DATADIRECT NETWORKS, INC.

SERVICES BRIEF

Overview: This Services Brief describes the services ("Professional Services" or "PS") to be provided by DataDirect Networks, Inc. ("DDN") for a predefined, per engagement basis and a pre-determined number of hours or days offered to the customer ("Customer") as identified in the DDN quotation ("Quotation"). In the absence of a written agreement between DDN and Customer expressly governing the performance of Professional Services, DDN's performance in connection with this Services Brief is subject to and governed exclusively by DDN's Professional Services Terms and Conditions posted at https://www.ddn.com/company/resource-library/ as of the date of the attached DDN Quotation.

Professional Services: Subject to Customer issuing a purchase order for the applicable Professional Services, DDN will provide such Professional Services, directly or indirectly by DDN-certified partner qualified to perform the on-site Professional Services, defined in the below "Professional Services Detail" section. Such Professional Services will be performed at the Customer designated site or via remote application and on the date mutually agreed between the parties in writing. Customer acknowledges that it is purchasing only an allotted time from DDN to provide the applicable ordered Professional Services and not for the purchase of hardware or software or completion of any other Customer directed tasks or activities. Note that only the deliverables for the ordered Professional Services are addressed by this Services Brief and any additions or changes to the applicable Professional Services shall be deemed out-of-scope and subject to a written and mutually agreed upon statement of work.

Customer Equipment: Performance of the Professional Services by DDN will occur at the Customer site or via remote access and will involve the "Customer Equipment" designated as part of the attached DDN Quotation.

Professional Services Performance Conditions
- DDN is not responsible for any application or host system access that encompasses coding, scripting, application analysis, system performance, troubleshooting, or applications logins outside of the Professional Services described in this Services Brief.
- This Services Brief applies to the Professional Services only. Customer is solely responsible to separately obtain and/or prepare as required, any and all hardware and software not included in the attached DDN Quotation that might be requested or needed by the Customer in relation to the Professional Services.
- Unless otherwise agreed in writing between the parties, DDN reserves the right to subcontract any or all portions of the Professional Services described under this Services Brief to a DDN-certified resource partner.
- Unless otherwise agreed in writing between the parties, DDN reserves the right, from time to time, and without obligation or liability to the Customer, to change or substitute any portions of the Professional Services described under this Services Brief.

Standard Business Hours
- These services are performed generally between the hours of 8:00 AM and 5:00 PM local time, Monday through Friday, excluding DDN holidays ("Standard Work Day"). Hours outside of the Standard Work Day may be available at an additional charge. To accommodate for reasonable rest of engineers, DDN requires at least ten (10) hours between scheduled work sessions.

Customer Responsibilities

Completion of the Professional Services by DDN in adherence to the terms of this Services Brief is contingent upon the Customer fulfilling the following responsibilities:

- Customer will complete all necessary facilities arrangements prior to the commencement of the Professional Services which will include but not be limited to such items as power, network connections, floor space, and cooling. Such required facility arrangements must be in place for the duration of this Services Brief.
- Customer will provide reasonable remote access as required for duration of the Professional Services. Remote access can be in the form of direct VPN/ssh access or supervised remote desktop sharing session.
- Customer will make knowledgeable staff and system administrators available to DDN promptly upon request. These contacts are to provide background information and clarification of information required to perform the Professional Services.
- Customer will provide, when possible, security passes to cover the duration of this Services Brief to allow DDN access and the ability to enter and leave Customer sites, with laptop personal computers and any other material related to the Professional Services to be performed under this Services Brief. If Customer requires that DDN be accompanied while onsite at Customer's facilities, Customer will be responsible for providing such escort, obtaining any necessary security clearances for DDN personnel, and any computers or other materials required for DDN to perform the Professional Services listed in this Services Brief.
- While DDN is providing the Professional Services, Customer will provide DDN or its certified partner staff adequate onsite access to office space and equipment, and to telephones with outside lines and standard Internet access.
- Should the performance of the Professional Services rely on electronic/network transfer of data, the Customer will provision and enable any network components or services required to facilitate the data transfer.
- Customer will provide accurate, complete, and up-to-date documentation and information.
- Customer will ensure that all appropriate data backup is performed prior to the performance of the Professional Services. Customer shall be solely responsible for management and adequacy of its data backup, data recovery, and disaster recovery measures.
- Customer shall be solely responsible for internal processes, procedures, requirements, and other measures to insure the protection against loss or corruption, availability, confidentiality, or security of data or information.
- Customer will participate in testing as directed by DDN.
- Customer warrants that it has obtained any and all permissions and/or licenses from third parties necessary for DDN or its certified partner to successfully perform the Professional Services.
- Customer acknowledges sole liability and responsibility for: (i) the physical handling and transporting of Customer Equipment, (ii) obtaining any desired insurance to cover the risks associated with moving Customer Equipment, including specifically loss of data, (iii) any data recovery activity necessary to ensure the integrity of data residing on Customer

Equipment prior to the installation and/or configuration, and (iv) any loss or damages that may result from or in connection with the Professional Services.

Professional Services Duration: DDN will use commercially reasonable efforts to commence performance of Professional Services within two to six weeks from the date of the Customer's written request accepted by DDN for Professional Services purchased. Performance of Professional Services will be on Standard Work Days between the hours of 8:00 AM and 5:00 PM local time. Any days or hours outside of this defined time period will be classified as non-business hours. The expected duration of the Professional Services addressed in this services brief should not exceed the time period specified in DDN Quotation. DDN and Customer acknowledge that successful completion of this engagement will require full and mutual good faith cooperation. Where agreement, approval, acceptance, consent or similar action by either party is required by any provision of this Services Brief, such action will not be unreasonably delayed or withheld. Customer agrees that to the extent its failure to meet its responsibilities results in a failure or delay by DDN in performing its obligations under this services brief, DDN will not be liable for such failure or delay. Delays due to Customer site issues or change of scope will need to be addressed with a change request and possibly a new DDN Quotation.

Expiration of Unused Services: Professional Services will be available to the Customer for one (1) year from the date DDN receives the Customer's purchase order for the Professional Services unless otherwise specified in the DDN Quotation. DDN will use commercially reasonable efforts to notify Customer of the pending expiration of Customer's unused Professional Services prior to the expiration date.

Fee Description and Payment: DDN requires an executed purchase order acceptable to DDN, from the Customer, prior to the performance of any Professional Services. Invoices are issued in arrears of the Professional Services being provided, not to exceed the total dollar amount specified on the purchase order. If Customer requires any additional Professional Services outside of the original DDN Quotation and Customer purchase order, a new DDN Quotation and Customer purchase order will be required for such additional Professional Services.

Professional Services Project Completion: Upon completion of the Professional Services addressed in this Services Brief, DDN will notify the Customer of successful completion of the Professional Services via a DDN Project Completion Form ("PCF"). DDN will request a signed PCF from the Customer. Within five (5) business days after DDN's submitting the PCF to Customer, should the Customer not: (i) execute and return the PCF or (ii) dispute in writing the successful project completion, the Professional Services under this Services Brief will be deemed accepted by the Customer.

Installation/Configuration Professional Services: As part of the Professional Services, DDN will provide the installation and/or configuration services for Customer Equipment for each ordered Professional Services SKU part number as listed in the attached DDN Quotation. Physical installation and configuration services are separate line items on the quote and should be ordered separately.   DDN configuration services are provided remotely to the Customer. If DDN configuration services are required to be at the Customer site, additional line items will be required on the DDN Quotation and ordered separately. DDN Professional Services Configuration Bundles provide no physical hardware installation. Hardware installation is to be performed by the Customer or with PS-HW-INST.

Dependent on the type of Professional Services purchased, DDN may also provide the following items to Customer in a format or method mutually agreed upon between parties.

- A pre-installation planning guide to use for preparing the new location for the Customer Equipment.
- Up to four (4) hours of Transfer Of Information ("TOI" or "knowledge transfer") to the Customer. The knowledge transfer will be conducted concurrently with the scheduled installation and configuration effort. The knowledge transfer may occur during the actual work sessions and concurrent with other installation and configuration services. A typical TOI includes: configuration overview, monitoring and alerting, basic system operational procedures, and opening a ticket with DDN support. DDN TOI is not an all-inclusive system technical training.
- DDN will attempt to accommodate additional Customer personnel for the knowledge transfer as able.

Professional Services Integration

DDN and Customer may mutually agree that a portion or majority of the Professional Services purchased be conducted at DDN's facility. DDN has the ability to work with Customer's explicit configuration information to "pre-configure" the system before shipment.

Professional Services Configuration Bundles

Professional Services Configuration Bundles are designed to provide Customer with the right levels of PS before, during and after system deployment. PS Configuration Bundles may include Planning, Deployment, and Post-Deployment services. PS Configuration Bundles are provided as remote services unless PSB-Onsite or PS-IF-ONSITE-SWCONFIG is included in the DDN Quotation.

- **Basic PS Bundle (PSB-PFS-BSC-REMOTE)**
  - **Planning Services:** Review Customer Infrastructure and Topology: 2 hours - remote.
  - **Deployment Services:** Remote Validation of hardware installation and health; configuration of all purchased components as described below in professional services detail; including "As Built" documents and support community setup; no tuning and optimization; up to 4 hours operational review and training - concurrent with deployment only, additional engagement or remote TOI will be at additional expense.
  - **Post-Deployment Services**: No post-deployment services are included in the Basic PS Bundles.
- **Essential PS Bundle (PSB-PFS-ESS-REMOTE)**
  - **Planning Services:** Review Customer Infrastructure and Topology: 4 hours - remote; make recommendation as to Topology changes.
  - **Deployment Services:** Remote validation of hardware installation and health; configuration of all purchased components as described below in professional services detail; including "As Built" documents and support community setup; 8 hours tuning and optimization; Assigned a named project manager to facilitate the planning of and execution of the project; up to 8 hours operational review and training - concurrent with deployment only, additional engagements or remote TOI will be at additional expense.
  - **Post-Deployment Services:** Voucher for 1 individual enrollment in a DDN Virtual Classroom Subscription.

- **Complete PS Bundle (PSB-PFS-CMP-REMOTE)**
  - o **Planning Services:** Review Customer Infrastructure and Topology: 8 hours - remote; make recommendation as to Topology changes.; design Customer infrastructure improvements - up to 8 hours.
  - o **Deployment Services:** Remote validation of hardware installation and health; configuration of all purchased components as described below in professional services detail; including "As Built" documents and support community setup; 16 hours tuning and optimization; Assigned a named project manager to facilitate the planning of and execution of the project; up to 16 hours operational review and training - concurrent with deployment only, additional engagements or remote TOI will be at additional expense.
  - o **Post-Deployment Services:** Voucher for 3 individual enrollments in a DDN Virtual Classroom Subscription.
- **A3I Deployment (INS-AI200-4; INS-AI400-4)**
  - o **Planning Services:** Review Customer Infrastructure and Topology: 2 hours - remote.
  - o **Deployment Services:** Remote validation of hardware installation and health; configuration of all purchased components as described below in professional services detail; including "As Built" documents and support community setup; no tuning and optimization; 2 hours operational review and training - concurrent with deployment only, additional engagement or remote TOI will be at additional expense.
  - o **Post-Deployment Services**: No post-deployment services are included in the A3I PS Bundles.
- **Basic IF PS Bundle (PS-IF-H6000-BSC-REMOTE)**
  - o **Planning Services:** Review Customer Infrastructure and Topology: 2 hours - remote.
  - o **Deployment Services:** Remote validation of hardware installation and health; configuration of all purchased components as described below in professional services Intelliflash detail; including "As Built" documents and support community setup; no tuning and optimization; up to 2 hours operational review and training - concurrent with deployment only, additional engagement or remote TOI will be at additional expense.
  - o **Post-Deployment Services**: No post-deployment services are included in the Basic PS Bundles.
- **Essential IF PS Bundle (PS-IF-H6000-ESS-REMOTE)**
  - o **Planning Services:** Review Customer Infrastructure and Topology: 4 hours - remote.
  - o **Deployment Services:** Remote validation of hardware installation and health; configuration of all purchased components as described below in professional services Intelliflash detail; including "As Built" documents and support community setup; up to 4 hours tuning and optimization; up to 4 hours performance validation; up to 2 hours operational review and training - concurrent with

deployment only, additional engagement or remote TOI will be at additional expense.

- o **Post-Deployment Services**: No post-deployment services are included in the Basic PS Bundles.
- **Onsite PS Bundle (PSB-Onsite/ PS-IF-ONSITE-SWCONFIG)**
  - o Deployment services provided as part of the Basic, Essential, Complete, Intelliflash or A3I PS Configuration Bundle will be provided at Customer site only with inclusion of PSB-Onsite or PS-IF-ONSITE-SWCONFIG.

Professional Services Configuration Detail

- Remote validation on all equipment and verify connectivity
- Installation of current revision of applicable firmware and/or operating systems
- Initialize new subsystem
- Configure network/snmp/smtp/notification settings
- Configure drive pools/vd/presentations/etc.
- Installation of EXAScaler or GRIDScaler on (DDN or Customer provided) MDS and OSS or NSD servers (operating system, OFED, Lustre software, etc.)
- EXAScaler (all that apply as scoped):
  - o Configuration of EXAScaler/Lustre cluster
  - o Configuration of HA management
  - o Configuration of file system
  - o Configuration of EXAScaler features
  - o Configuration of EXAScaler DataServices
  - o Configuration of EXAScaler LNET routers
  - o Assist Customer with client installation
- GRIDScaler (all that apply as scoped):
  - o Configuration of GRIDScaler/SpectrumScale/GPFS cluster (native)
  - o Configuration of file system
  - o Assist Customer with client installation
  - o Installation and configuration of CES
- Verify proper system functionality and baseline performance
- Installation and configuration of DDN InSight purchased concurrent with the PSB bundle
- Operational Transfer of Information (TOI)

Professional Services Intelliflash Configuration Detail

- Remote validation on all equipment and verify connectivity
- Installation of current revision of applicable firmware and/or operating systems
- Initialize new system
- Configure network/snmp/smtp/notification settings
- Configure drive pools
- Configure user authentication/mapping connection
- Configure NFS/SMB/ISCSI protocol
- Verify proper system functionality and baseline performance
- Configuration of Intellishell
- Operational Transfer of Information (TOI)

Hardware Configuration (PSB-SFA-CONFIG-REMOTE)
- Remote validation on all equipment and verify connectivity
- Installation of current revision of applicable firmware and/or operating systems
- Initialize new subsystem
- Configure network/snmp/smtp/notification settings
- Configure drive pools/vd/presentations/etc.

Hardware Installation (PS-HW-INST/PS-IF-HWINST)
- Hardware Installation will occur onsite at Customer location.
- Unpack all DDN provided hardware
- Inventory of hardware delivered
- Removal of any rack ballast or shipping braces
- Placement and securing of rack(s)
- Physical installation of all that apply: server(s); disk drives; necessary power, SAS, network cables
- (Customer Rack Only)
    - Installation of rack mounting kits in DDN or Customer provided rack
    - Physical installation of all that apply: SFA storage controller(s); server(s); drive enclosure(s); switch(es); Intelliflash
    - Installation of current revision of applicable firmware and/or operating systems.
    - Power on all equipment and verify power and cabling connectivity

DDN Intelliflash Partner/Customer Installation Verification (PS-IF-HWINST-SUPACC-USER; PS-IF-HWINST-SUPACC-PRTNR)
- Up to 2 hours of remote validation of new Intelliflash system installed by partner/customer
- Verify system as configured will provide expected functionality
- Verify system is health, in working order, and supportable

DDN Intelliflash Enclosure Expansion (PS-IF-EXPAN-ADD)
- Remote configuration of drive expansion
- Assist in new pool creation
- Verify proper system functionality

DDN Intelliflash NIC Upgrade (PS-IF-NIC-AUG)
- Remote configuration of drive expansion
- Assist in new pool creation
- Verify proper system functionality

DDN Intelliflash Network Diagnosis (PS-IF-NETDIAG)
- Remote diagnosis of network issues
- Priced per hour – 8 hours minimum
- Provide recommendations to resolve network issues

DDN Intelliflash Performance Management (PS-IF-TUNE)
- Remote performance management and system tuning
- Priced per day – 4 days minimum

- o Provide recommendations
- o Implement recommendations as agreed to

DDN Intelliflash Replication Services (PS-IF-REPL)
- o Remote configuration of replication services
- o Configuration of data replication between Intelliflash systems
- o Verify proper system functionality

DDN Intelliflash Upgrade Services (PS-IF-OS-UPG)
- o Remote upgrade of Intelliflash OS
- o Verify proper system functionality

DDN Insight Installation and Configuration (INS-INSIGHT-1; INS-INSIGHT-2)
- o Installation of DDN Insight Software (on pre-installed hardware and OS)
- o Configuration of Insight cluster
- o Configure monitoring of DDN systems
- o Verify connectivity
- o Verify proper system functionality and performance

System Health Audits (PMG-SHC-INIT; PMG-SHC-INCR5; PMG-SHC-FS; PS-IF-SHC)
- o Remotely validate the overall health of the storage solution.
- o Expose failures, impending risks, and performance issues
- o Snapshot configuration and performance information
- o Ensure path optimization, availability, and redundancy
- o Verify and validate all software and firmware revisions are at current levels
- o Detailed analysis reporting with recommendations