

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 Hosting Service offers a flexible, reliable solution for hosting diverse systems and applications in a co-located environment, eliminating the need for client-provided server hardware and OS licensing. This service enhances cost efficiency and operational effectiveness through shared virtualization platforms. Customizable resource allocation ensures optimal performance and efficient utilization tailored to specific needs.

Virtual Hosting Service Features:

- 1) Provision of Virtual Machines and Virtual Appliances (Virtual Devices):
 - a. Virtual Devices are created with specific resources including CPU, RAM, and storage to meet workload requirements
 - b. Most modern operating systems and virtual applications are supported for creating Virtual Devices.
- 2) All Virtual Devices operate in an isolated environment:
 - a. Each Virtual Device is isolated, ensuring security and stability.
 - b. Virtual Devices are hosted on isolated client networks, enabling communication between Virtual Machines and other Virtual Devices within the same client network, while remaining isolated from all Virtual Devices on different networks.
- 3) **Hardware Redundancy:** All virtualization pools come with N+1 redundancy at the host level.
- 4) **Maintenance:** Dynamic Quest handles all hardware maintenance related to the virtualization platform.
- 5) **Physical Environment:**
 - a. Secure Data Center Facilities: Equipment is housed in a physically secure and monitored environment, providing protection from unauthorized access.
 - i. The building and data center doors are locked and secured with a biometric two-factor authentication access system.
 - ii. All data center cabinets are individually locked to enhance equipment security.

- iii. Security cameras are strategically placed throughout the building and data center to provide continuous monitoring and oversight.
 - iv. The facility is equipped with a gas-based fire suppression system, designed to extinguish fires while minimizing damage.
 - b. Redundant Power Supply: The data center is equipped with dual power sources, supported by Uninterruptible Power Supplies (UPS) and backup generators. This ensures high available operations, even in the event of a primary power failure.
 - i. Two independent electrical busways, each connected to its own UPS and dedicated generator, with backup fueled by natural gas.
 - ii. Primary power provided by Duke Energy (electric), secondary (failover) provided by Piedmont Natural Gas (gas).
 - iii. All equipment in the Data Center is routed through the UPSes to the generators for backup power.
 - iv. Automatic failover to secondary power system upon primary power source failure.
 - c. Redundant Internet Connectivity: Redundant fiber internet connections are available, ensuring high availability network connectivity.
 - i. Fiber provided by Lumen and Segra.
 - ii. Provider circuits enter the building through separate, independent pathways.
 - iii. Bandwidth Options: Dynamic Quest offers 10 Mbps to 1 Gbps internet connectivity.
 - d. Environmental Controls: The data center maintains optimal temperature and humidity conditions for equipment.
 - e. 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.
 - i. Cooling, humidity, network, and internet access are continuously monitored by automated systems 24/7.
 - ii. Local staff are readily available to address any issues that may arise.
 - f. 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.
 - i. For emergency visits, Dynamic Quest requests four (4) hour notice.
 - ii. For non-emergency visits, twenty-four (24) hour notice is required.
 - g. SOC 2 Type II Certified: The data center is certified to meet the rigorous standards of SOC 2 Type II compliance.
- 6) **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.
- c. Microsoft SPLA licensing: Microsoft SPLA licensing can be provided to the Customer or the Customer may provide their own SPLA license(s).
- d. Creation, installation and configuration of the Virtual Devices and Operating System.
- e. Remote access setup and configuration.

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) **For every Virtual Device created, the Customer will specify:**
 - a. CPU per core; and,
 - b. Memory per Gigabyte; and,
 - c. Storage per gigabyte.
 - 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
 - d. Optional Services:
 - i. Internet Network redundancy requirements; or,
 - ii. Internet private connections to be integrated; or,
 - iii. Cross-connect requirements.
- 2) **Dynamic Quest will:**
 - a. Allocate all resources (CPU, RAM, Storage) per virtual device per the Customer's specifications
 - b. Establish network connectivity:
 - i. Create and configure the virtual network within the virtual platform; and,
 - ii. Configure bandwidth and internet connections based on the Customer's selected package; and,
 - iii. Test and verify network connectivity from the internet to the Virtual Devices; and,
 - i. Assist with setting up optional peering or cross-connections as requested.
 - 1. For cross connects to the ISP, Dynamic Quest will work with the ISP Tech to establish the appropriate cross connect.
 - 2. For all other cross connects, Dynamic Quest will install the cross connect for the customer.
 - 3. All cross connects are priced individually.
- 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:

- Data Center Hosting Installation – A non-recurring charge for setting up the virtual server.
- Hosting--DQ Base Virtual Server – A monthly recurring charge for each virtual server.
- Hosting--DQ Processors-per – A monthly recurring charge for processors for each virtual server.
- Hosting--DQ RAM-per – A monthly recurring charge for RAM for each virtual server.
- Hosting--DQ Disk Space-per GB – A monthly recurring charge for each GB of space used by the virtual server.
- Hosting--DQ Bandwidth-per Mbps – A monthly recurring charge for internet connectivity.
- Hosting--DQ Cross Connect-per – A monthly recurring charge for each cross connect.

Microsoft SPLA Licensing – the following are monthly recurring charges for Microsoft SPLA licensing.

- Hosting--DQ RDS Server-per user
- SPLA--SQL Std 2Core Lic SQLSvrStdCore ALNG LicSAPk MVL 2Lic CoreLic
- SPLA license based on cores--WinSvrSTDCore ALNG LicSAPk MVL 2Lic CoreLic
- SPLA--Win Srv DC 2Core Lic SPLA Windows Server Datacenter 2-Core License WinSvrDCCore ALNG LicSAPk MVL 2Lic CoreLic
- SPLA Office Standard SAL OfficeStd ALNG LicSAPk MVL SAL
- SPLA SQL Server Enterprise 2-Core License SQLSvrEntCore ALNG LicSAPk MVL 2Lic CoreLic
- SPLA Windows Remote Desktop Services SAL WinRmtDsktpSrvcsSAL ALNG LicSAPk MVL
- SPLA Virtual Studio Pro SAL VSPro ALNG LicSAPk MVL SAL
- SPLA--SQL Std SAL SPLA SQL Server Standard SAL SQLSvrStd ALNG LicSAPk MVL SAL
- SPLA--Office Pro Plus ALNG LicSAPk MVL SAL Product SKU 79P-01747

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 Service Set-up does not include:
 - a. Dynamic Quest will not configure Customer hardware for cross-connections or peering; and,
 - i. Dynamic Quest support is limited to the physical cross connects between devices.
 - b. Operating System installation or configuration on Virtual Devices; and,
 - c. Software installation/configuration on the Virtual Devices
- 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) 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) The Customer is responsible for the wiring within the building.
 - b) The wiring type will impact the internet speed for any equipment connected to the wiring.
 - c) If the Customer selects high speed internet, it is recommended the Customer confirm the internet speed supported by the wiring type.
 - d) 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)*.