

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

Co-Location Service is a solution designed to provide secure, scalable, and reliable infrastructure for Customer equipment on which to host their critical applications and data. This service integrates internet access, power, cooling systems, and security, ensuring that Customers have a robust environment for equipment running their business operations.

- 1) **Secure Data Center Facilities:** Customer servers and IT equipment are housed in a physically secure and monitored environment, providing protection from unauthorized access.
 - a. The building and data center doors are locked and secured with a biometric two-factor authentication access system.
 - b. All data center cabinets are individually locked to enhance equipment security.
 - c. Security cameras are strategically placed throughout the building and data center to provide continuous monitoring and oversight.
 - d. The facility is equipped with a gas-based fire suppression system, designed to extinguish fires while minimizing damage quickly and effectively to Customer equipment.
- 2) **Redundant Power Supply:** The data center is equipped with dual power sources, supported by Uninterruptible Power Supplies (UPS) and backup generators. This ensures high availability operations, even in the event of a primary power failure.
 - a. Two independent electrical busways, each connected to its own UPS and dedicated generator, with backup fueled by natural gas.
 - b. Primary power provided by Duke Energy (electric), secondary (failover) provided by Piedmont Natural Gas (gas).
 - c. All equipment in the Data Center is routed through the UPSes to the generators for backup power.
 - d. Automatic failover to secondary power system upon primary power source failure.

- 3) **Redundant Internet Connectivity:** Redundant fiber internet connections are available, ensuring high availability network connectivity and reducing the risk of downtime due to internet outages.
 - a. Fiber provided by Lumen and Segra.
 - b. Provider circuits enter the building through separate, independent pathways.
- 4) **Bandwidth Options:** Dynamic Quest offers 10 Mbps to 1 Gbps internet connectivity
Scalable Rack Space: Customers can scale their infrastructure by choosing from various rack configurations, accommodating their evolving needs for server space.
 - a. Reference Rack leasing options in the Pricing section below.
 - b. Dedicated rack service requires the lease of a full rack.
 - c. Locked full racks accessible exclusively by Dynamic Quest staff.
 - d. All racks provided by Dynamic Quest.
 - e. Dual PDU setup for redundant power
 - i. 8AB outlets for 1/3 rack, 12AB outlets for 2/3 rack, 24AB outlets for full rack
- 5) **Environmental Controls:** The data center maintains optimal temperature and humidity conditions for equipment, ensuring reliability and performance.
- 6) **24/7 Monitoring and Support:** The data center is continuously monitored, with local staff available around the clock to address any issues that may arise.
 - a. Cooling, humidity, network, and internet access are continuously monitored by automated systems 24/7.
- 7) **SOC 2 Type II Certified:** The data center is certified to meet the rigorous standards of SOC 2 Type II compliance.
- 8) **Access:** Customers have 24/7/365 access to the Data Center. To arrange access, Customers must submit a ticket for emergency or non-emergency visits.
 - a. For emergency visits, Dynamic Quest requests four (4) hour notice.
 - b. For non-emergency visits, twenty-four (24) hour notice is required.
- 9) **Optional Services Include:**
 - a. Network Redundancy Options: Customers can choose multiple network providers or private connections to enhance resilience and optimize network performance.
 - i. Customers may purchase internet connectivity directly from a provider or from Dynamic Quest.
 1. Customers who purchase internet connectivity directly from a provider are responsible for managing and paying for the connectivity.
 - a. Dynamic Quest is not responsible for the internet connectivity, troubleshooting the connectivity, paying for the connectivity or supporting the Customer on any activities related to the connectivity.

- b. Peering and Cross-Connection Services: The data center provides Customers with the ability to establish direct connections with other carriers, networks, or third-party providers.
 - i. For cross connects to the ISP, Dynamic Quest will work with the ISP Tech to establish the appropriate cross connect.
 - ii. For all other cross connects, Dynamic Quest will install the cross connect for the customer.
 - iii. All cross connects are priced individually.
- 10) **Other Service Options:** Dynamic Quests' full line of services are available in the Co-Location facility including managed firewall, managed switch, back-up services and monitoring services.

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

Service Set-up

- 1) **The Customer is responsible for:**
- a. Selecting the required rack configuration from the available options; and,
 - b. Provide power requirements for their equipment to ensure appropriate allocation within the data center infrastructure; and,
 - c. Specify their network requirements, including:
 - i. Desired bandwidth package from the standard options; and/or,
 - 1. Bandwidth package options are:
 - a. 10 Mbps
 - b. 25 Mbps
 - c. 50 Mbps
 - d. 100 Mbps
 - e. 200 Mbps
 - f. 300 Mbps
 - g. 500 Mbps
 - h. 750 Mbps
 - i. 1 Gbps
 - ii. Any optional network redundancy, cross-connections, or private connections.
 - d. Arrange for the delivery and physical installation of the equipment within the prepared rack space; and,

- e. Provide Dynamic Quest with a list of authorized personnel who will require access to their co-located equipment.
- 2) **Dynamic Quest will:**
- a. Prepare the allocated rack space:
 - i. Configure the rack space based on the Customer's specifications; and,\
 - ii. Ensure redundant power connections (via PDU, UPS and generator backup systems) are available; and,
 - iii. Establish network connectivity (if purchased from Dynamic Quest); and,
 1. Configure bandwidth and internet connections based on the Customer's selected package;
 - iv. Test and verify network connectivity from the internet to the Customer's edge device; and,
 - v. Setting up optional peering or cross-connections as requested.
 - vi. Escort customer personnel while on site; and,
 1. Dynamic Quest Staff will escort Customer staff throughout the installation process.
- 3) The Service set-up does not include:
- a. Site Surveys; and,
 - b. Migration efforts from another service to this service; and,
 - c. Removing, organizing or arranging files on an endpoint; and,
 - d. Removal or disposing of equipment not owned by Dynamic Quest.

Pricing

Services will be invoiced one (1) month in advance of services provided.

The following billing elements are used to invoice for this service:

- Co-Location Setup and Configuration – A Non-Recurring charge for initial set-up of the space.
- Colocation-DQ 1/3 Rack – A monthly recurring charge for rack space.
- Colocation-DQ 2/3 Rack – A monthly recurring charge for rack space.
- Colocation-DQ Full Rack – A monthly recurring charge for rack space.
- Colocation-DQ Power-110V 20/16 AMP – A monthly recurring charge for power.
- Colocation-DQ Power 220V 30/24 AMP – A monthly recurring charge for power.
- Colocation-DQ Redundant Power 110V – A monthly recurring charge for power.
- Colocation-DQ Redundant Power 220V – A monthly recurring charge for power.
- Colocation-DQ Bandwidth-per Mbps – A monthly recurring charge for internet connectivity.
- Colocation-DQ Firewall-Dedicated – A monthly recurring charge for a dedicated or shared firewall provided by Dynamic Quest.

Service Limitations

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

- 1) The Co-Location service does not include:
 - a. Custom Security Devices are not permitted.
 - i. Installation or management of Customer-specific physical security devices, such as additional locks or surveillance equipment.
 - b. Environmental Customization is not permitted.
 - i. Adjustments to temperature, humidity, or other environmental settings beyond the standard data center configuration.
 - c. Power caps and outlet customization is not permitted.
 - i. Dynamic Quest provides:
 1. 20 amps @ 120v for third and half racks, 40 amps @ 120v for full racks; and,
 2. 16 (8 x 2) outlets for 1/3 rack, 24 (12 x 2) outlets for 1/2 rack, 48 (24 x 2) outlets for full rack setups.
 - d. Dynamic Quest does not perform hardware configuration for cross-connections or peering.
 - i. Support is limited to providing the physical connections between racks in the Co-Location space.
 - e. Dynamic Quest does not provide software or licensing
 - f. Dynamic Quest does not perform the physical installation, mounting, or wiring of the Customer's hardware within the allocated rack or cabinet space.
- 2) Dynamic Quest expects the use of a fully implemented Microsoft local Active Directory or Azure AD structure, 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*).
- 3) 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*).
- 4) 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*).
- 5) 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.

- 6) 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) Physical installation of the Customer equipment.
- 2) All hardware maintenance or repairs on the Customer equipment.
- 3) Configuring the Customer equipment.
- 4) Updating or managing software, operating systems or applications on the Customer equipment.
- 5) Providing all required hardware, software, cable and peripherals.
- 6) Customer grants permission for Dynamic Quest to have secure remote access into Customer's network for management, reporting, alerting, and support functionality.
- 7) 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.
- 8) 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.
- 9) Customer grants permission for Dynamic Quest to become the CSP (Customer Service Provider) for Microsoft Office 365 licenses, Microsoft 365 licenses, and any instances of Azure Hosting. Dynamic Quest will provide for the management and troubleshooting of any issues as well as Tier One helpdesk. Being the Microsoft assigned CSP allows Dynamic Quest to provide the quickest and most proactive levels of support for our Customers.
- 10) All Dynamic Quest owned equipment:
 - a) The Customer is responsible for providing space for the equipment that meets the following criteria:
 - b) 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,
 - c) The climate-controlled area must be kept at a humidity between 50% - 80% and provides air flow; and,
 - d) The area cannot be under construction or have excessive dust.
 - e) 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,
 - f) Customer will provide power conditioning and battery backup for the Appliances; and,

- g) Customer will provide two (2) gigabit network drops and two (2) internal static IP addresses for each piece of Dynamic Quest provided equipment; and,
 - h) Equipment must be kept in a location that is secure so that only authorized personnel can access the equipment.
 - i) Equipment must be installed in a telecom rack and the rack must be properly installed.
- 11) The Customer is responsible for 3rd party fees for products, software, services, and subscriptions not expressly provided by Dynamic Quest.
- 12) 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.
- 13) Cost of consumables, replacement parts, hardware, software, network upgrades, and associated services owned by the Customer.
- 14) Manufacturer warranty parts and labor/services of equipment owned by the Customer.
- 15) Legal use rights to monitor digital credentials.
- 16) 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)*.
- 17) 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 support 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)*.