

MSx Endpoints Service Addendum

This MSx Endpoints Service Addendum amends and modifies the Master Service Agreement or Telecommunication Account Agreement, between TPx and Customer. All capitalized terms used but not defined herein will have the meanings given to such terms in the Master Service Agreement or Telecommunication Account Agreement, as applicable.

1. MSX ENDPOINTS MANAGED SERVICES

1.1 MSx Service Descriptions. Information specific to MSx Endpoints is available online at TPx.com/Support.

2. CUSTOMER RESPONSIBILITIES

2.1 End User Support Scope. Customer understands the “Core” and “Optimum” service levels are designed to be administrative support for the MSx “Endpoints” platform. Endpoint support is limited to maintaining the automated patching and reliable performance of a computer’s operating system and applications and does not constitute an “IT Help Desk” service for end user “How-To” application training. Endpoint trouble tickets (“Tickets”) are limited to one (1) Ticket for every two (2) supported workstations per month after the first 2 months of service, with Services associated with additional tickets being provided by TPx at TPx’s standard time-and-material (“T&M”) rates. TPx reserves the right to review sustained high ticket incidence levels and limit or terminate the applicable Service, with applicable ETFs applying to such termination.

2.2 Manufacturer Support Contracts. Customer must maintain a valid manufacturer support contract for all Endpoints under MSx support. Should an Endpoint be out of manufacturer support contract coverage, MSx support may not be able to assist in troubleshooting the Endpoint with Customer or underlying hardware vendor.

2.3 Recommended Practice Implementations, Equipment Environment, and Disclaimer on Configuration Changes. TPx reserves the right to refuse Customer requests for non-supported administrative configurations of MSx Endpoints deployments. If the local environment in which the Equipment is located is causing performance issues to the Equipment supported by TPx, or if any modifications to configurations are made by Customer or any agent of Customer that may cause the need for TPx to remediate and/or restore prior configurations, then that time would be billable at TPx’s standard T&M rates. Customer is responsible for notifying MSx support of any changes executed by Customer’s staff that impacts any Endpoints covered under managed service. This includes but is not limited to Customer maintenance work, including hardware level upgrades (BIOS or hardware changes), or any changes to current Equipment configurations.

2.4 Virus Remediation. MSx Endpoints excludes virus remediation. Any virus remediation work may be quoted as a special project on a T&M basis.

This Addendum is effective only upon Customer’s agreement to the Master Service Agreement or Telecommunications Account Agreement. Each party hereto warrants and represents that this Addendum constitutes the legal, valid and binding obligation of such party.