

### Additions / Upgrade

Quantities added mid-month will be prorated and coterminous with the original subscription

Applicable billing changes to accommodate new subscriptions will be reflected in the next billing cycle

Hardware may be upgraded during the contract period, but may not be downgraded until the end of the agreement

Hardware quantities can be decreased under two conditions:

Within the first 24-hours after placing the addition order

During the agreement renewal process

If an upgrade is requested, a quote will be provided with updated pricing

The agreement dates will remain the same

### Terminations / Returns

Written notice of termination needs to be provided ninety (90) days prior to the end date of the agreement

All hardware needs to be returned within five (5) business days after cancellation

In the event of failure to return leased hardware or there is noticeable damage to the hardware, Client shall incur a charge equivalent to the Manufacturer's Suggested Retail Price (MSRP) for replacement or a comparable model

### Implementation

The monthly amount covers labor for upgrades, and replacements

Any additional labor required will be billed against the current support agreement

### Hardware Ownership

All hardware installed as a part of this agreement at the client's location is owned by Charles IT

If client fails to pay the invoice within the terms of the agreement, Charles IT reserves the right to suspend the service to the device

### Equipment Buyout

In the event of early termination or contract expiration, you will not be able to purchase the HWaaS solution from Charles IT and providing a migration to a new solution will be the responsibility of the client.

### Meraki Terms

If Cisco Meraki devices are being ordered - Client's Cisco Meraki tenant will be converted to per device licensing and unable to be converted back to per tenant licensing.