

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 Managed Detection & Response (MDR) service provides monitoring of a Customer’s network. The MDR service is looking for signs that an unauthorized person or software has entered the Customer’s network. Once the unauthorized person or software is detected (a “Security Event”), MDR will respond to the Security Event.

- 1) MDR will use a variety of vectors to detect a Security Event. Automation is used to monitor and correlate all the detection vectors used by this service.
 - a) Security Event detection, collection, aggregation, correlation, and analysis will be performed on equipment and systems (collectively “Endpoints”) enrolled in the MDR service. Endpoints are defined as Customer-specified equipment and systems for which a pre-configured MDR template is available.
- 2) A Security Operations Center (SOC) is a dedicated team of security analysts who will evaluate security threats detected by the MDR technology.
- 3) If a Security Event is detected, the Security Event details and all detection vector data are forwarded to the SOC for review.
 - a) If the SOC determines the Security Event requires immediate attention, a trouble ticket is created and forwarded to a Security Team for immediate review.
 - b) If Reactive Remediation of the Security Event is required, Reactive Remediation will be provided in accordance to Schedule C.:
- 4) The MDR service is provisioned by:
 - a) Dynamic Quest applying a software agent to equipment on a Customer’s network. The MDR software agent can be applied to Server and Workstation Endpoints.
 - i) All Endpoints will have MDR software agent loaded onto the Endpoint by Dynamic Quest.
 - ii) The software agent is required for the implementation of this service. It is incumbent on the Customer to make Dynamic Quest aware of new Endpoints on their network so the new Endpoints are added to this service.

- b) Existing API's will allow the MDR service to connect to Office 365 Endpoints and Azure Endpoints.
- c) For firewalls:
 - i) Firewalls managed by Dynamic Quest: Dynamic Quest will add to the configuration on the Customer Firewall Endpoint to allow syslog collection by the MDR service; or,
 - ii) Firewalls not managed by Dynamic Quest: It is the Customer's responsibility to add to the configuration of the Customer Firewall Endpoint to allow syslog collection by the MDR service.
 - iii) Firewall Endpoints: The MDR service monitors a wide array of firewall makes and models.
 - (1) The information pulled from each firewall by the MDR service varies by make and model.
 - (2) Dynamic Quest can only pull the firewall information allowed by the MDR technology.
 - (3) Firewall makes and models not integrated into the MDR technology will not be integrated into the MDR service.
- 5) The MDR service provides configuration, management, and tuning which includes:
 - a) Equipment/Client Onboarding
 - b) Automatic Threat Vectors/Feeds: Pulled from the network and reviewed.
 - c) Manage Role-Based Access Control: Monitored on the network and reviewed.
 - d) Manage Incident Notification Policies: Notification to the Customer of incident's detected by the MDR service.
 - e) Ongoing Rule Tuning: Constant review and improvement of the monitoring and detection techniques.
 - f) Ongoing False Positive Reduction through Rule Tuning.
- 6) Reporting:
 - a) The MDR service provides a single executive report as a pdf that is emailed to the Customer.
 - b) The report will be emailed to the Customer on the 1st of the month.
 - c) The report will cover incidents that have been addressed over the past month and other issues found by the MDR service over the past month.
- 7) The MDR technology:
 - a) Is updated every two (2) hours, on average, with new security items discovered through experience.
 - b) The technology is hosted in two redundant and geographically dispersed data centers.
 - i) Data replication between the data centers is performed nightly.
 - ii) Data is retained for one (1) year. After one (1) year, the data is removed and no longer available.

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

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

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

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

- NCE Microsoft Entra ID P1 – NCE – A monthly recurring license charge for each Customer user.
- Managed Detection and Response (MDR) – A monthly recurring charge for each Customer user.

Service Limitations

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

- 1) Except as otherwise stated in this Addendum, requests for configuration, troubleshooting, repair, or warranty services for Customer equipment and/or infrastructure are not included in the MDR service plan and will be performed and invoice in accordance Addendum E (*use this link to go to the Service Description site with the Addendums:*
https://info.dynamicquest.com/service_description).
 - a) If no contract exists between the Customer and Dynamic Quest for the Customer's equipment, the above will be the responsibility of the Customer.
- 2) Dynamic Quest will not provide any notifications outside of those documented in the Incident Notification Policy configured within the MDR technology and is not responsible for a notified contact's failure to respond to the notification(s).

- 3) 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*).
- 4) 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*).
- 5) 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*).
- 6) 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.
- 7) 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)*.