



Effective October 29, 2025. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

MANAGED SERVICES

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

MANAGED SECURITY SERVICES

Provider, through its Third-Party Services Providers will make its best effort to ensure the security of Client's information through third-party security software ("Security Software"). Client designates Provider as its agent to provide the Service to Client, and to enter into any third-party relationship to provide the Service to Client. Use of this Service is subject to the applicable Third-party Service Providers agreements regarding terms of use, which Client and Provider agree has been provided by Provider to Client. Client acknowledges that Third-Party Service Providers and their licensors own all intellectual property rights in and to the Security Software. Client will not engage in or authorize any activity that is inconsistent with such ownership. Client acknowledges and agrees to be bound by any applicable Third-Party Service Provider agreements regarding terms or use or end user licensing terms, and Client understands that any applicable agreement regarding terms of use or end user licensing is subject to change without notice.

MANAGED SERVICES SUMMARY

MANAGED FIREWALL

The Managed Firewall Service ensures continuous visibility, security policy enforcement, and uptime for perimeter network defense.

- 24/7 Performance and Uptime Monitoring with Incident Response
- Automated Configuration Backup and Version Retention
- Quarterly OS and Firmware Updates
- Unified Threat Management (UTM) Database Update Monitoring
- Change and Configuration Management
- Bandwidth and Throughput Utilization Monitoring

MANAGED SWITCH

The Managed Switch Service maintains critical LAN infrastructure to ensure secure and reliable connectivity across your environment.

- 24/7 Performance and Link Uptime Monitoring
- Automated Configuration Backups
- Annual Firmware and OS Updates
- Configuration Change Management
- Bandwidth and Port Utilization Monitoring
- Link Health Monitoring (Status, Errors)

MANAGED ISP

The Managed ISP Service ensures your internet connection is proactively monitored for availability and escalated as needed.

- Real-Time ISP Link Monitoring
- Escalation to ISP Providers for Resolution of Outages

MANAGED WIRELESS

The Managed Wireless Service ensures stable, secure, and high-performing wireless connectivity across your environment through proactive monitoring, maintenance, and support

- 24/7 Performance and Uptime Monitoring with Incident Response
- Annual Firmware Updates for Access Points
- Automated Configuration Backups and Change Management
- Support for up to 5 SSIDs per Site
- Troubleshooting of Connectivity Issues and Performance Degradation

MANAGED HYPERVISOR HOST

The Managed Hypervisor Host Service ensures virtualization infrastructure is stable, patched, and optimized for performance and resource allocation.

- 24/7 Host Health and Performance Monitoring (CPU, Memory, Storage, RAID, Network, Out-of-Band Access)
- Quarterly OS Updates
- Annual Firmware Updates
- Hyper-V Resource Optimization (vCPU, vRAM, Storage)
- Configuration and Change Management
- Host Stability and Hardware Fault Alerting

MANAGED VIRTUAL MACHINES

The Managed Virtual Machines Service provides proactive performance monitoring, patching, and support for business workloads hosted on your virtual environment

- 24/7 VM Uptime and Performance Monitoring
- Monthly OS Security Patch Management
- Guest OS Stability Monitoring and Alerts
- Configuration Change and State Management

MANAGED VEEAM SERVER & O365

The Managed Veeam Backup Service ensures business continuity through reliable, validated backups and secure data retention for both on-prem and cloud workloads.

- Daily Backup Job Validation by Technicians
- Vendor Coordination for Application-Level Issues
- Remediation of Backup Failures Triggered for 2+ Consecutive Days
- Annual Veeam Software Updates (If Applicable)
- Critical CVE Security Patch Application (CVE = 9)
- Configuration Backup and Encryption Management
- File-Level Restore Support for Covered Workloads

****Provider does not provide internet connection. Client is responsible for providing internet connection to use the Service.**

**THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY
TIME WITHOUT NOTICE.**