

PRTG Professional Services Agreement

This PRTG Professional Services Agreement (“Agreement”) applies to Dreadnought’s PRTG Enterprise Professional Services (defined below) and is entered into by and between the customer using the Enterprise Support Services (“you” or “your”) and Dreadnought Endeavors Inc, a Delaware corporation (“Dreadnought”, “we,” “us”, or “our”); you and us, each, a “Party” and, collectively, the “Parties”.

By purchasing or utilizing Dreadnought’s PRTG Professional Services, you accept this Agreement.

Dreadnought PRTG Professional Services

Your Dreadnought PRTG Professional Services Agreement connects you with Paessler Certified Implementation Engineers and Paessler Certified PRTG Monitoring Experts for help with Paessler PRTG support-related tasks (“Enterprise Support Services”).

Professional Services may be included with your Paessler PRTG product license, or purchased separately.

Included Services

Basic Installation	Extended Configuration
<ul style="list-style-type: none"> ● Install PRTG ● Installing Remote Probes ● Run/Clean up initial auto-discovery ● Initial setup of device tree ● Creation of auto-discovery groups ● Basic Notification Templates Creation (Email, SMS, Mobile Application, Teams) ● Setup connection to email server ● Basic notification triggers ● Introduction to map creation ● Set up granular PRTG permissions ● Set up AD integration ● Set up device credentials at root level ● Creating/adding tags ● Create schedules 	<ul style="list-style-type: none"> ● Creating libraries ● Creating templates for auto-discovery ● Creating reports ● Specific map creation ● Installing and configuring ITOps Boards ● Creation of multiple ITOps Boards ● Setup of specific sensors (e.g. SQL, Exchange) ● Advanced notification template creation ● Advanced notification trigger setup ● Cluster setup ● Setup detailed device credentials ● Configuring PRTG and ITOps Board backups (including SQL backup)



Additional services and support options available upon request at the discretion of Dreadnought. An additional Agreement may be required.

It is your responsibility to provide the requisite hardware and software licenses (for products other than PRTG) for the deployment. Dreadnought may, at its sole discretion, provide best-effort support in configuring non-PRTG items such as servers and network infrastructure to support monitoring by PRTG.

Cooperation and Consent to Access Systems

In order for Dreadnought to provide the Professional Services described above, you hereby agree:

1. Consent for Remote Connection

The software used with the Professional Services may connect to Paessler, Dreadnought, or other service providers over a data connection. By using the PRTG Professional Services, you consent to the transmission of information via those remote connection services. To provide the Professional Services, Dreadnought may be required to connect remotely to your device, which allows us to access and control your device, view your device screen, install software and change settings on your device. You are responsible for any charges that may apply and for paying the fees charged by your data connection provider(s) (e.g. via internet, or Wi-Fi or wireless carrier). Those fees are in addition to any fees you pay for the PRTG Professional Services and we will not reimburse you for them.

2. Misuse of Remotely Based or Data-Connected Services

You may not use the PRTG Professional Services in any way that could harm Paessler, Dreadnought, their affiliates, any other service provider, or any computer network or system, nor impair anyone else's use thereof.

3. Cooperation and Supportability

Dreadnought's ability to deliver the PRTG Professional Services depends upon your full and timely cooperation, as well as the accuracy and completeness of any information you provide. It is strongly recommended that you have a valid PRTG license and an appropriate computer (native or virtual machine) with a valid Microsoft Windows license, as well as a network diagram and/or device list with credentials for such devices and the services hosted thereon.

Time

You may purchase the Services a la carte (billed hourly at a specified rate) or as a bundle (e.g. Paessler's PRTG Professional Services – 20 hour block). Any block time not consumed by the sooner of 6 months from initial purchase or mutual agreement of project completion (whichever is sooner) shall be considered forfeit.



Payment

A PRTG Professional Services package or a support subscription can be purchased either through Paessler AG or directly from us. If you choose to purchase directly from us, you must provide a payment method and necessary information (e.g. credit or debit card, bank account details, etc). You may do this via our website <https://dreadnoughtendeavors.com/>, by email to accounting@dreadnoughtendeavors.com, or by asking us to invoice your accounting department. Payment must be made by the due date on our invoice or may be subject to a 2% late fee.

Notices

When you use your PRTG Professional Services, you consent to Dreadnought providing you notifications about the Services or other information the law requires us to provide to you via that email address. Notices emailed to you will be deemed given and received when the email is sent.

No Warranty, Limitation of Remedies

1. No Warranty

To the maximum extent permitted by law, the Services are provided “as is”. Dreadnought disclaims and excludes all representations, warranties and conditions, whether express, implied or statutory, including but not limited to representations, warranties or conditions of title, non- infringement, satisfactory condition or quality, merchantability and/or fitness for a particular purpose with respect to any support services, software, diagnostics, or other materials or information we provide. You bear the entire risk of the Professional Services.

2. Limitation of Remedies

If the law provides any implied warranties despite the exclusions and limitations in this Service Agreement, your remedies are limited as determined by us, in the case of PRTG Professional Services, to either rework of the Services, or a refund in the amount of the price you paid (if any) for the Services.

Limitation of Liability

To the maximum extent permitted by law:

If you have any basis for recovering damages, you can recover from Dreadnought only direct damages up to the amount you paid for the support services and neither party will be liable to the other for any consequential damages, special damages, direct damages, indirect damages or incidental damages, including but not limited to loss of profits, loss of



your data or loss of business, for any matter related to this service agreement, any support services or any other materials or information that is provided.

This limitation of liability does not apply to either party's liability to the other for violation of its confidentiality obligation or the other party's intellectual property rights or for fraud, gross negligence or intentional misconduct by a party or for death or personal injury caused by that party's negligence.

You are responsible for your use of the enterprise support services and are liable for any results therefrom to the maximum extent the law permits.

Waiver

The failure of either Party to require performance by the other Party of any provision hereof shall not affect the full right to require such performance at any time thereafter; nor shall the waiver by either Party of a breach of any provision hereof be taken or held to be a waiver of the provision itself.

Severability

In the event that any provision of this Agreement shall be unenforceable or invalid under any applicable law or be so held by applicable court decision, such unenforceability or invalidity shall not render this Agreement unenforceable or invalid as a whole, and, in such event, such provision shall be changed and interpreted so as to best accomplish the objectives of such unenforceable or invalid provision within the limits of applicable law or applicable court decisions.

Entire Agreement

This Agreement constitutes the entire agreement between the Parties regarding the subject hereof and supersedes all prior or contemporaneous agreements, understandings, and communication, whether written or oral. This Agreement may be amended only by a written document signed by both Parties.



Signatures

Dreadnought Endeavors Inc

Signed

Name

Title

Date

Signed

Name

Title

Date

