Effective August 3, 2026. This Service Attachment for Database Management Administration supersedes and replaces all prior versions.

Service Attachment for Database Management Administration

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

Database Setup and Configuration – Provider will assist Client in designing and implementing a suitable database infrastructure, including the selection and configuration of a database management system, as well as the integration with Client's existing IT environment.

Database Migration and Upgrades – Provider will support for migrating data from legacy systems to a modern database platform, including data cleansing, schema redesign, and data validation. Additionally, Provider will manage required database version upgrades, minimizing downtime and ensuring data integrity.

Performance Monitoring and Optimization -- Provider will monitor Client's database performance, proactively identifying and addressing potential bottlenecks or issues. This service includes query analysis, index tuning, and resource optimization to maintain high-performance data access.

Backup and Disaster Recovery -- Provider will develop and implement a comprehensive backup strategy, including scheduled backups, offsite storage, and periodic testing of restoration procedures. In the event of a disaster or data loss, Provider will work to restore Client's systems with minimal downtime.

Security Management -- Provider will implement a multi-layered approach to protect Client's database, including user access management, encryption, network security, and regular security assessments to identify and address vulnerabilities.

Database Maintenance -- Provider will perform routine database maintenance tasks, such as updates, patching, data archiving, and index rebuilding, to ensure optimal performance and prevent issues.

24/7 Support and Incident Management -- Provider will include 24/7 support to address any issues or concerns arising from the managed database services. Provider's incident management process shall include prompt notification, root cause analysis, and resolution to minimize disruptions to Client's operations.

Capacity Planning and Scalability -- Provider will assist Client in anticipating future growth and designing a scalable database infrastructure to meet evolving needs. This service includes resource monitoring, forecasting, and strategic planning to accommodate increased workloads and user demands.

Reporting and Analytics -- Provider will support Client in creating custom reports and dashboards based on specific requirements. This service includes data visualization, business intelligence integration, and advanced analytics capabilities.

Training and Consultation -- Provide training and consultation services as needed to help Client effectively use and manage the database system. This may include workshops, documentation, and ongoing support.

Exclusions

Hardware and Infrastructure -- Provider will not be responsible for the procurement, installation, or maintenance of physical hardware or infrastructure components required for the operation of the database system.

Non-Database Software -- Provider will not be responsible for installing, configuring, or maintaining any non-database software, such as operating systems, middleware, or application software.

Custom Application Development -- Provider will not be responsible for developing custom applications, scripts, or integrations with third-party systems. Such services shall require a separate agreement or engagement with a development team.

Data Entry and Content Management -- Provider will not be responsible for managing or maintaining the data or content stored in the database. Data entry, data validation, and content updates shall remain the responsibility of Client's in-house staff or other contracted services.

On-Site Support -- Provider will not include on-site support as part of the managed database administration services. If on-site support is required, it shall be available at an additional cost or as part of a separate agreement.

End-User Support and Training -- Provider will not be responsible for providing support or training to Client's end-users, such as application users, developers, or analysts. Such services may be available as an optional add-on or through a separate agreement.

Compliance and Regulatory Requirements -- Provider will provide guidance on best practices but shall not be responsible for ensuring Client's database system complies with industry-specific regulations, standards, or legal requirements.

Third-Party Vendor Management -- Provider will not be responsible for managing relationships or contracts with third-party vendors, such as software providers or cloud service providers. This responsibility shall remain with Client.

Non-Standard Service Hours -- Services provided outside of Provider's standard business hours shall not be included in the contract. Additional fees may apply for support or maintenance requests that occur during non-standard hours, such as weekends or holidays.

Modifications to Standard Services -- Any changes or customizations to the standard services outlined in the contract shall not be included and may require additional fees or separate agreements.

Client Obligations

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Access and Cooperation -- Client shall provide Provider with all necessary access to their systems, software, and network infrastructure to enable Provider to perform the managed database services as outlined in the service attachment. Client shall also cooperate with Provider in good faith, providing timely and accurate information and assistance as reasonably required by Provider.

Hardware and Infrastructure -- Client shall be responsible for procuring, installing, and maintaining all required physical hardware and infrastructure components necessary for the operation of the database system, unless otherwise agreed upon in writing with Provider.

Non-Database Software -- Client shall be responsible for installing, configuring, and maintaining any non-database software required for the operation of the database system, such as operating systems, middleware, or application software, unless otherwise agreed upon in writing with Provider.

Data Management -- Client shall be responsible for data entry, data validation, and content updates for the managed database system. Client shall also ensure that all data provided to Provider complies with applicable laws, regulations, and industry standards.

Compliance and Regulatory Requirements -- Client shall be responsible for ensuring that the managed database system complies with all applicable laws, regulations, and industry-specific requirements. Client shall promptly notify Provider of any changes in such requirements that may impact the services provided under this agreement.

Third-Party Vendor Management -- Client shall be responsible for managing relationships and contracts with third-party vendors, such as software providers or cloud service providers, unless otherwise agreed upon in writing with Provider.

Security -- Client shall be responsible for implementing and maintaining appropriate security measures to protect their data, systems, and network infrastructure, including user access management, network security, and encryption.

Backup and Disaster Recovery -- Client shall be responsible for maintaining a secure offsite backup of their data and for ensuring the proper functioning of disaster recovery processes, unless these services are included in the managed database services provided by Provider.

Notification of Issues -- Client shall promptly notify Provider of any issues, concerns, or suspected problems with the managed database services, allowing Provider to investigate and resolve such issues in a timely manner.

TERM AND TERMINATION

Term

This Service Attachment is effective as of the Effective Date of the Order referencing the Services herein. Unless properly terminated by either party, this Attachment will remain in effect through the end of the term specified on the Order (the "Initial Term").

Renewal

"RENEWAL" MEANS THE EXTENSION OF ANY INITIAL TERM SPECIFIED ON AN ORDER FOR AN ADDITIONAL TWELVE (12) MONTH PERIOD FOLLOWING THE EXPIRATION OF

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THE INITIAL TERM, OR IN THE CASE OF A SUBSEQUENT RENEWAL, A RENEWAL TERM. THIS SERVICE ATTACHMENT WILL RENEW AUTOMATICALLY UPON THE EXPIRATION OF THE INITIAL TERM OR A RENEWAL TERM UNLESS ONE PARTY PROVIDES WRITTEN NOTICE TO THE OTHER PARTY OF ITS INTENT TO TERMINATE AT LEAST SIXTY (60) DAYS PRIOR TO THE EXPIRATION OF THE INITIAL TERM OR OF THE THEN-CURRENT RENEWAL TERM. ALL RENEWALS WILL BE SUBJECT TO PROVIDER'S THEN-CURRENT TERMS AND CONDITIONS.

Month-to-Month Services

If the Order specifies no Initial Term with respect to any or all Services, then we will deliver those Services on a month-to-month basis. We will continue to do so until one party provides written notice to the other party of its intent to terminate those Services, in which case we will cease delivering those Services at the end of the next calendar month following receipt such written notice is received by the other party.

Early Termination by Client With Cause

Client may terminate this Service Attachment for cause following sixty (60) days' advance, written notice delivered to Provider upon the occurrence of any of the following:

- Provider fails to fulfill in any material respect its obligations under the Service Attachment and fails to cure such failure within thirty (30) days following Provider's receipt of Client's written notice.
- Provider terminates or suspends its business operations (unless succeeded by a permitted assignee under the Agreement).

Early Termination by Client Without Cause

If Client has satisfied all of its obligations under this Service Attachment, then no sooner than ninety (90) days following the Service Start Date, Client may terminate this Service Attachment without cause during the Initial or a Renewal Term (the "Term") upon sixty (60) days' advance, written notice, provided that Client pays Provider a termination fee equal to all discounts and concessions provided, plus fifty percent (50%) of the recurring, Monthly Service Fees remaining to be paid from the effective termination date through the end of the Term, based on the prices then in effect.

Termination by Provider

Provider may elect to terminate this Service Attachment upon thirty (30) days' advance, written notice, with or without cause. Provider has the right to terminate this Service Attachment immediately for illegal or abusive Client conduct. Provider may suspend the Services upon ten (10) days' notice if Client violates a third-party's end user license agreement regarding provided software. Provider may suspend the Services upon fifteen (15) days' notice if Client's action or inaction hinders Provider from providing the contracted Services.

Effect of Termination

As long as Client is current with payment of: (i) the Fees under this Attachment, (ii) the Fees under any Order for Off-Boarding, and/or (iii) the Termination Fee prior to transitioning the Services away from Provider's control, then if either party terminates this Service Attachment, Provider will assist Client in the orderly termination of services, including timely transfer of the

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Services to another designated provider. Client shall pay Provider at our then-prevailing rates for any such assistance. Termination of this Service Attachment for any reason by either party immediately nullifies all access to our services. Provider will immediately uninstall any affected software from Client's devices, and Client hereby consents to such uninstall procedures.

Upon request by Client, Provider may provide Client a copy of Client Data in exchange for a data-copy fee invoiced at Provider's then-prevailing rates, not including the cost of any media used to store the data. After thirty (30) days following termination of this Agreement by either party for any reason, Provider shall have no obligation to maintain or provide any Client Data and shall thereafter, unless legally prohibited, delete all Client Data on its systems or otherwise in its possession or under its control.

Provider may audit Client regarding any third-party services. Provider may increase any Fees for Off-boarding that are passed to the Provider for those third-party services Client used or purchased while using the Service.

Client agrees that upon Termination or Off-Boarding, Client shall pay all remaining third-party service fees and any additional third-party termination fees.

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