Terms & Conditions Addendum

Effective September 11, 2026. These Service Descriptions supersede and replace all prior versions.

To the extent there is any conflict between the terms in this Addendum and any other Andromeda terms and conditions documents (excluding the Order), this Addendum will control.

PAYMENT TERMS

Below is a description of Provider's billing practices, which may be changed from time to time or adjusted in certain circumstances, with reasonable notice to Client:

- One-time projects are billed with a 75% down payment due before Provider begins work, with the balance due upon completion of the project. Provider reserves the right to divide projects into multiple phases, that can be billed individually as they are completed. Projects will not be started until the down payment is received.
- Monthly recurring services are pre-billed prior to the month in which the Services will be provided. Unless otherwise stated in an Order, payment is due 15 days in advance of the applicable service period. For those that have provided Us with ACH information or Credit Card to automatically pay recurring invoices, those charges will be applied on the day the invoice is generated.
- Add-on work that is outside the scope of a signed Order will be billed when the work is completed, based on time and materials at Provider's prevailing hourly rates at the time or service.

Managed IT Services

CLIENT OBLIGATIONS

Client also agrees to return Provider's phone calls and Emails in a timely manner. When Provider reaches out, it is often because it needs something from Client to help Provider provide Services.

Provider may ask (or be obliged by an Order) to meet with Client periodically to review the account or the Services, or to plan for the future. Client agrees to attend those meetings and work with Provider to find a suitable schedule if such meetings need to happen on a recurring basis.

SERVICE LEVEL TARGETS

Following receipt of any notification that a support-related problem within the scope of the Services has occurred Provider, shall use reasonable best efforts to begin problem management within the response time targets identified below. All incidents, with status or resolution, will be documented either via regular email updates to the Primary Client Contact (identified in the Agreement) or by

posting updates to the ticket tracking system assigned to Client. The following table shows the targets of response times for each priority level:

Automated monitoring will occur on a 24x7x365 basis; our technicians will be available to respond to alerts between 7am and 10pm Central Time, 7 days per week. Remediation efforts for after-hours monitoring notifications will be determined by the Emergency Response Database form to be completed by client during on-boarding transition.

We will respond to problems, errors or interruptions in the provision of the Services in the time frame(s) described below. Severity levels will be determined by Andromeda in our reasonable discretion. All remediation services will initially be attempted remotely; Andromeda will provide onsite service only if remote remediation is ineffective and, under all circumstances, only if covered under the Service plan selected by Client.

Please note, the table below lists "targets". We give You targets instead of traditional SLAs so we both know what we are trying to achieve. Quite often, providers will give you SLAs, which are set as a worst-case number that are designed to never be missed. However, those aren't really helpful to either of us, so instead, We are sharing with You the same goals that drive Our team:

Trouble / Severity	**Response Target***
Critical problem: Service not available (all users and functions unavailable)	You call us and we will get a technician on the phone
Significant degradation of service: Large number of users or business critical functions affected	Response within 20 minutes
Limited degradation of service: Minimal number of users or functions affected; business process can continue	Response within 75 minutes

* All time frames are calculated as of the time that we are notified of the applicable issue/problem by you through Andromeda's designated support portal, help desk, or by telephone. Notifications received in any manner other than described herein may result in a delay in the provision of remediation efforts. Time frames are applicable during our normal business hours. Any scheduled service (both remote and in the field) that is requested to be done outside of our normal business hours will be billed to Client at 1.5 times our normal hourly labor rate. A one (1) hour minimum applies to all services provided outside of our normal business hours.

† - Stated Response Times represent a service goal and not a guarantee. Provider's ability to implement a solution to a reported problem may depend on input or information from Client or from third parties beyond its control, including Client's IT vendors.

Note: For Us, a "Response" for Service Level Response Time purposes means one of our technicians has begun work on your issue. (Other Providers often consider an automated email to be a "response" for Service level purposes.)

VENDOR ASSISTANCE (aka VENDOR MANAGEMENT)

As part of Provider's Services, Provider will assist in some of the management functions of some of Client's vendors. For example, Provider will sometimes open a service ticket with an Internet provider to troubleshoot an outage. There will be other instances—depending on the situation—when Provider may ask Client to work with a vendor directly. Sometimes the same vendor will be handled one way for certain issues and the other way for other issues. It is at Provider's discretion to determine who best to handle any given vendor or situation.