DaaS Q&A: WHY DAAS? - WHY NOT BUY OR LEASE?

— DaaS is better than buying and more than just a lease.

- o **DaaS vs Standard Lease** – The "added services" is the differentiator. The DaaS program combines the products, support and lifecycle services- to provide the End User with a single leasing contract.

- o **DaaS Subscription vs Buying** – The shift from CAPEX vs OPEX is the differentiator. The DaaS program reduces upfront cost, alleviates IT burdens, solves for asset management and improves end-user experience.

DaaS
DEVICE AS A SERVICE

DaaS Q&A: ANNUITY FACTORS

Monthly Flexibility and Billing Structure

— **CSP program** allows for you as the Reseller to bill your customer each month for the cloud services being provided. The CSP program's monthly subscription gives you the flexibility to add or remove seats as needed. Therefore if the End User fails to remit payments for Cloud Services being provided, you as the Reseller has the ability to cancel accordingly.

— **DaaS program** enables you as the Reseller to offer your customers the option to finance a complete DaaS solution for a specified term giving them the ability to make monthly payments for the duration of such term instead of paying the full cost up-front. By completing the DaaS Credit Application, the End User is responsible for remitting monthly payments to the Finance company for the full duration of the term and for returning the devices upon the conclusion of such term.

DaaS Q&A: LIFECYCLE SUPPORT & SERVICES

— **DaaS Technical Support Requests**

  ▪ DaaS Technical Support Center is our premier US-based customer service and technical support call center, providing customers access to DaaS technical team 24 hours a day, 7 days a week, 365 days a year.

  ▪ One-to-one problem troubleshooting and resolution, conveniently via phone, email and portal.

  ▪ *Assistance limited to DaaS program covered devices.*

— **Device Repair at No Additional Cost**

  ▪ Most hardware issues can be fixed using a standard replacement part, FEE FREE - No deductibles or co-pays; whether replacement or repair all hardware failure parts and labor are included in DaaS subscription.

  ▪ The DaaS Technical Support Team will order and overnight ship the required part(s).

  ▪ DaaS Field Engineer Technician will be dispatched to provide On-Site Next Business Day *(Monday-Friday 8am-5pm local time)* on-site repair/replacement and support. If on-site repair is not feasible, device is shipped to DaaS Repair Depot for support.

DaaS Q&A: PUTTING THE YOU IN SUPPORT

Can Resellers/End Users opt-out of the Help Desk Support feature of the DaaS program?

— The Help Desk Support features is an essential part of the DaaS offering.

— At this time the DaaS Program does not offer 'Services' as a la carte.

— For those MSP's that are able to provide Field Technician Support, there is an application process that you can go through to become a registered DaaS Field Service Support Technician.

How are the support services labeled or can the Reseller be named as the provider?

— **White Labeled -** Services within the DaaS Program are White Labeled as *DaaS Support Services*.

— **DaaS Field Engineer & Support Technicians Program -**

▪ Resellers can apply to become a certified DaaS Field agent, authorized to perform on-site DaaS Technical Support.

▪ Approved Resellers can chose to be added to the network or assigned to only handle their Customer's DaaS Technical Support needs.

DaaS Q&A: RESELLER SPECIFIC SERVICES

Does the DaaS program allow for the Reseller's specific services to run as a pass through back to the VAR on the monthly/annual payments for service agreement flexibility?

— At this time, services are limited to those named in the DaaS program agreement.
  - o The DaaS financing covers the total cost of the items invoiced in conjunction with the DaaS solution.
  - o The terms and conditions outlined in the DaaS agreement are limited to the DaaS'able hardware.
  - o Therefore, while the DaaS program allows for you to determine the Device mark-up/cost to the End-User, neither the financing or the agreement account for any additional and/or Reseller specific services outside of the DaaS program coverage.
  - o If the Reseller is looking to offer services in addition to those included in the DaaS program, the Reseller would still want to provide their own service agreement and billing for such services directly to the Customer.
— To discuss the addition of services please contact us directly at DaaS@dandh.com.

DaaS Q&A: DaaS Account & Credit Application Process

Does the Reseller need to apply for and/or set-up a DaaS account?
— There is no Reseller application process for the DaaS program.
— Reseller can contact DaaS@dandh.com in conjunction with DaaS inquiries and requests for pricing.
— A sub-account doesn't need created in advance. Once there is a DaaS opportunity a Sub-Account is created on the Resellers behalf in conjunction with our internal DaaS sales process.

Who completes the DaaS Credit Application?
— The DaaS Credit Application should be completed by the End User/Company who will be using the device(s) for the duration of the DaaS term.

What is the process to obtain a DaaS Credit Application?
— At the time of quote, the Reseller receives the DaaS Credit Application to provide to their Customer for completion.
— You may also contact DaaS@dandh.com to request a copy of the DaaS Credit Application.

How fast does the End User's DaaS credit application get approved?
— Typically, DaaS Credit Applications are processed within 24-48 hours or less.
— Completing the DaaS Credit Application in its entirety, providing all requested information and/or supporting documentation, will assist in a timely processing.
— DaaS Credit Application approval is contingent upon End User's credit worthiness.

DaaS Q&A: DaaS Payments & Billing

Who does End User/Customer pay?

— The End Customer's obligation is to the Financial Institution that approves them and therefore monthly payments are to be remitted to such company. At this time, D&H has partnered with and designated Summit Financial Group (SFG) for DaaS Financial Services. Additional Financial Institutions may be added to the program in the future but not at this time.

Can the Reseller collect and remit payments to the Finance Company on the End User's behalf?

— If the End User's DaaS Credit Application is approved, they must remit the payments directly to the Financier.

— In order for a Reseller to bill the End User and/or remit payments on the End User's behalf, the Reseller would need to complete and submit a DaaS Credit Application to the Finance company for approval. If approved, the Reseller is the named party financially obligated to remit payments to the Financial Institution for the duration of the term, as well as the return of such devices upon the conclusion of term. Failure to do so would result in action taken against the Reseller, not the End User.

The purpose of the DaaS program is to support and empower our Resellers to grow their business.

Therefore it is important that we point out that if the Reseller is the party utilizing the financing portion of the DaaS program instead of the End User, the Reseller's responsibilities would include:

- Bill for and pursue collections of DaaS payments from the End User.
- Remit payment in accordance with their financial obligation, regardless of whether or not the End User remits payments.
- Collect the devices at the end of the term and return to the designated DaaS Device Depot.

DaaS Q&A: END OF TERM

Does the Customer own the devices at the end of the DaaS term?
— As a subscription service, the DaaS program requires the device be turned-in at the end of the finance term.

Can either the Reseller or the End-User acquire the equipment at the end of the term?
— There is no Buy-Out option; devices must be returned at the conclusion of the term.

How does the DaaS program's end-of-term data wipes align with compliancy targets?
— Asset disposal and data wipes are completed in accordance with industry standards (DoD 5220.22-M Compliant).
— Certificates of destruction and disposal options available. *Contact DaaS@dandh.com for details.*
— "Keep your hard drive" option available. *Contact DaaS@dandh.com for details.*

What is the process for returning the devices at the conclusion of the term?
— As an Add-On service, the DaaS "On-Site Deployment & Decommissioning" provides end of term on-site device decommissioning via a dispatched DaaS Field Service Technician, responsible for boxing-up and removing devices to be returned to DaaS Device Return Depot.
— Without the DaaS "On-Site Deployment & Decommissioning" Add-On service, it is up to the End Customer to make the necessary arrangements for end of term device decommissioning, including the shipping boxes and return labels. This can be an opportunity for the Reseller to offer their services.

What if the End User is unable and/or refuses to return the Devices?
— The financial institution will pursue collection and device repossession efforts.