

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 Windows 10 Operating System (OS) from Microsoft will be designated “end of life (EOL)” by Microsoft on October 14, 2025. The EOL designation applies to all Windows 10 OS versions.

Customers will need to upgrade their workstations to Windows 11 OS if they want support and security updates for their OS.

Dynamic Quest offers Windows 11 OS Upgrades for workstations to its’ Customers. Dynamic Quest will upgrade workstations running Windows 10 OS to Windows 11 OS. The following Windows 11 OS versions are supported by Dynamic Quest. The workstation being upgraded must be running the same Windows 10 OS version as the Windows 11 OS version.

- Windows 11 Pro (*most common*)
 - [Compare Windows 11 Business Editions | Microsoft](#)
- Windows 11 Education (*only on Workstation owned by schools*)
 - [Windows 11 for Education | Microsoft Education](#)
- Windows 11 Enterprise
 - [Windows 11 Enterprise | Microsoft 365](#)
- Windows 11 Pro Education (*only on Workstation owned by schools*)
 - [Windows 11 for Education | Microsoft Education](#)
- Windows Pro for Workstations
 - [Compare Windows 11 Business Editions | Microsoft](#)

All Windows 11 OS Upgrade work is performed on a best effort basis. Due to the complexity of technology, Dynamic Quest can not give any guarantees that a workstation can be upgraded to Windows 11 OS or, if the workstation is upgraded, no guarantees the workstation will operate as expected with Windows 11 OS. The Customer is responsible to pay for the Upgrade work, regardless of the outcome of the upgrade.

A) Workstation Technical Requirements

- a. For a workstation running Windows 10 OS to be upgraded to Windows 11 OS, the workstation must meet minimum technical requirements in order to run Windows 11 OS.
- b. A workstation must meet the following minimum technical criteria to qualify for a Windows 11 OS upgrade.
 - i. Processor = must be on the Microsoft list of compatible processors
 - ii. RAM = 8 GB or more
 - iii. Trusted Platform Module (TPM) Chip = there must be a TPM chip in the workstation
 - iv. Hard Drive Disk Space = 64 GB or more of free space
- c. A workstation is recommended to meet the following technical criteria to qualify for a Windows 11 OS upgrade.
 - i. Hard Drive = SSD Drive
 - ii. Workstation Age = 6 years old or younger
- d. At the start of the workstation upgrade, Dynamic Quest will perform a technical review. If Dynamic Quest decides the workstation will not perform properly using Windows 11 OS, due to technical reasons, Dynamic Quest will advise the Customer the upgrade to Windows 11 OS cannot be performed.
 - i. The Customer will not be charged for any work.
 - ii. The Customer will work with Sales to either purchase a new workstation or elect Option C or upgrade the technical issue (example: add new memory).

B) Operational Requirements

- a. The following are requirements the Customer must meet for a Windows 11 OS upgrade to be performed.
 - i. 5 Mbps of internet speed per workstation being upgraded simultaneously.
 - 1. For example, if 3 workstations are being upgraded simultaneously at the Customer site, 15 Mbps down are required.
 - 2. It is recommended to use only half of the download speed of the internet connection for Window 11 upgrades.
 - a. For example, if 3 workstations are being upgraded simultaneously at the Customer site, the total internet download speed should be 30 Mbps. 15 Mbps for upgrading the 3 workstations simultaneously and 15 Mbps for other office activities.
 - ii. A workstation being upgraded must:
 - 1. Be turned on.
 - 2. Be connected to the Internet.
 - 3. Have the “sleep” feature disabled.

- b. The Customer must have a person at the same location as the workstations being upgraded who has passwords to gain access to the workstations during the entire upgrade.
- c. Dynamic Quest will not send a technician to the Customer location.

C) Customer use of the workstation during the Upgrade

- a. The workstation being upgraded may be used during the upgrade process.
- b. The workstation's performance will be slow during the upgrade process.
- c. The workstation will be rebooted without warning if the Windows 10 OS requires updating and after the Windows 11 OS upgrade.
- d. The user must save their work frequently during the upgrade process.
 - i. Dynamic Quest is not liable for any loss of work or data created, modified or deleted during the workstation upgrade.

D) Software updates due to the change to Windows 11 OS

- a. Dynamic Quest will address any required updates on the Microsoft software or Adobe Acrobat software licensed by the Customer.
- b. Software other than Microsoft or Adobe Acrobat Software
 - i. The Customer may be using software that requires an update when a workstation is upgraded to Windows 11 OS.
 - ii. The Customer may:
 - 1. Work directly with the software vendor to reload or update the software due to the Windows 11 OS upgrade; or,
 - 2. Elect Option E to have Dynamic Quest work with the software vendor.
 - iii. If the Customer will work with the software vendor directly:
 - 1. The Customer must contact the software manufacturer to determine if a software update is required.
 - 2. If a software update is required, the Customer will:
 - a. Obtain the update file from the software manufacturer.
 - b. Obtain documentation regarding how to perform the update from the software manufacturer.
 - c. Provide this information to Dynamic Quest before the Windows 11 OS Upgrade is performed.
 - iv. If the Customer elects to have Dynamic Quest work with the software vendor, then Option E must be purchased.

There are many Windows 11 OS upgrade options to consider that are covered in this document.

1) Option A: New Workstation(s) Set-up

- a. New workstations can be set up by Dynamic Quest on behalf of the Customer.
- b. This activity is only for new workstations to be managed by Dynamic Quest.
- c. New workstation set-up includes the following:
 - i. Update Operating System and Firmware to latest versions.
 - ii. Adding Dynamic Quest software.
 - iii. Domain and/or Entra ID joined workgroup.
 - iv. Set-up Microsoft One Drive.
 - v. Add Customer specific software provided by Customer or through Option E.
 - vi. Install necessary drivers for printers, scanners or other office devices.
 - vii. Test and Verify.
- d. There are 2 types of new workstation set-up procedures, each priced differently.
 - i. Remote Set-Up
 - 1. Pricing is for up to 4 hours of set-up work.
 - 2. All set-up work will be performed:
 - a. Monday – Friday (no holidays) between 8AM – 5PM.
 - b. All times are EST.
 - 3. The new workstation is shipped from the manufacturer to Dynamic Quest.
 - 4. Dynamic Quest will set-up the workstation following the steps above.
 - 5. Dynamic Quest will ship the workstation to the Customer user.
 - 6. Dynamic Quest will work with the Customer user remotely to ensure the user can log into the Customer network, access data and applications and can connect to office devices like printers or scanners.
 - ii. On-Site Set-Up
 - 1. Pricing is for up to 6 hours of set-up work.
 - 2. All set-up work will be performed:
 - a. Monday – Friday (no holidays) between 8AM – 5PM.
 - b. All times are EST.
 - 3. The new workstation is shipped from the manufacturer to Dynamic Quest.

4. Dynamic Quest will set-up the workstation following the steps above.
5. Dynamic Quest will ship the workstation to the Customer user.
6. Dynamic Quest will arrange for a Technician to go to the Customer site and work with the user(s) to ensure the user can log into the Customer network, access data and applications and can connect to office devices like printers or scanners.

2) Option B: Update existing workstation that meet the Technical Requirements

- a. Workstation must meet the technical requirements (please see above) as determined by Dynamic Quest.
- b. To properly perform the upgrade, the workstation must be running Windows 10 OS, version 1903 or later.
 - i. If the workstation's Windows 10 OS is not 1903 or later, Dynamic Quest will update Windows 10 OS to the proper version as part of this work.
- c. Upgrade work is capped at 5 hours.
 - i. Extra hours over the 5 hours can be purchased in accordance Addendum E (use this link to go to the Service Description site with the Addendums: https://info.dynamicquest.com/service_description).
- d. During all upgrades, a Customer representative with the password to access the computer being upgraded must be at the same location as the workstation.
 - i. It is recommended to have the user of the workstation available at the same location as the workstation during the upgrade process.
- e. Standard Hours
 - i. The Upgrade work is performed Monday – Friday (no holidays) between the hours of 8AM – 5PM (EST).
 - ii. There are 2 established start times for the upgrade work:
 - iii. 8 – 9AM (EST) or Noon – 1PM (EST)
- f. After Hours
 - i. The upgrade work is performed Monday – Friday (no holidays) between the hours of 5PM – 11PM (EST) or on Saturdays (no holidays) between the hours of 8AM – 5PM (EST).
 - ii. The established start times for the upgrade work are:
 1. Monday – Friday: 5 – 6PM (EST)
 2. Saturday: 8 – 9AM (EST) or Noon – 1PM (EST)
- g. Windows 10 Home OS
 - i. This is for existing workstations that meet the technical requirements.
 - ii. This upgrade work requires the workstation to be updated from:
 1. Windows 10 Home OS to Windows 10 Pro OS then
 2. From Windows 10 Pro OS to Windows 11 Pro OS.

- iii. Updating from Windows 10 Home OS to Windows 10 Pro OS is a manual process and not automated.
- iv. New licenses will need to be purchased. The new licensing is not included with this service and is sold separately.
- v. Windows Home Upgrades are only performed during standard hours.
 - 1. Work performed Monday – Friday (no holidays) between the hours of 8AM – 5PM (EST).
 - a. There is 1 established start time for the Windows Home upgrade work:
 - i. 8 – 9AM (EST)

3) Option C: Update an existing workstation that does not meet the Technical Requirements

- a. Option C is applicable to workstations Dynamic Quest has determined do not meet the minimum technical requirements for Windows 11 OS.
- b. *Dynamic Quest does not recommend this course of action.*
- c. The Customer may elect to have Dynamic Quest attempt a Windows 11 OS upgrade on workstations that do not meet the technical requirements for Windows 11 OS.
 - i. Payment for the hours spent by Dynamic Quest on the upgrade to Windows 11 OS and, if applicable, re-loading Windows 10 OS is payable, regardless if the Windows 11 OS upgrade is successful or not.
- d. Work performed Monday – Friday (no holidays) between the hours of 8AM – 5PM (EST).
- e. There is 1 established start time for the upgrade work:
 - i. 8 – 9AM (EST)
- f. Time spent to troubleshoot Windows 11 OS issues related to an Option C upgrade 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)

4) Option D: Extended Security Update (ESU) License

- a. The Customer may elect to purchase a Microsoft ESU license.
- b. Individuals or organizations who elect to continue using Windows 10 OS after support ends on October 14, 2025, will have the option of enrolling their workstations into a paid ESU subscription. The ESU program enables workstations to continue to receive critical and important security updates through an annual Microsoft subscription service after support ends.
- c. To be eligible to install updates from the ESU program, workstations must be running Windows 10 OS, version 22H2.
- d. ESUs doesn't include the following items:
 - i. New features
 - ii. Customer-requested non-security updates

- iii. Design change requests
- iv. General support won't be provided for Windows versions past the end of support date. Support will be available only to those Customers that purchase ESU for specific situations concerning the security updates. To get technical support, organizations must have an active support plan in place.
- e. The Extended Security Update Program for Windows 10 OS must be purchased for a full year.
 - i. Customers can't buy partial periods, for instance, only six months.
 - ii. Customer can not purchase ESU's for longer than 1 year.
 - iii. Year One starts on October 15, 2025.
 - iv. If the Customer decides to purchase the program in Year Two without purchasing the ESU in Year One, Microsoft requires the Customer to pay for Year One and Year Two, as ESUs are cumulative.
 - v. Enrolled workstations belonging to Customers can receive security updates for a maximum of three years after end of support for Windows 10 OS.
 - vi. If the workstation is running a version of Windows 10 OS that is less than 22H2, Dynamic Quest will upgrade Windows 10 OS if the ESU license is purchased through Dynamic Quest.
 - vii. There is no extra price for upgrading Windows 10 OS to version 22H2.

5) Option E: Software Titles and Windows 11 OS Compatibility

- a. The purpose of this option is to assist the Customer in identifying if a software title is Windows 11 OS compatible and to identify the steps to update the software to the Windows 11 OS compatible version.
- b. Dynamic Quest will research the software and, if required, contact the software manufacturer for information regarding operating the software on a Windows 11 OS workstation.
- c. If any additional purchase is required to obtain the Windows 11 OS compatible version, it is the responsibility of the Customer to purchase the license or new software.
- d. The Dynamic Quest effort is limited to 1 hour.
- e. Option E is not required for Microsoft software or Adobe Acrobat software.
 - i. Dynamic Quest will provide updates for this software automatically.
 - ii. Updates are provided for the licensed software the Customer is using. Additional licensing is not included in Option E.
- f. Option E must be performed BEFORE the upgrade to Windows 11 OS.
 - i. This will allow Dynamic Quest to update the software during the Windows 11 OS upgrade.
 - ii. Dynamic Quest will not schedule a separate meeting for updating the Customer's software unless there are extenuating circumstances.

- g. If the software is not Windows 11 OS compatible, then the software must be run on a workstation running Windows 10 OS.
 - i. It is recommended to purchase Option D for workstations required to run Windows 10 OS.
- h. Limitations:
 - i. Any issues with the performance of the software before or after the Windows 11 OS Upgrade must be addressed by the Customer directly with the software manufacturer.
 - ii. Upgrading software running on a server is not part of this effort. Work on a server is not included and would need to be a separate project.
- i. If the Customer elects to have Dynamic Quest research the software related to running on Windows 11 OS:
 - i. The Customer will provide:
 - 1. Software name and license number(s) (if applicable)
 - 2. Version number of software being operated by the Customer
 - 3. Total number of software licenses operated by the Customer
 - ii. Dynamic Quest will research:
 - 1. Does the software have a Windows 11 OS compatible version.
 - 2. What is the version number of the Windows 11 OS compatible version?
 - 3. What are the steps required to update to the Windows 11 OS compatible version on a workstation?
 - 4. Where can the Windows 11 OS compatible version be acquired?
- j. Dynamic Quest will update Option E software during the Windows 11 OS Upgrade as part of Option A, B or Option C.
- k. Dynamic Quest has no relationships with software providers, other than Microsoft.

6) Option F: Loaner Workstations

- a. *Since a user can use their workstation while the upgrade to Windows 11 OS is being performed, a loaner workstation is not recommended.*
- b. Dynamic Quest has a limited number of older workstations running Windows 11 OS that can be loaned to a Customer for up to 1 week.
- c. The availability of a loaner workstation(s) is provided on a best effort basis.
- d. When a loaner workstation(s) will be available cannot be determined in advance.
- e. If the Customer would like to use a loaner, the Customer name will be put on a list and Dynamic Quest will contact the Customer when a loaner becomes available.
- f. Restrictions:
 - i. A Customer may have a loaner for up to 1 week.
 - ii. Due to limited quantities, loaners are limited to 5 per Customer.
- g. The loaner program includes:
 - i. A laptop workstation running Windows 11 OS and a power cord.

- ii. No monitor, mouse or docking station is provided.
- h. Remote set-up of the loaner workstation for the Customer.
 - i. Update Operating System and Firmware to latest versions.
 - ii. Adding Dynamic Quest software.
 - iii. Domain and/or Entra ID joined workgroup.
 - iv. Set-up Microsoft One Drive.
 - v. Add Customer specific software provided by Customer.
 - vi. Install necessary drivers for printers, scanners or other office devices.
 - vii. Test and Verify.
 - viii. Dynamic Quest will work with the Customer user remotely to ensure the user can log into the Customer network, access data and applications and can connect to office devices like printers or scanners.
- i. The loaner will be set-up at a Dynamic Quest facility. The Customer will need to identify the specific user for whom the loaner is being set-up.
- j. Once the workstation is set-up, Dynamic Quest will ship the device to the Customer.
- k. DO NOT THROW OUT THE BOX THE LOANER IS SHIPPED IN.
- l. When the Customer user has the loaner device, Dynamic Quest will work with the user to complete the set-up remotely.
 - i. A technician at the Customer site is not included.
- m. The user will use the loaner while Dynamic Quest is performing the Windows 11 OS upgrade on the users workstation.
- n. After the upgrade to Windows 11 OS is completed, the user will stop using the loaner workstation and go back to using their existing workstation.
- o. The Customer will transfer any of the Customer's data from the loaner workstation to the Customer's workstation.
- p. The Customer will then ship the loaner workstation back to Dynamic Quest.
 - i. Dynamic Quest will provide a UPS shipping label.
 - ii. The Customer is to ship the loaner workstation in the same box used to ship the loaner to the Customer.
- q. When Dynamic Quest receives the loaner workstation, the loaner workstation will be reformatted so all Customer information is removed from the loaner workstation.

This Addendum explains the service to be provided by Dynamic Quest. This Addendum 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) Migration efforts from one software to another; and,
- 2) Removing, organizing or arranging files on a workstation; and,
- 3) Removal or disposing of equipment not owned by Dynamic Quest.

Pricing

The Windows 11 OS Upgrade invoice will show “Windows 11 Upgrade” and the quote number. All Windows 11 upgrade services will be on a single line on the invoice. 50% of the total amount will be invoiced at the signing of the agreement with net 15 day terms. The remainder of the cost of the project will be invoiced upon completion.

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).

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:
 - i) 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,
 - ii) The climate-controlled area must be kept at a humidity between 50% - 80% and provides air flow; and,
 - iii) The area cannot be under construction or have excessive dust.
 - iv) 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,
 - v) Equipment must be kept in a location that is secure so that only authorized personnel can access the equipment.
- 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.