVD 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

AVD is provisioned and managed by Dynamic Quest. Dynamic Quest will not “assume” or “take over” an existing AVD instance. AVD 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. It is important the Customer provide accurate:

- Number of AVD users; and,
- List of applications; and,
- Types of documents that will be saved on AVD; and,
- If there are compliance standards the Customer must comply with; and,
- How many Host Pools / Images are required; and,
- Disaster Recovery requirements; and,
- Other detailed technical data, as required.

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:

- **Proving Ground staging pool for each Production Host Pool is mandatory** — All new images go through UAT before production.
 - Related usage charges will be invoiced to the Customer.
- **FSLogix profile size limit is 50 GB per user** (51200 MB registry setting).
- **Azure Backup uses a two-policy model:** Long-term data retention (31 dailies, 13 monthlies, 1 annual) and short-term infrastructure retention (14 dailies).
- **Disk configuration:** P15 256 GB Premium SSD for OS, ephemeral disk for Page File.
- **AVD host issue resolution:** Drain → Disconnect → Delete → Redeploy (no in-place repair).

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

- **ASR (Azure Site Recovery)** is optional but recommended.
 - Replicates Gold Image, both DCs, app/SQL/utility servers, and up to 3 AVD hosts. Initial failover test required within 60 days.
 - Azure Site Recovery is a separate service from Azure Backup.

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

Host pools / images: Included in the standard offer are:

- Host Pools: a maximum of eight (8) total host pools.
 - Defined as four production pools and four proving ground staging pools; and,
- Four (4) unique images in totality (not per pool).

- Additional host pools and images are available for an extra charge.
- Definitions:
 - A Host Pool is a collection of Azure virtual machines (called session hosts) that deliver virtual desktops and applications to users. Host Pools can be created for different groups on the Customer's team. For example, off-shore workforce, new acquisition, interns or executives.
 - An image is a master template used to create the session host virtual machines that users connect to. Think of it as the standardized desktop blueprint for your AVD environment.

If the Customer requires more than eight (8) total host pools and four (4) unique images, then the total number of host pools and images must be captured in the scoping details.

Management of AVD: What Dynamic Quest Provides

Dynamic Quest has the knowledge and skill to properly manage an AVD instance. Management by Dynamic Quest includes image updates via a proving ground, advisory price and consumption reviews (changes are implemented when a proper scope and price for the changes are approved), threshold-based alerting, incident response, and reporting. Included are:

Feature Name	Feature Function	Feature Benefit
User Support	Provide Customer users help resolve day-to-day Azure Virtual Desktop issues.	Users provided with a defined support path, reduces productivity loss, and helps maintain a consistent AVD experience.
Monthly Technical Review and Analysis	Full technical review and assessment identifying improvements	Consistent detailed management of resources, performance, and environment change.
Monthly Image Lifecycle Update	Dynamic Quest reviews and applies Windows, FSLogix, security agent, line-of-business application, and related updates to the golden image.	Helps keep the AVD environment secure, stable and current.
FinOps Monthly Cost Review	The Azure Consumption fee data is reviewed, compared to the prior month and the build baseline. Variances greater than 10% are investigated. Customers are provided recommendations.	Dynamic Quest reviews Azure Consumption trends and provides recommendations to identify cost drivers, variance, and potential optimization opportunities. Cost savings are not guaranteed.
Monitoring and Alerts	24/7/365 monitoring across: • session host performance; and, • storage performance; and, • user experience; and, • FSLogix health; and, • Security; and, • Azure service health.	Provides early warning of capacity pressure, storage latency, profile issues, user experience degradation, authentication anomalies, and platform-related service issues.
Incident Management	Consistent classification of incidents resulting in efficient response by Dynamic Quest.	A consistent response model for outages, degradation, and lower-priority issues is maintained for efficiency.
Application Updates and Change Requests	Applications are assigned to one of 3 classes. Applications go through a monthly golden image lifecycle and are kept up to date, as well as seasonal frequent application changes. *Details on Applications is below	Reduces production risk, improves application performance within AVD, and provides Customers with a controlled path for application changes.

Quarterly Operational Review	Structured checkpoint covering environment health, Customer alignment, capacity planning, cost governance, standards compliance, and incident trends.	Helps maintain operational alignment, supports proactive planning, and gives a recurring view of AVD environment health.
Annual Standards Compliance Review	Deeper governance review to identify drift and confirm the environment remains aligned to current AVD operating standards.	Reduce configuration drift and confirms the environment remains aligned with evolving Azure, security, and operational standards.
On-Line Portal	Customer-facing visibility and reporting on Microsoft available elements through Dynamic Quest's portal called The Hub.	Provides Customers with instant operational information.

- *Some work recommended by Dynamic Quest to the Customer may be outside the scope of management. If outside the scope of management, Dynamic Quest will provide details to the Customer and the Customer can elect to fund the work.*

Application Management

Dynamic Quest provides support for approved, classified and invoiced applications under the AVD Application Management model. Applications that are not invoiced are not supported by Dynamic Quest.

Dynamic Quest will provide support for deployment, update, and image lifecycle activities. If the application is not operating properly after the update or upgrade, Dynamic Quest will work with the application vendor to troubleshoot the issue. Dynamic Quest will not provide application support for vendor defects, custom development, database remediation, major upgrades, business workflow support and Vendor-owned issues.

Dynamic Quest must communicate with the Application vendor to get updates and to troubleshoot issues due to updates or software changes. The Customer must give Dynamic Quest access to the application vendor portal or set-up Dynamic Quest as an authorized party to call into the vendor.

Dynamic Quest does not provide support regarding the set-up or use of the application. The Customer must go directly to the application vendor for set-up or use support.

It is important the Customer communicate all applications it needs Dynamic Quest to support so Dynamic Quest records are properly updated. Dynamic Quest is not responsible for applications that have not been communicated by the Customer and are not invoiced by Dynamic Quest.

Dynamic Quest categorizes AVD applications into 3 classes. Each class represents the amount of effort required to maintain the application. Dynamic Quest maintains a list of applications under each class. The support provided by Dynamic Quest for each class is:

- **Class A** - Advanced application. Host + SQL + App Server. Includes custom scripts. Management includes:
 - Performance optimization and tuning
 - Application usage analytics
 - DevOps pipeline integration
 - Zero-downtime deployment strategies
- **Class B** - moderately complex applications. Host + App Server. Management includes:
 - FSLogix profile troubleshooting
 - Azure Monitor and Log Analytics integration
 - Monthly application lifecycle reviews
- **Class C** - simple applications. Host Only. Management includes:
 - Basic updates and patching
 - Deployment to AVD host pools
 - Break/fix support during business hours

The following apply to applications in all classes:

- Each application or sub-application is only in one class.
- Each class is invoiced at a different price.
- Application complexity is class-driven, not user-count-driven.
- Dynamic Quest determines which class an application is in.
- If an application changes significantly during the term of the contract, as determined by Dynamic Quest, the application class may be adjusted up or down.
 - If an application is moved to a new class, the application will be invoiced at the new class price.
- Customers may add or remove applications at any time during the term of the contract.

This service description explains the service to be provided by Dynamic Quest. This service description 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

Service Set-up

A new or existing Azure instance must be available for the AVD set-up. Dynamic Quest will configure AVD using the following steps:

1. **Engage:** Discovery and scoping activities including kickoff meetings, discovery interviews, application inventory, current-state assessments, and project scheduling. This phase establishes the foundation for the project.
2. **Design:** Architecture and planning work covering compute sizing, storage/FSLogix design, network design, identity/security, domain controllers, monitoring, golden image planning, and cost projections. All designs require client approval before proceeding.
3. **Build:** The core AVD deployment phase includes infrastructure deployment, domain controller setup, identity configuration, golden image creation, host pool deployment, FSLogix configuration, backup policies, and monitoring/alerting setup.
4. **Applications:** This step runs concurrently with Build; 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

Required Microsoft licenses are not included in the AVD pricing and must be purchased separately.

AVD pricing is in addition to the Azure pricing.

AVD Billing Elements

- **Azure Virtual Desktop (AVD) Onboarding Fee** – A non-recurring charge for building the Azure Virtual Desktop environment and onboarding the Customer.
- **Azure Virtual Desktop (AVD) Class A & Class B Application Deployment Fee** – A non-recurring fee for setting up applications in the Azure instance.
 - There is no non-recurring fee for setting up a Class C Application.

- **Azure Virtual Desktop (AVD) Management** – A monthly recurring fee based on the total number of users for the month. The total amount will increase or decrease as the Customer's AVD users increase or decrease.
- **Azure Virtual Desktop (AVD) Additional Host Pools / Images** – A monthly recurring fee based on the extra host pools / images managed by Dynamic Quest. Dynamic Quest will manage:
 - Up to total of eight (8) host pools (4 production pools and 4 proving ground staging pools) and
 - Up to a total of four (4) unique images.
 - Customer will be invoiced for any additional host pools or additional unique images.
- **AVD Application Management – Class A** – A monthly recurring fee calculated by multiplying the total number of Class A applications by a standard monthly fee.
 - The total amount will increase or decrease if the total number of applications in the class increases or decreases.
- **AVD Application Management – Class B** – A monthly recurring fee calculated by multiplying the total number of Class B applications by a standard monthly fee.
 - The total amount will increase or decrease if the total number of applications in the class increases or decreases.
- **AVD Application Management – Class C** – A monthly recurring fee calculated by multiplying the total number of Class C applications by a standard monthly fee.
 - The total amount will increase or decrease if the total number of applications in the class increases or decreases.

Service Limitations

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

- AVD is a cloud service provided by Microsoft. Dynamic Quest is an official reseller for Microsoft AVD services. Microsoft controls the service availability, feature behavior, metering, consumption calculations and billing rules and product changes. Microsoft will change pricing 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 be current in hardware and software standards to support the Customer's existing operating environment. This requires: warrantable, serviceable and able to support and perform 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) Dynamic Quest must be granted the administrative access, permissions, and management authority required to build, monitor, support, and operate the Customer's AVD environment in Azure.
- 3) Customer to establish Dynamic Quest with their application vendor to enable Dynamic Quest to communicate and interact with the application vendor.
- 4) Customer will promptly notify Dynamic Quest of any events/incidents that could impact the services defined within this Addendum and/or any supplemental service needs, and for Dynamic Quest to respond in a timely manner via phone, email, and/or remote access.
- 5) Customer agrees that it will inform Dynamic Quest of any modification, installation, or service performed on the Network by individuals not employed by Dynamic Quest to assist Dynamic Quest in providing an efficient and effective Network support response.
- 6) 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.
- 7) 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.
- 8) The Customer is responsible for 3rd party fees for products, software, services, and subscriptions not expressly provided by Dynamic Quest.
- 9) 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.
- 10) Cost of consumables, replacement parts, hardware, software, network upgrades, and associated services owned by the Customer.
- 11) Manufacturer warranty parts and labor/services of equipment owned by the Customer.
- 12) Legal use rights to monitor digital credentials.
- 13) 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*).
- 14) Customer infrastructure equipment (including switches, Wi-Fi, firewalls, and other similar equipment) must be considered business class equipment and not residential-use equipment AND be a Dynamic Quest supported brand and model in Addendum A (*use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description*).