



## SERVICE ORDER

Commencement Date:

2019/05/01

SO#: DZ20190307K

Term: 12 months

ADF Inc.

eBoundHost.com

999 E Touhy Ave

Suite 167

Des Plaines, IL 60018

Account Manager:

Denis Zlatov

(888) 554-9990

denis.z@eboundhost.com

Attention:

Brett Hathaway

Manager TechOps/SRE

AppDynamics LLC

303 Second Street

North Tower, 8th floor

San Francisco, CA 94107

Service Description		Discount	MRC
SaaS / R&D Infrastructure	1,114 Devices	26%	\$ 223,667.96
Premium Blended Bandwidth Services: 2,000 mbit/sec commit	Bandwidth Overage @ \$5 mbit/sec		\$ 6,000.00
Temporary Additional Blended Bandwidth Services: 2,000 mbit/sec	05/01/2019 - 7/31/2019 with option to renew		\$6,000 (3 month MRC)
24/7 Data Center Team 300 monthly hours included	Additional hours \$120/hr		\$ 4,500.00
MAND (Minimum Aggregate Number of Devices) 5/1/2019 - 4/30/2020 - 1060 Devices			
Courtesy Service Credit \$36,000 to be issued on 05/01/2019			
The parties agree to further amend the following agreements originally executed on February 24, 2016: Master Product and Services Agreement:			
MPSA Section 5.2 Modification:			
<ul style="list-style-type: none"> <li>Notice of Services Cancellation/Non-Renewal must be provided by Customer to EBH at least ninety (90) days prior to end of Term.</li> </ul>			
At expiration of the Term in this Service Order, Customer has the right to auto renew this Service Order for an additional single twelve (12) month period, with the following conditions:			
<ul style="list-style-type: none"> <li>850 MAND</li> <li>26% Discount</li> <li>Courtesy Service Credit \$36,000 to be issued on 05/01/2020</li> </ul>			
This service order replaces all previously executed Service/Sales Orders			
		MRC Total:	\$ 234,167.96

## Device prices for new equipment

Device Type	Base Cost	Discount Level	Actual Cost
2U Device: Dell R720 R720xd	\$ 320.00	26%	\$ 236.80
1U Device: Dell R620 R630	\$ 220.00	26%	\$ 162.80
3XL Class 1U Server with SSD, 1TB RAM, NVMe, 10GbE	\$ 286.00	26%	\$ 211.64
3XL Class 2U (ex Dell R730, Dell R730xd, Cisco C220, Cisco C240)	\$ 368.00	26%	\$ 272.32
Backup Server: 24 Drive Chassis 2U 10Gb Fiber	\$ 416.00	26%	\$ 307.84
Network Equipment TOR 1U Cisco Nexus 100Gb + Cable Management	\$ 125.00	26%	\$ 92.50
Console Server 1U + Cable Management Device	\$ 99.00	26%	\$ 73.26
Network Cabinet BIGIP 4U Viprion Expandable High Capacity Chassis	\$ 689.00	26%	\$ 509.86
Network Cabinet Fiber Routing 4U	\$ 200.00	26%	\$ 148.00



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Device Type	Base Cost	Discount Level	Actual Cost
4U ColdStore Device 24/36 High Capacity	\$ 572.00	26%	\$ 423.28
Network Cabinet (HZ109) 1U Legacy Switch	\$ 160.00	26%	\$ 118.40
Network Cabinet Nexus Network Spine 12U	\$ 1,950.00	26%	\$ 1,443.00
Network Cabinet 4U Juniper Router MX104	\$ 572.00	26%	\$ 423.28
Legacy Network Equipment TOR 1U (S55 S60 S3048-ON)	\$ 0.00	26%	\$ 0.00

**Discount Level per number of devices (servers/switches)**

Date of Availability	Number of Devices	Discount Level
5/1/2019 - 4/30/2020	1060+	26%
5/1/2020 - 4/30/2021	850+	26%

## Authorized signatures:

By signing below, the parties acknowledge and agree that this Service Order Form and the Services provided by ADF, Inc. dba eBoundHost.com shall be governed by the terms and conditions set forth in the Master Products and Services Agreement by and between AppDynamics LLC (formerly AppDynamics, Inc.) and ADF, Inc. d/b/a/ eBoundHost.com, dated February 24, 2016. This Service Order Form reflects the terms of the parties agreement on this date.

Company: AppDynamics LLC


Company: ADF Inc - eBoundHost.com

Name **Elise Leung**

Name: Denis Zlatov

Title **General Counsel**

Title: COO

Signature Signature: Date **May 9, 2019**Date: **May 9, 2019**