

## 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

Security Awareness Training is a comprehensive training and phishing simulation solution designed to empower organizations to combat cyber threats effectively. This service focuses on educating employees about cybersecurity best practices and enhancing their ability to recognize and respond to phishing attacks. The benefits of this service include:

- 1) Enhanced Security Awareness: Transforms employees from potential security liabilities into proactive defenders against cyber threats.
- 2) Reduced Risk of Breaches: Minimizes the likelihood of successful phishing attacks and other security breaches caused by human error.
- 3) Compliance Support: Helps organizations meet regulatory requirements for security awareness training and data protection
- 4) This service features the following components:
  - a) Training & Awareness Modules:
    - i) Interactive Courses: Engaging and informative courses covering various cybersecurity topics, including threat identification, safe online practices, and organizational security policies.
    - ii) Regular Updates: Content is regularly updated to reflect the latest cybersecurity trends and threats.
  - b) Phishing Simulation:
    - i) Realistic Simulations: Conducts simulated phishing attacks to test employees' responses and improve their ability to detect phishing attempts.
    - ii) Customizable Campaigns: Allows organizations to tailor phishing simulations to match their specific needs and threat landscape.
  - c) Automated Campaigns:
    - i) Scheduled Training: Automates the delivery of training modules and phishing simulations, ensuring consistent and ongoing employee education.
    - ii) Progress Tracking: Monitors employee progress and completion rates, providing insights into areas needing improvement.

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)

## Service Set-up

The Customer may elect specific users to have administrative access to the Security Awareness Training tool. A maximum of two (2) users can be added to each administrative access category.

- **Privileged User:** This role grants administrative access limited to the Customer's organization. Privileged Users can perform various actions pertinent to their organization.
- **Standard User:** This role provides read-only permissions exclusively for the Customer's organization. Standard Users can view information but cannot make administrative changes.

After the service is delivered to the Customer, the Customer must raise a ticket to add users to the administrative access.

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:

- Security Awareness User Training - A monthly recurring charge for each user.

## Service Limitations

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

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)).

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](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](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.
  - c) 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](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](https://info.dynamicquest.com/service_description)*).