

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

Wi-Fi is an important part of the infrastructure of a network. Wi-Fi has a variety of features, based on the make and model of the switch procured.

Wi-Fi is for in-building Wi-Fi. Outdoor Wi-Fi (defined as equipment installed in areas without climate controls) is not available.:

Dynamic Quest Wi-Fi offer the following capabilities:

- 1) High-Performance Wi-Fi including support for the latest Wi-Fi standards such as Wi-Fi 6 and Wi-Fi 6E. This ensures fast and reliable wireless connectivity for a wide range of devices
- 2) Scalability: Wi-Fi solutions that can grow with your network needs. Expand your Wi-Fi access points (AP) as requirements expand.
- 3) Advanced Security Features such as WPA3 encryption and secure guest access. These features help protect your network from unauthorized access and cyber threats
- 4) Seamless Roaming capabilities, allowing devices to move between APs without losing connectivity.
- 5) PoE (Power over Ethernet) Support which simplifies the installation of APs by allowing the APs to receive power and data over a single Ethernet cable. POE can be provided either by and ethernet injector or by a POE switch.
- 6) Dynamic Quest will:
 - a) Install the equipment.
 - b) Repair or replace the equipment if the physical equipment stops functioning.
 - i) If the equipment stops functioning as a result of a Customer action, a fire, a flood or some other force majeure event, the Customer is responsible for repairing or replacing the equipment.
 - c) Changing the configuration on the equipment after installation is not included in this service.
 - d) Management of the equipment after installation is not included with this service.
 - i) A management service for the equipment requires a separate service to be ordered.

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

Dynamic Quest will install and configure the equipment at the Customer premises.

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.

AP installation does not include Ethernet wiring from the AP to a switch or similar device.

- The Ethernet wiring must be installed by the customer prior to installation of the AP by Dynamic Quest.
- If the wiring is not installed in the correct location, the Customer may either allow the AP to be installed in the incorrect location or the Customer may bring in a 3rd party to move the wiring.

Pricing

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

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

- DQ Hardware – Access Point – A monthly recurring charge for each Access Point being managed.

Service Limitations

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

Wi-Fi signal Strength:

- Is impacted by many different factors including, but not limited to,
 - Other Wi-Fi operating in the area; and,

- Other buildings; and,
 - Building construction and density of users.
- Dynamic Quest endeavors to install Wi-Fi AP's to maximize signal strength.
- After installation of the service, an area in the Customer location is lacking signal strength, Dynamic Quest can either move existing AP's or add new AP's as part of a separately funded project in accordance with Addendum E *(use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description)*.
- Any on-site testing prior to installation of the AP's will be handled as a separately funded project in accordance with Addendum E *(use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description)*.
- Heat mapping or any other on-site testing after installation of the AP's will be handled as a separately funded project 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 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)*.

Proper wiring within the building to connect the equipment to a switch or other device is outside the scope of this service.

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) 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.
- 3) 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.
- 4) 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.
- 5) 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.
- 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 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*).