

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

Our Server Management service provides comprehensive support and management for your organization’s Server environment. This service ensures that all Servers are operating efficiently and securely.

- 1) 24/7 Monitoring and Support: Our team provides round-the-clock monitoring and support to ensure that any issues are promptly addressed.
- 2) Security Management (if purchased): We implement robust security measures and regular security updates to protect your servers from threats.
- 3) Firmware and Operating System patching, updates and upgrades according to Addendum B *(use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description)*.
- 4) Hardware Management: We manage the lifecycle of your server hardware, from procurement and deployment to maintenance and recommendation for replacement.
 - a) Deployment consists of setting up the Server so it is ready for Customer Software.
 - b) The purchasing of hardware is outside the scope of Workstation Management.
- 5) Performance Optimization: We continuously monitor and optimize the performance of the Servers and will trouble-shoot alarms to ensure they are operating at peak efficiency.
- 6) Dynamic Quest will only sell and/or manage Servers that our outlined in Addendum A *(use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description)*.

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:

- Service Desk-Windows virtual Server - A monthly recurring charge for Server Management for each server.
- Service Desk-RMM Management Tools - A monthly recurring charge for the management tools. Customer access to the tools is not permitted with this service.

Service Limitations

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

Warranty issues are not supported by Dynamic Quest. Client will need to contact Server Manufacturer to address warranty concerns.

It is recommended Servers are replaced every five (5) years. Servers over five (5) years old may incur an extra charge or be excluded from the Workstation Management service.

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

Only Firmware and Operating System software is included in Workstation Management. All other software is excluded. Responsibility for workstation firmware and OS patches, updates and 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*).

Microsoft Service Provider License Agreement (SPLA) is not included in Server Management. If a charge for Microsoft SPLA Licenses are not on the Customer invoice, it is assumed the Customer is paying Microsoft directly for the Microsoft SPLA license and Dynamic Quest is not responsible for payments related to Microsoft SPLA.

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.

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 must have all servers under warranty or under a service contract.
- 2) Customer grants permission for Dynamic Quest to have secure remote access into Customer's network for management, reporting, alerting, and support functionality.
- 3) 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.
- 4) 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.
- 5) 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.
 - a) Microsoft SPLA licensing is handled as written under Service Limitations above.
- 6) 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.
- 7) The Customer is responsible for 3rd party fees for products, software, services, and subscriptions not expressly provided by Dynamic Quest.
- 8) 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.
- 9) Cost of consumables, replacement parts, hardware, software, network upgrades, and associated services owned by the Customer.
- 10) Manufacturer warranty parts and labor/services of equipment owned by the Customer.
- 11) Legal use rights to monitor digital credentials.
- 12) 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*).
- 13) 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*).