Schedule for Web Hosting Services
Version 11/02/2026

This Schedule for Web Hosting Services ("Schedule") forms part of, and is governed by, the Online Agreements (as defined in the Master Service Agreement ("MSA")) referenced in the applicable Order between Client and Optimized Computer Solutions, Inc. d/b/a OCSIT ("Provider"). Client is bound by this Schedule by signing an Order that lists Web Hosting Services or by continuing to use them. Capitalized terms not defined here have the meanings given in the MSA. "Hosted Website" means each website listed in the Order. This Schedule applies only to Web Hosting Services. It does not add any Managed Services, and anything not listed here or in the Order is out of scope. For Web Hosting Services, this Schedule controls over the Schedule for Managed Services.

1. Included Services

For the monthly Fee in the Order, Provider will provide the following for each Hosted Website:

(a) Setup. Creation of one WordPress website on the server, ready for Client to add its content.

(b) Hosting. Space for that website on a shared server managed by Provider, suitable for an ordinary business website.

(c) Updates. Updates to WordPress, plugins, and themes on a schedule set by Provider. Provider may delay or skip an update it reasonably believes would cause a problem.

(d) Backups. Regular backups under Provider's standard practice, kept for a limited period set by Provider.

(e) SSL certificate. A standard SSL certificate, which secures the connection to the website, once the domain points to Provider's server.

(f) Server security. Commercially reasonable patching and security tools at the server level.

(g) Content access. WordPress login access so Client can add and change its own website content.

(h) Support. Help with problems in the Services listed above, as described in Section 5.

Provider will restore a Hosted Website from its most recent available backup at no charge if the problem was caused by Provider's error, including an update applied by Provider.

2. Client Responsibilities

(a) Domain and DNS. Client is responsible for registering and renewing its domain and for managing its DNS records, which direct web and email traffic for the domain. Provider does not manage domains or DNS records.

(b) Content and compliance. Client owns its content and allows Provider to store, copy, and back it up to provide the Services. Client is responsible for everything on its website, including accuracy, ownership or license rights, and compliance with laws that apply to the website, such as privacy, advertising, accessibility, and healthcare laws.

(c) Accounts. Client is responsible for the WordPress accounts it controls, including using strong passwords, using multi-factor sign-in where available, and removing access for people who leave.

(d) Plugins and themes. Client may install plugins and themes without Provider's approval and is responsible for what it installs. Client is responsible for the actions of its staff, developers, and other vendors.

(e) Licenses. Client pays for all theme and plugin licenses its website needs. If a license lapses, updates for that item may stop.

3. Billable Work

The following are not included in the monthly Fee and are billed at the hourly rate in the Order. Client approves Billable Work by ticket before it begins. No separate Schedule for Project Services is required unless Provider estimates the work at four (4) hours or more.

(a) Restoring a Hosted Website or its data for any reason other than Provider's error.

(b) Malware cleanup and repair of a hacked website.

(c) Repairs needed because of something done by Client, its vendors, or a third party.

Creating a Hosted Website or moving an existing website onto Provider's server is charged as the one-time startup fee in the Order.

4. Not Included

Provider does not design or build websites or create or edit website content. Web Hosting Services also do not include email hosting, telephone support, after-hours or emergency coverage, 24-hour monitoring or response, on-site work, regulatory compliance services, or websites not built on WordPress.

5. Support

Support is by ticket only, sent to helpdesk@ocsit.com, and handled from 7:30 a.m. to 5 p.m. Eastern Time on normal business days, excluding holidays. Tickets opened outside those hours are handled on the next business day. Provider will respond within a commercially reasonable time. No response time, resolution time, or service credit applies to Web Hosting Services.

6. Availability and Fair Use

Provider will use commercially reasonable efforts to keep Hosted Websites available, and maintenance may occur at any time, with or without notice. Because the server is shared, Provider may limit a website that uses far more storage, traffic, or processing than a typical business website, or that affects other websites. In that case, Provider may ask Client to reduce its use or may offer a different plan. Provider may move a Hosted Website to another server under the Changes in Service Methods section of the MSA.

7. Acceptable Use

Client will not use a Hosted Website for anything unlawful, infringing, or deceptive, or to send spam or bulk email, distribute malware, or attack or probe other systems. Client will not store or process payment card numbers on a Hosted Website and will use a third-party payment service instead. A violation of this Schedule is a breach of the MSA for purposes of the Suspending Services section of the MSA. For Web Hosting Services, this Section expressly overrides that section to the extent it could be read to require more than one of its listed conditions, and Provider may suspend a Hosted Website if any one of them applies.

8. Patient Information

Hosted Websites are not intended to hold protected health information ("PHI"), meaning patient information protected by HIPAA. Client will not collect, store, or transmit PHI through a Hosted Website, including through web forms, file uploads, or a patient portal. If Client needs to collect PHI online, it will use a separate HIPAA-compliant service under that vendor's own business associate agreement, linked or

embedded so that PHI does not reach the Hosted Website. Provider may disable a form or feature it reasonably believes collects PHI and will notify Client by ticket. The Business Associate Agreement continues to apply to any PHI Provider actually receives, but nothing in it makes a Hosted Website suitable for PHI.

9. Compromised Websites

If Provider reasonably believes a Hosted Website has been compromised, or that any part of it, including a plugin or theme, could put the server or other hosted websites at risk, Provider may take the website offline or isolate it without prior notice and will notify Client by ticket. Bringing the website back is Billable Work unless the compromise was caused by Provider's error.

10. Disclaimers and Limitation of Liability

PROVIDER DOES NOT WARRANT THAT ANY HOSTED WEBSITE WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF MALWARE, OR THAT ANY BACKUP WILL BE COMPLETE OR CAN BE RESTORED. CLIENT SHOULD KEEP ITS OWN COPY OF ITS WEBSITE CONTENT.

THIS SECTION EXPRESSLY OVERRIDES THE LIMITATION OF LIABILITY SECTION OF THE MSA ONLY AS TO THE AMOUNT OF THE CAP FOR WEB HOSTING SERVICES. PROVIDER'S TOTAL LIABILITY ARISING OUT OF WEB HOSTING SERVICES SHALL NOT EXCEED THE FEES CLIENT ACTUALLY PAID FOR WEB HOSTING SERVICES, INCLUDING HOURLY AND RECURRING FEES, IN THE SIX (6) MONTHS BEFORE THE CLAIM AROSE. ALL OTHER TERMS OF THAT SECTION, INCLUDING THE EXCLUSION OF INDIRECT AND CONSEQUENTIAL DAMAGES, REMAIN IN EFFECT.

11. Ending Web Hosting Services

Term and renewal are set in the Order. Once Client's account is paid in full, and if Client asks by ticket before Web Hosting Services end, Provider will deliver one copy of the Hosted Website's files and database within ten (10) business days at no charge. This expressly overrides the Disengagement and Transfer Assistance section of the MSA for that one copy only. Any other transfer help is provided under that section. Client is responsible for pointing its domain to its new host. Provider may delete the Hosted Website and its backups thirty (30) days after Web Hosting Services end.