

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

- 1) Multi-Factor Authentication (MFA) is a security process that requires users to provide multiple forms of verification before gaining access to an account, application, or system. This process enhances security by ensuring that even if one factor (like a password) is compromised, unauthorized users cannot access the account without the additional verification.
 - a) These features allow for protection against phishing, malware, and ransomware attacks by adding an extra layer of security.
 - b) Compliance: Helps organizations meet regulatory requirements for data protection and access control.
 - c) Reduces the total cost of ownership by streamlining the authentication process and minimizing the need for extensive user training and support.
 - d) MFA is considered a “best practice” for network security.
- 2) Dynamic Quest utilizes multiple solutions to deliver the MFA service. The requirements of the Customer may impact which solution Dynamic Quest will use.
 - a) Dynamic Quest will determine the best MFA solution to meet the Customer’s needs.
- 3) Several Methods of MFA are supported:
 - a) Biometrics: Use fingerprints or facial recognition for secure access.
 - b) Tokens: Hardware tokens or software-based tokens for generating one-time passcodes.
 - c) Passcodes: SMS or email-based passcodes.
 - d) Push: A mobile app that sends push notifications for quick and easy authentication.
- 4) Dynamic Quest’s MFA offering provides a User-Friendly Experience:
 - a) Simple Integration: Easily integrates with major applications and custom setups.
 - b) Fast Authentication: Provides a seamless and non-disruptive authentication process.
 - c) Mobile App simplifies the authentication process, reducing the total cost of ownership and encouraging user adoption.
- 5) Advanced Security is available through the following features:
 - a) Adaptive Authentication: Customizable access policies based on contextual factors such as user role, application, geographic location, network, and equipment health.

- b) Endpoint Visibility: Provides insights into user equipment to enforce security policies and control access based on equipment risk.
- 6) Scalability:
 - a) Flexible Deployment: Scales to meet the needs of organizations of all sizes, from small businesses to large enterprises.

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

Users are required to have a mobile phone for MFA to operate properly.

Specific Microsoft licensing may be required. Licensing can be provided by Dynamic Quest for an extra charge.

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:

- Multifactor Authentication Setup and Configuration - A non-recurring charge for the initial set-up of MFA.
- MFA Licenses - A monthly recurring charge for MFA.

Service Limitations

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

If the MFA functionality is for SSL, VPN, RDS or AD local equipment login it requires proxy to be set up along with a radius server role.

If DUO MFA software is selected by Dynamic Quest, this technology requires each Customer user to have a Microsoft P1 License. The Customer is responsible for providing the P1 license for each user.

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) Microsoft or other 3rd party licenses (excluding the MFA licenses) required to operate MFA.
- 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.
- 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*).