

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

Customer Access DQ Tools provides Customers access to specific Dynamic Quest tools.

- 1) Screen Connect – Software that allows the user to remotely access a piece of equipment quickly and securely for faster resolution of issues.
- 2) Datto RMM – A tool used by Dynamic Quest to monitor and manage endpoints on the Customer network.
- 3) IT Glue – An IT documentation software where the most current network information is stored to ensure quick and accurate network actions.
- 4) Auvik – A network monitoring tool that provides the current health of a network.

This agreement does not include The Hub, a Customer facing tool provided by Dynamic Quest.

Customers access is limited to tools that only display the Customer’s data. Dynamic Quest cannot provide Customer access to tools that enable a Customer to view other customers data.

Read access is the most common privilege provided to Customers on Dynamic Quest tools. If a Customer requires read and write access, then the Customer and Dynamic Quest must enter into a agreement regarding operational processes and responsibilities for each party.

Dynamic Quest has the right to limit access to Dynamic Quest tools or to refuse a Customer read or read / write access to any Dynamic Quest tool.

Dynamic Quest will decide what security measures are required to be followed by the Customer employees to gain access to the tools. Failure by the Customer employee to follow the security measures will result in the Customer employee losing access to the Dynamic Quest tools.

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

- 1) The Customer must provide a list of employees requiring access to the Dynamic Quest tools.
 - a) The Customer employees may be required to sign agreements regarding their use of the tools.
 - b) Any Customer employee refusing to sign the agreement will not be provided access to the tool.
- 2) Dynamic Quest will set-up a profile for the Customer employee in the tools.
 - a) The Customer Employee may need to set up a password, use multi-factor authentication (MFA) or use other security measures to gain access to the tools, as determined by Dynamic Quest.
- 3) Training on the use of the tool is not provided by Dynamic Quest.
 - a) Videos and documents available on the tool manufacturer's website may be accessed by the Customer for training purposes.

Pricing

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

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

- Screen Connect License - A monthly recurring charge for this software license.
- Comanaged Access to Agents and Knowledge Base - A monthly recurring charge for access to Dynamic Quest tools, as agreed between the Customer and 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:

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).

Dynamic Quest will not customize the tools for a Customer.

Dynamic Quest will not purchase additional modules offered on the tool for use by a Customer.

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) Compatibility of Customer workstations or other equipment used to access the tool is the responsibility of the Customer.
- 2) Training on the use of the tool is the responsibility of the Customer.
- 3) Customer will promptly notify Dynamic Quest to remove access to the tools for any employee who no longer requires access or who no longer is employed by the Customer.
- 4) Any malicious or accidental act performed by the Customer employee using the Dynamic Quest tools is the sole responsibility of the Customer.
- 5) The Customer is required to immediately report any security breach to their network to Dynamic Quest.
 - a) Dynamic Quest reserves the right to suspend Customer access to the Dynamic Quest tools until the security breach is fully resolved.
- 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) 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.
- 9) The Customer is responsible for 3rd party fees for products, software, services, and subscriptions not expressly provided by Dynamic Quest.
- 10) 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.
- 11) Legal use rights to monitor digital credentials.