

## 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.

## Definitions

**Technology User (“User”)** is defined as an individual who:

- a. Is an employee, contractor, consultant, or other representative of the Customer; and,
- b. Possesses a unique user account within the Customer’s Microsoft Active Directory (AD) or Microsoft Entra ID; and,
- c. Is assigned **one** dedicated computing device, defined only as a workstation, a tablet, or a mobile phone.

**Non-Technology User (“Individual”)** is defined as an individual who:

- a. Is an employee, contractor, consultant, or other representative of the Customer; and,
- b. Possesses a unique user account within the Customer’s Microsoft Active Directory (AD) or Microsoft Entra ID; and,
- c. **Is not assigned** a dedicated workstation, a tablet, a mobile phone, or any other computing device.
- d. Is licensed under Quest Individual. Quest Individual is exclusively for Non-Technology Users.

## Description of the Service

- 1) Quest Individual is a Managed IT Services solution provided to Customers who have employees who do not have a dedicated workstation. These employees are often in the field or on the production floor for a majority of their workday. These employees have an email and interact on the Customer’s network using network credentials.
- 2) The purpose of this service is to provide employees account support and security. This service does not provide management of nor protect workstations or other equipment.
- 3) This service is not sold separately. This service is sold with the Quest Complete or Quest Complete Plus bundles.
- 4) Dynamic Quest provides the following as part of the Quest Complete or Quest Complete Plus Bundles; 1) Managed Onboarding, 2) Service Assurance and 3) Relationship Management.

- a) All Quest Individual bundle users will be on-boarded and supported consistent with Quest Complete or Quest Complete Plus.
- 5) Services included in the bundle:
- a) The following Managed Technologies are part of the Quest Individual offering. A detailed description of each service provided with Quest Individual is available in the service description and service addendums. All descriptions and addendums are posted at the link in the table.

| Service Name                                                      | Link to service description                                                                                       |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Dark Web Monitoring                                               | <a href="https://info.dynamicquest.com/service_description">https://info.dynamicquest.com/service_description</a> |
| Multi-Factor Authentication (MFA)                                 | <a href="https://info.dynamicquest.com/service_description">https://info.dynamicquest.com/service_description</a> |
| Email Security                                                    | <a href="https://info.dynamicquest.com/service_description">https://info.dynamicquest.com/service_description</a> |
| Managed Service Desk : Managed Service (only for service support) | <a href="https://info.dynamicquest.com/service_description">https://info.dynamicquest.com/service_description</a> |
| Remote Cloud Back-up – Cloud Back-up for M365                     | <a href="https://info.dynamicquest.com/service_description">https://info.dynamicquest.com/service_description</a> |
| Security Awareness                                                | <a href="https://info.dynamicquest.com/service_description">https://info.dynamicquest.com/service_description</a> |

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](https://info.dynamicquest.com/service_description)

## Pricing

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

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

- Quest Individual Bundle – A monthly recurring charge for all services included in the standard bundle.

## Service Limitations

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](https://info.dynamicquest.com/service_description)).

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.

Workstation, server and network equipment support, management and/or software version upgrades are not included with this bundle.

Audit support is not included with this bundle.

Software or software licenses used by the user must be purchased separately.

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.

## Service Assumptions

- 1) Remote Cloud Back-up – Cloud Back-up for M365 provides storage up to 1 TB per user.
- 2) All workstations are covered by a Quest Complete or Quest Complete Plus bundle purchased from Dynamic Quest by the Customer.
- 3) The Customer will maintain at least seventy-five percent (75%) of the contracted technology user count throughout the agreement.
  - a) If the seat count falls below the minimum, the Customer will be charged no less than 75% of the original contracted MRR.
- 4) All Azure or other cloud instances, servers or services and Azure Virtual Desktop or other virtual desktop services, including all management activities, licensing, set-up or removal, back-ups and any other activities related to the virtual desktop services are excluded.

## 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) Technology Users are not included in this service.

- a) This service does not provide any licensing or management for devices.
- 3) All Azure or other cloud instances, servers or services and Azure Virtual Desktop or other virtual desktop services, including all management activities, licensing, set-up or removal, back-ups and any other activities related to the virtual desktop services are excluded.
- 4) 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.
- 5) 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.
- 6) 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.
- 7) Customer is responsible for all licensing required to operate service software or hardware. For example, if the Duo software is selected by Dynamic Quest for MFA services, the Customer is responsible to provide the Microsoft Intra ID P1 software or provide Business Premium licenses for their users.
- 8) The Customer is responsible for 3rd party fees for products, software, services, and subscriptions not expressly provided by Dynamic Quest.
- 9) 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.
- 10) The Customer is responsible for the wiring within the building.
  - a) The wiring type will impact the internet speed for any equipment connected to the wiring.
  - b) If the Customer selects high speed internet, it is recommended the Customer confirm the internet speed supported by the wiring type.
  - c) Installing new wiring may be required in order to obtain higher internet speed.
- 11) Cost of consumables, replacement parts, hardware, software, network upgrades, and associated services owned by the Customer.
- 12) A manufacturer or 3<sup>rd</sup> party warranty on the equipment that covers all parts and labor is required for Customer owned equipment and Dynamic Quest owned equipment.
- 13) Legal use rights to monitor digital credentials.