



Appendix E, Attachment A of DIR Contract Number DIR-TSO-2595: Customer Order Form and Service Description

Account No:	Effective Date:	<input checked="" type="checkbox"/> New Order
Customer Name (herein "Customer"):		
Address:		
City, State, Zip Code:		State of Incorporation:

This Attachment (as may be amended from time to time) is made as of the date first written above between DYONYX, L.P. ("DYONYX"), a Texas Limited Partnership, with its principal place of business at 1235 N Loop West, 12TH Floor, Houston, TX 77008 and the Customer.

This Attachment is governed by and incorporated into the terms and conditions contained in Appendix E, the Managed Service Agreement (MSA) entered into between DYONYX and Customer under **DIR-TSO-2595 for Cloud Services**. This Attachment sets forth the entire Service offering and upon the Effective Date supersedes prior product information provided to Customer, whether oral or in writing, if any, and may only be amended in writing by both Parties. DYONYX reserves the right to make enhancements to the Service and shall advise Customer of any additional features. In the event of any conflict, the Order of Precedence in Section 1-C of DIR Contract No DIR-TSO-2595 shall control.

Section 1 – CUSTOMER SERVICES

LIST OF SERVICES UPDATED BASED ON SERVICES ORDERED BY CUSTOMER

Section 2 – TERM

Customer agrees to obtain Services under the terms of the MSA for (12) (24) (36) months. **Service Term: To Be Determined Based on Connection Notice.** Unless otherwise agreed to in writing by DYONYX and the Customer, revisions made to this contract shall be coterminous with the term of this agreement. As described in "Section 3.10- Service Term" of the MSA, the Customer acknowledges that it is financially responsible for the Services provided hereunder at the rates set forth in Section 3 below for the term of this Attachment unless terminated earlier pursuant to the MSA.

Section 3 – STANDARD FEATURES AND PRICING MATRIX

The following pricing matrix, as set forth herein, will remain in effect for the term of the MSA unless otherwise amended and agreed to in writing by both parties.

[Specify Order Line Items and Pricing below. Pricing shall be in accordance with Appendix C, Pricing Index.]



Services Summary	Monthly Recurring Charges	Non-Recurring Charges
Communication	\$0.00	\$0.00
Security	\$0.00	\$0.00
Co-location	\$0.00	\$0.00
Virtual Servers	\$0.00	\$0.00
Storage and Backup	\$0.00	\$0.00
Monitoring & Patching	\$0.00	\$0.00
Software SPLA's	\$0.00	\$0.00
Disaster Recovery	\$0.00	\$0.00
Service Desk	\$0.00	\$0.00
Infrastructure Support	\$0.00	\$0.00
DBA Support	\$0.00	\$0.00
Program Management	\$0.00	\$0.00
Totals	\$0.00	\$0.00

**As approved and requested by the Customer, Onsite Technicians who record more than eight (8) hours per day Monday through Friday (“After Hours”) and/or work weekends or holidays will be billed at one and a half (1 1/2) times the labor rates as specified in Appendix C, Pricing Index, of DIR Contract No DIR-TSO-2595.

Section 4 – AUTHORIZATION

In accepting this offer, Customer is not relying on any representations or promises, whether written or oral, other than those contained in this Agreement. Any changes to this Agreement must be in writing and are subject to subsequent approval by an authorized representative of DYONYX.

DYONYX, L.P.

<INSERT FULL NAME OF CUSTOMER>

Signature	Signature
Print Name	Print Name
Title	Title
Date	Date