

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 Microsoft SQL Assessment Plan offers a comprehensive evaluation of an SQL Server environment, whether it's on-premises, on Microsoft Azure Virtual Machines (VMs), or on Amazon Web Services (AWS) VMs. The service focuses on the current overall health of the Customer’s database environment. The service generates a prioritized list of recommendations, categorized across focus areas, helping the Customer to quickly understand risk levels and the health of the SQL Server environments.

- 1) The service is performed in a quarterly pattern based on the number of databases servers and databases supported.
- 2) The Microsoft SQL Assessment Plan service includes:
 - a) Configuration Assessment: Evaluates SQL Server configurations to ensure they align with best practices.
 - b) Database Design Review: Analyzes database design for efficiency and performance. Dynamic Quest will not modify database schema in any way. We will only optimize for server performance based on the database schema.
 - c) Security Assessment: Identifies potential security vulnerabilities and provides recommendations to mitigate them.
 - d) Query Analysis
 - i) A Query Analysis within an environment allows an organization to identify a number of key items. A database Query is basically the pulling of information from a database environment to any external environment. In most cases this external environment is a software application (example: a financial server) or a reporting services application. Expensive queries are queries which use high-capacity loads of the database. By identifying the expensive queries, solutions may be identified to optimize or circumvent the impact.
 - ii) The result of this process is a list of queries which cause performance issues within the environment. From there the Customer will identify either internally or with their

software application vendor if those queries can be improved via Indexes or via other database tuning options.

- e) Performance Analysis: Monitors and assesses performance metrics to identify bottlenecks and optimize performance. An unmaintained (or poorly maintained) database can eventually lead to poor application performance or even downtime and data loss. This service creates a workflow of tasks required to make sure that a database is optimized, monitored, and operating efficiently.
 - f) Always On Cluster Evaluation: Reviews the set-up and configuration of Always On Availability Groups. This does not include any revisions to the set-up or configuration.
 - g) Upgrade Readiness: Assesses the environment's readiness for upgrades to newer SQL Server versions.
 - h) Error Log Analysis: Analyzes SQL Server error logs to identify and address issues.
 - i) Operational Excellence: Provides actionable guidance to improve overall operational efficiency.
 - j) The SQL Assessment Plan may identify issues that are of a critical nature with the SQL databases and should be corrected as a high priority. Corrective action is outside the SQL Assessment Plan, a project can be created to fund corrective actions, in accordance with Addendum E *(use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description)*.
 - i) The Customer pre-authorizes Dynamic Quest to correct critical issues as part of this plan. Correcting critical issues will be invoiced to the Customer in accordance with Addendum E *(use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description)*.
 - ii) For issues and remediation that are not critical, Dynamic Quest will contact the Customer to create a project to fund the corrective actions.
- 3) All support services are provided as best effort and are focused on supporting the Customer's application vendor.

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:

- SQL Server-Health Check - A monthly recurring charge for the Microsoft SQL Assessment Plan service.
- SQL Server Health Assessment-Database - A monthly recurring charge for each database covered by 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:

- Depending on the situation, Dynamic Quest may identify various forms of remediation which need to occur for specific situations, of a non-critical nature.
 - For example, it may be identified that adjustments need to be made to various Indexes, or the actual server hardware allocation configuration needs to be adjusted in order to obtain a better database experience.
 - Dynamic Quest will identify these recommendations and present them to the Customer.
 - Dynamic Quest can take action to correct the issues which were identified if the Customer agrees to a project to fund the Dynamic Quest actions, 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)*.
- 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)*.