



ABACUS SERVICE RATES

Last Updated: 2025-05-01

The below detailed schedule of Service Rates forms part of the Master Professional Services Agreement ("Principal Agreement") between: (i) for US based "Client": **ABACUS INFORMATION TECHNOLOGY, LLC** (d/b/a Abacus Group LLC); or for UK based "Client": **ABACUS INFORMATION TECHNOLOGY UK LIMITED** (collectively "Abacus") acting on its own behalf and as agent for each Abacus Affiliate; and (ii) "**CLIENT**" (as detailed in the respective Principal Agreement) acting on its own behalf and as agent for each Client Affiliate.

The terms used herein shall have the meanings as set forth herein. Capitalized terms not otherwise defined herein shall have the meaning given to them in the Principal Agreement. Except as modified below, the terms of the Principal Agreement shall remain in full force and effect.

In consideration of the mutual obligations set out herein, the parties hereby agree that the terms and conditions set out below shall be added as an addendum to the Principal Agreement. Except where the context requires otherwise, references herein to the Principal Agreement are to the Principal Agreement as amended by, and including, this addendum.

The below detailed rates ("Rates"), effective as of the Effective Date, governs Client's use of Abacus's Products and Services

On-Going Support will be available 24 hours per day, 7 days per week, 365 days per year.

On-Going Support of Abacus owned equipment at Client's Primary Office and in Abacus data centers, as well as support of the Abacus Network is included in the Products or Services defined in one or more SOW(s), at no additional charge.

On-Going Support of Client supplied items will be provided on a time & materials basis at the times and rates defined in the schedule below, examples of which include:

1. Physical end-user computers (e.g. desktops, laptops, tablets, mobile devices, etc)
2. Peripherals (e.g. mice, keyboards, printers, scanners, external drives, etc.)
3. Non-Abacus supplied software (e.g. Outlook client, Office products, etc.)
4. Miscellaneous requests (e.g. cooperation with investor or regulatory inquiries, organizational due diligence reviews, etc.)

On-Going Support Hourly Time and Material Rates <i>(Client supplied equipment)</i>		
	USD Based Clients	GBP Based Clients
Remote Support (24 x 7 x 365)	Per Principal Agreement <i>(as amended by the rate change notice which is effective July 1, 2025)</i>	
Onsite at Primary Office / Support Office(s) - During Normal Business Hours 1 Hour Minimum No Travel Time Charged Cancellation/Rescheduling with less than 24 hours' notice will incur indicated minimum		
Onsite at Primary Office / Support Office(s) - Outside of Normal Business Hours 1 Hour Minimum No Travel Time Charged Cancellation/Rescheduling with less than 24 hours' notice will incur indicated minimum		
Onsite at Non-Primary Office / Non-Supported Office(s) (e.g. home visit) 2 Hour Minimum Travel Time Charged for Visit Cancellation/Rescheduling with less than 24 hours' notice will incur indicated minimum	\$305	£240

Cybersecurity Consulting - During Normal Business Hours (including, but not limited to)		
Standard Abacus DDQ / Documents Standard File Server and Folder Permissions Report (if included in abacusFLEX package) Remediation of critical vulnerabilities related to Abacus shared services	Included	
Customized DDQ Work Customized Reporting Consulting/Remediation of Client initiated configuration/settings changes Policy and Other Document Review	\$305	£240
Network, Server and System Support -During Normal Business Hours	\$305	£240
Client Technology Management Consulting - During Normal Business Hours	\$390	£265
New PC Build and Deployment <i>Purchased through Abacus – Abacus Office ONLY</i> Unpacking, Building and Configuring Software Installation (<i>Microsoft 365, Abacus-related and approved applications</i>) and Patching Purchase of 3 rd Party Licenses is Client’s Responsibility	\$400 per computer ¹	£350 per computer ¹
PC Build and Deployment <i>Client Supplied – Abacus Office(s) / Client Site</i> 3-Hour Minimum Unpacking, Building and Configuring Software Installation (<i>O365, Abacus related and approved applications</i>) and Patching Purchase of 3 rd Party Licenses is Client’s Responsibility	\$205 ¹	£160 ¹
PC Build and Deployment (Client Supplied) – <u>Remote</u> 3-Hour Minimum New PCs or PCs that have been formatted / reset to factory default Only Client must provide Abacus remote access to PC Configuring Software Installation (<i>Microsoft 365, Abacus related and approved applications</i>) and Patching Purchase of 3 rd Party Licenses is Client’s Responsibility	\$205 ¹	£160 ¹

TO AVOID ANY DOUBT, ANY WORK PERFORMED BY ABACUS UNRELATED TO THE PROVISION OF THE PRODUCTS OR SERVICES SPECIFIED BY ONE OR MORE SOW(S) SHALL BE BILLED ON A TIME AND MATERIALS BASIS at the then current rate(s) detailed on the abacusPortal at the time services are performed.

¹ Requests to expedite the PC Build process may result in PC Build Expedite Fees that are in addition to the Standard PC Build Fee, which for those services that are charged hourly (as detailed above), will be charged as time-and-a-half the indicated rate. This is separate from the New User Request Expedite Fee.