

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

The Dynamic Quest Hardware: Workstation Service provides high-performance workstations bundled with comprehensive lifecycle management for a predictable monthly fee. A workstation is a business-class computer designed to support employees in performing professional, compute-intensive tasks. Workstations may be:

- Desktop workstations
 - Quoted with or without a monitor, keyboard, and mouse; or,
- Laptop/Portable workstations with built-in displays and keyboards
 - Quoted with or without a docking station a monitor, keyboard, and mouse.

A workstation does not include tablets, mobile devices, smartphones, scanners, printers, or any other peripheral equipment.

Dynamic Quest Hardware: Workstation Service offers the following capabilities:

- 1) Dynamic Quest provides workstations designed to meet each Customer’s technical requirements and budget considerations. Our standard workstation offering includes the following capabilities:
 - a) Optimized Performance and Configuration
 - i) Latest supported operating system
 - ii) High-performance central processing units (CPUs)
 - iii) Scalable, high-capacity random access memory (RAM)
 - iv) High-speed solid-state drive (SSD) storage
 - b) Warranty and Reliability
 - i) Manufacturer warranty or extended coverage aligned with the full term of the contract
 - c) Connectivity and User Experience
 - i) Integrated Wi-Fi options
 - ii) Touch and non-touch display configurations (where applicable)

- d) Optional Bundled Accessories
 - i) Monitor
 - ii) Keyboard
 - iii) Mouse
 - iv) Docking Station
- 2) Dynamic Quest will:
 - a) Procure the workstation.
 - b) Configure the workstation with:
 - i) Dynamic Quest tools; and,
 - ii) Pre-approved software covered under the managed contract; and,
 - (1) Customer responsible for purchasing the licensing for the software
 - iii) Restore data from a Dynamic Quest back-up or Microsoft One Drive.
 - c) Deliver the workstation to the Customer location.
 - i) A technician may be sent to the Customer location to physically set up the workstation and configure the workstation if specified in the quote from Dynamic Quest.
 - (1) The technician's work is limited to the workstation when the technician is at the Customer location.
 - ii) If a technician is not specified, Dynamic Quest will have the workstation delivered to the Customer. The Customer will be responsible for physically setting up the workstation.
- 3) Repair or replace the workstation if the physical equipment stops functioning.
 - a) Dynamic Quest will process the repair or replacement of the workstation via the warranty.
 - b) If the equipment stops functioning as a result of a Customer action, a fire, a flood or some other force majeure event, the Customer will:
 - i) Pay the remaining balance for the equipment that has stopped functioning; and,
 - ii) Continue to pay for the Hardware: Workstation service for the balance of the term.
 - iii) Dynamic Quest will provide a replacement workstation to the Customer that meets the same specification as the original equipment, or as close as possible.
 - c) If repair or replacement takes an extended amount of time, the Customer may request a temporary "Loaner" workstation from Dynamic Quest. The Loaner must be returned when the original workstation is returned to the Customer.
 - i) A loaner will not equal the technology of the original workstation.
 - (1) All Loaner workstations are provided for an extra fee. The term of the Loaner will be negotiated.
 - (a) Loaner is only a workstation. Other peripherals are not provided as part of the Loaner program. Other peripherals include, but not limited to, mouse, monitor, printer, scanner and external drives.
 - (2) The Customer assumes all liability for the Loaner when the Customer is in possession of the Loaner plus the Customer assumes liability for loss or damage during the return of the Loaner to Dynamic Quest.

- (3) If the Customer fails to return the Loaner within three (3) days of the end of the negotiated term, the Customer will be responsible to pay Dynamic Quest for the full price paid by Dynamic Quest to replace the Loaner with new equipment meeting up to date specifications.
- (4) Dynamic Quest cannot guarantee the availability of Loaner equipment.
- 4) The following activities are available but must be purchased separately:
 - a) Management, monitoring and support of the workstation.
- 5) At the end of the term:
 - a) Customers must provide written notice thirty (30) days prior to the end of the current term and return equipment at their own expense to Dynamic Quest.
 - i) If the workstation is not returned to a Dynamic Quest facility within forty (40) days of the end of the current contract term, then Dynamic Quest will invoice the Customer for the workstation based on the deprecated resale value of the equipment plus any applicable sales tax.
 - b) If written notice is not provided thirty (30) days prior to the end of the current term, the contract will automatically renew for one (1) year.
 - i) Dynamic Quest will purchase a 1 year warranty extension for the workstation.
 - c) When the equipment reaches seven (7) years old, Dynamic Quest will retire the equipment.
 - i) Dynamic Quest will provide a new workstation to the Customer if the Customer executes the appropriate contract.
- 6) This service description outlines the services provided by Dynamic Quest. Dynamic Quest reserves the right to modify this description at any time to ensure accuracy and completeness. For the most current version, please contact your sales representative or visit our online service description portal.

https://info.dynamicquest.com/service_description

Service Set-up

The Service set-up includes:

- 1) Adding the workstation to a Customer's domain; and,
- 2) Adding standard software to the workstation; and
- 3) Either Onsite or Remote Deployment to the Customer's location, and
- 4) Removal or disposing of Dynamic Quest Owned Equipment.

The Service set-up does not include, but can be purchased from Dynamic Quest:

- 1) Migrating data on another workstation that is not saved to the cloud.
- 2) Removal or disposing of Customer owned equipment.
- 3) Installation of non-standard software.

Invoicing

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

Invoicing begins when the equipment is delivered to the Customer location.

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

- Dynamic Quest Hardware – Workstation - A monthly recurring charge for each workstation.

Service Limitations

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

This service is only for the deployment of and use of Dynamic Quest Owned Equipment. Management is not included.

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 equipment is outside the scope of this service.

Responsibility for workstation, 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 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:
 - 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.
 - iv) 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,
 - v) Customer will provide power conditioning and battery backup for the Appliances; and,
- 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 workstation 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*).