

CONTOSO ENTERPRISES Procurement Department VENDOR SERVICE AGREEMENT SUMMARY

Contract Information: Contract ID: VND-2026-0093 Contract Type: Managed Services Agreement Effective Date: April 1, 2026 Expiration Date: March 31, 2028 Duration: 24 months Auto-Renewal: Yes (unless 90-day written notice provided)

Parties: Client: Contoso Enterprises, Inc. Address: 500 Corporate Plaza, Seattle, WA 98101 Authorized Signatory: Jennifer Walsh, Chief Financial Officer Legal Entity Number: CE-2019-WA-4478

Vendor: CloudTech Solutions, LLC Address: 200 Innovation Drive, Suite 800, San Francisco, CA 94105 Account Manager: Tom Bradley, Senior Account Director Contact: tom.bradley@cloudtech.com | (415) 555-0267 Legal Entity Number: CTS-2018-CA-7721

Financial Terms: Monthly Service Fee: \$12,500.00 Annual Contract Value: \$150,000.00 Total Contract Value (24 months): \$300,000.00 Payment Terms: Net 30, invoiced on the 1st of each month Late Payment Penalty: 1.5% per month on overdue balance Annual Price Escalation: CPI-linked, capped at 3%

Services Included: 1. 24/7 Cloud Infrastructure Monitoring - Real-time monitoring of Azure and AWS environments - Automated alerting and incident detection - Monthly uptime target: 99.95%

2. Incident Response - Critical Severity (P1): 15-minute response, 2-hour resolution target - High Severity (P2): 1-hour response, 8-hour resolution target - Medium Severity (P3): 4-hour response, 24-hour resolution target - Low Severity (P4): Next business day response

3. Monthly Performance Reports - Infrastructure usage and capacity trends - Incident summary and resolution metrics - Cost optimization recommendations - Delivered by 5th of following month

4. Quarterly Business Reviews (QBR) - Strategic alignment review - Technology roadmap discussion - Budget vs. actual analysis - Attended by VP-level stakeholders from both parties

5. Security Management - Vulnerability scanning (weekly) - Patch management (monthly) - Annual penetration testing - SOC 2 Type II compliance maintained

Service Level Agreement (SLA): - Infrastructure Uptime: 99.95% (monthly) - P1 Response Time: 15 minutes - P2 Response Time: 1 hour - Monthly Report Delivery: By 5th of month - SLA Credit: 5% monthly fee per 0.01% below uptime target

Termination Clauses: - For Cause: 30-day cure period after written notice - For Convenience: 90-day written notice required - Early Termination Fee: 25% of remaining contract value - Data Handover: 30-day transition period included

Compliance and Governance: - SOC 2 Type II audit report provided annually - Data processing subject to GDPR and CCPA requirements - Background checks required for all personnel with data access - Cyber liability insurance: \$5M minimum coverage

Approval History: 1. Procurement Review: Completed January 20, 2026 - Tom Jenkins 2. Legal Review: Completed February 10, 2026 - James Chen, Legal Counsel 3. Security Review: Completed February 12, 2026 - Kevin O'Brien, CISO 4. Finance Approval: Completed February 15, 2026 - Jennifer Walsh, CFO 5. Contract Executed: February 18, 2026

Key Contacts (Contoso): Contract Owner: Maria Santos, Director of IT Operations Technical Lead: Raj Patel, Senior Cloud Architect Escalation: Patricia Williams, CTO