SCHEDULE OF SERVICES

This Schedule of Services describes the Managed IT Services offered by EPION, LLC a Tennessee company ("EpiOn"). This Schedule of Services may be modified at EpiOn's sole discretion. Only the Services itemized in the Order will be delivered. The following is a list of all available Managed IT Services offered by EpiOn. Additional Services may be added only by entering into a new Order, including those Services.

Function / Addendum	Part Number	Description

Data Backup and Recovery Services	SAFE-BDR	Onsite BDR Appliance (per server)
		
		Service Description: An on-premises appliance supplied by EpiOn that serves as a local repository for data backups. This appliance can also be utilized as a temporary host for Client's server (in a limited capacity) as part of a disaster recovery solution. EpiOn monitors and maintains the appliance's health for the life of the agreement. EpiOn protects backup data with AES-256 bit encryption, both at rest and in transit.
		
		• One-time Tasks:
		  ○ Connect BDR appliance to the network.
		  ○ Install backup software.
		• Customer Requirements:
		  ○ Subscribe to one of EpiOn's SAFE-MGD+DR solutions to receive the standby virtual server capabilities.
		  ○ Either 4U of rack space or secured area for small tower computer footprint for appliance installation. This can be installed in a 2 or 4-post rack or table-top mounted if a rack is not available.
		  ○ 1 x 110 VAC power outlet (up to 30AMP and 1100 watts of power required)
		  ○ 1 x 10/100/1000 Megabit Ethernet switch port on the same network as the objects being monitored.
		  ○ Note: The appliance must be able to initiate an outbound SSL/HTTPS connection to the EpiOn Systems for monitoring, remote access, and offsite backup.
		  ○ Access to customer's network/IT staff to answer questions, as required
		• Assumptions and Exceptions:
		  ○ Compute power provided by SAFE-BDR may be substantially less than Client's native server capabilities.
		  ○ There is an appliance fee for every Client server or host being backed up to a SAFE-BDR.
		  ○ EpiOn is not responsible for missed alerts due to unreliable or faulty Internet connectivity. Customer is responsible for maintaining Internet reliability; redundant connections are recommended.
		  ○ Remote offices must have reliable, low latency WAN connection. EpiOn is not liable for missed alerts due to faulty WAN/MAN/Internet connections
		  ○ For on-site installation outside of greater Middle or Eastern Tennessee, additional travel charges may apply.
		  ○ Any onsite services are billable hourly at our preferred MSP rate. Unless covered by another service with EpiOn.

Data Backup and Recovery Services	SAFE-MGD	Protects 250GB of Server Storage (additional storage can be added)
		- Nightly Server Backups
		- Monitored 24x7
		- Onsite Data Storage
		- Offsite Data Storage
		
		Service Description: An image-based offsite data backup solution for one Client server with up to 250GB of SAFE-STR data. Backups are performed nightly unless the Statement of Work specifies other frequency and uploaded to EpiOn SAFE Storage platform. Onsite copies of backups may be retained if Client has also purchased SAFE-BDR or provided compatible external storage. EpiOn monitors the success or failure of backup jobs on a 24x7 basis but is only responsible for responding to issues related to the backup within Business Hours. Client receives daily backup notices on the success or failure of the backup job. Data restoration services are provided to Client on a Time and Material basis as needed. EpiOn protects backup data with AES-256 bit encryption, both at rest and in transit.
		
		• One-time Tasks:
		  ○ Configure backup frequency and retention schedule to comply with the Recovery Point Objective (RPO) provided by the Client.
		• Customer Requirements:
		  ○ Provide to EpiOn or endorse a formal schedule for the RPO which defines the frequency of backup and the onsite and offsite retention policy.
		• Assumptions and Exceptions:
		  ○ Service includes up to 250GB of "live" data for a single server. Live data is defined as the amount of storage that the data is natively consuming on the Client's original device.

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		○ Unless specifically stated on the Statement of Work, EpiOn makes no warranty about the Recovery Time Objective (the time it would take to restore data and recovery normal service operation). ○ Image-based backups operate on a "chain" strategy whereby an initial base image is created and then subsequent incremental backups are performed. Client understands that from time-to-time EpiOn may need to reset this base image without notice. When reset, historical recovery points may be lost from the point of reset. ○ In the event Client does not provide an RPO to EpiOn, EpiOn will follow its own standards based upon its current standards and/or the capacities of the BDR appliance. ○ EpiOn is not responsible for missed alerts due to unreliable or faulty Internet connectivity. Customer is responsible for maintaining Internet reliability; redundant connections are recommended. ○ Remote offices must have reliable, low latency WAN connection. EpiOn is not liable for missed alerts due to faulty WAN/MAN/Internet connections ○ Any onsite services are billable hourly at our preferred MSP rate. Unless covered by another service with EpiOn.
Data Backup and Recovery Services	SAFE-MGD+DR-1	Managed +DR - Initial Server (1 TB) Service Description: An image-based offsite data backup and disaster recovery solution for one Client server with up to 1TB of SAFE-STR data. Offsite backups are performed nightly unless the Statement of Work specifies other frequency and uploaded to EpiOn SAFE Storage platform. If client has purchased a separate SAFE-BDR appliance, onsite backups may occur as frequently as hourly. EpiOn monitors the success or failure of backup jobs on a 24x7 basis but is only responsible for responding to issues related to the backup within Business Hours. If the Client were to formerly declare a Disaster related to the loss of their Server, EpiOn will restore Client's data to an EpiOn-hosted cloud server environment and make that service available to the Client for up to 30 days with no additional charge. EpiOn protects backup data with AES-256 bit encryption, both at rest and in transit. • One-time Tasks: ○ Configure backup frequency and retention schedule to comply with the Recovery Point Objective (RPO) provided by the Client. • Customer Requirements: ○ Provide to EpiOn or endorse a formal schedule for the RPO which defines the frequency of backup and the onsite and offsite retention policy. • Assumptions and Exceptions: ○ Service includes up to 1TB of "live" data for a single server. Live data is defined as the amount of storage that the data is natively consuming on the Client's original device. ○ Unless specifically stated on the Statement of Work, EpiOn makes no warranty about the Recovery Time Objective (the time it would take to restore data and recovery normal service operation). ○ Image-based backups operate on a "chain" strategy whereby an initial base image is created and then subsequent incremental backups are performed. Client understands that from time-to-time EpiOn may need to reset this base image without notice. When reset, historical recovery points may be lost from the point of reset. ○ In the event Client does not provide an RPO to EpiOn, EpiOn will follow its own standards based upon its current standards and/or the capacities of the BDR appliance. ○ EpiOn is not responsible for missed alerts due to unreliable or faulty Internet connectivity. Customer is responsible for maintaining Internet reliability; redundant connections are recommended. ○ Remote offices must have reliable, low latency WAN connection. EpiOn is not liable for missed alerts due to faulty WAN/MAN/Internet connections ○ Any onsite services are billable hourly at our preferred MSP rate. Unless covered by another service with EpiOn. ○ Service does not include EpiOn's time related to data restoration or the recovery and rebuilding of Client's on-premises server environment.
Data Backup and Recovery Services	SAFE-MGD+DR-A	Managed +DR - Additional Server (500 GB) Service Description: Adds an additional Client server to the SAFE-MGD+DR-1 service and up to an additional 500GB of SAFE-STR data. • Customer Requirements: ○ Subscribe to SAFE-MGD+DR-1 for at least one additional server. Assumptions and Exceptions:
Data Backup and	SAFE-STR-GB	SAFE Storage (1 GB)

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Recovery Services		Service Description: 1 GB of object-based data storage in an EpiOn data center. Data is stored in an encrypted Object format. All data is initially ingested at EpiOn's primary data center and then replicated to 2 additional, geographically diverse, EpiOn data centers. EpiOn protects backup data with AES-256 bit encryption, both at rest and in transit.
Data Backup and Recovery Services	NAS - Local/Remote Backup [CT] -OR- NAS - Remote Backup [CT] -OR- NAS - Local Backup [CT]	Legacy-CipherTek Data Backup Service Offerings Service Description: A file and/or image backup. Depending on the specifics of the proposal delivered to the Client, this service may include any of the following: • A local-only backup: Client data is backed up to a storage device physically located within their facility. No off-site data backup is included. • A local and remote backup: Client data is backed up to a storage device physically located within the Client's facility and it is replicated to an off-site location. Off-site locations may include EpiOn's cloud, a third-party vendor cloud, or a secondary facility of the Client. • A remote-only backup: Client data is backed up to an off-site storage facility. Backup frequency is specified in the proposal delivered to Client upon sign-up. The volume of data to be backed up is specified in the body of the Client's proposal. At least once Weekly, a technician will examine the backup logs and notify Company of any issues. Data usage in excess of the amount defined in this agreement will be billed in monthly increments at a rate of $1.00/GB. Includes same-day support during regular business hours for file restore requests Company may periodically and upon request be provided with a listing of all files being backed up. It is the Company's SOLE responsibility to ensure that Service Provider is provided with an accurate, timely and up-to-date listing of all files that should be included in the backup set(s).

Cloud Services	INET-25	25 Mbps Internet - Synchronous bandwidth to and from your EpiOn Cloud Server and/or Storage solutions
		
		Service Description: Includes 25Mbps of unmetered, synchronous, broadband Internet connectivity into and out of EpiOn's Data Center for connectivity to EpiOn Cloud Server and Storage solutions.
		
		• One-time Tasks:
		  ○ Provision the bandwidth and route it to Client's dedicated network within the EpiOn data center.
		
		• Assumptions and Exceptions:
		  ○ This is bandwidth at the Data Center only and does not provide bandwidth to or from your offices, facilities, or residences.
		  ○ Does not include a dedicated static IP Address.
		  ○ Includes basic router and firewall security but Client remains responsible for securing their Cloud Server and Storage unless otherwise covered in a Statement of Work.

Cloud Services	INET-5	5 Mbps Internet - Synchronous bandwidth to and from your EpiOn Cloud Server and/or Storage solutions
		
		Service Description: Includes 5Mbps of unmetered, synchronous, broadband Internet connectivity into and out of EpiOn's Data Center for connectivity to EpiOn Cloud Server and Storage solutions.
		
		• One-time Tasks:
		  ○ Provision the bandwidth and route it to Client's dedicated network within the EpiOn data center.
		• Assumptions and Exceptions:
		  ○ This is bandwidth at the Data Center only and does not provide bandwidth to or from your offices, facilities, or residences.
		  ○ Does not include a dedicated static IP Address.
		  ○ Includes basic router and firewall security but Client remains responsible for securing their Cloud Server and Storage unless otherwise covered in a Statement of Work.

Cloud Services	INET-50	50 Mbps Internet - Synchronous bandwidth to and from your EpiOn Cloud Server and/or Storage solutions
		
		Service Description: Includes 10Mbps of unmetered, synchronous, broadband Internet connectivity into and out of EpiOn's Data Center for connectivity to EpiOn Cloud Server and Storage solutions.
		
		• One-time Tasks:
		  ○ Provision the bandwidth and route it to Client's dedicated network within the EpiOn data center.
		• Assumptions and Exceptions:
		  ○ This is bandwidth at the Data Center only and does not provide bandwidth to or from your offices, facilities, or residences.

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		○ Does not include a dedicated static IP Address. ○ Includes basic router and firewall security but Client remains responsible for securing their Cloud Server and Storage unless otherwise covered in a Statement of Work.
Cloud Services	INET-IP	IP Address - Dedicated static IP address for your EpOn Cloud resources Service Description: Provides 1 dedicated, static IP address to be used in conjunction with EpiOn's broadband Internet connectivity.
Cloud Services	STR-BS-GB	Cloud Block Storage (1 GB) - Includes 1 gigabyte of "live" file storage and the related Safe data backup service to protect it. Service Description: 1 GB of SAN-based, block storage delivered via an iSCSI interface to your EpiOn Cloud Server or your on-premises server. EpiOn includes backup of the data stored via EpiOn's SAN snapshot capabilities. Encrypted backups are initially stored locally on EpiOn's object-storage platform before being replicated to two additional EpiOn data centers located in geographically diverse locations. • Customer Requirements: ○ Unless otherwise provided by EpiOn, Client is responsible for all file and folder permissions and managing access to the storage. • Assumptions and Exceptions: ○ On premise servers, require a separate Site-to-Site VPN of suitable bandwidth through our Connect service. ○ Data retention schedules for backups can vary but typically include hourly for up to 24 hours, daily for up to 2 weeks and weekly for up to 2 months.
Cloud Services	STR-BS-TB	Cloud Block Storage (1 TB) - Includes 1 terabyte of "live" file storage and the related Epic-Safe data backup service to protect it. Service Description: 1 TB of SAN-based, block storage delivered via an iSCSI interface to your EpiOn Cloud Server or your on-premises server. EpiOn includes backup of the data stored via EpiOn's SAN snapshot capabilities. Encrypted backups are initially stored locally on EpiOn's object-storage platform before being replicated to two additional EpiOn data centers located in geographically diverse locations. • Customer Requirements: ○ Unless otherwise provided by EpiOn, Client is responsible for all file and folder permissions and managing access to the storage. • Assumptions and Exceptions: ○ On premise servers, require a separate Site-to-Site VPN of suitable bandwidth through our Connect service. ○ Data retention schedules for backups can vary but typically include hourly for up to 24 hours, daily for up to 2 weeks and weekly for up to 2 months.
Cloud Services	STR-OB-GB	Cloud Object Storage (1 GB) - Includes 1 gigabyte of object storage with replication to 2 additional sites. Service Description: 1 GB of object storage delivered via S3 compatible interface. Data is encoded for redundancy and replicated between 3 geographically diverse EpiOn data centers. • Customer Requirements: ○ Unless otherwise provided by EpiOn, Client is responsible for all file and folder permissions and managing access to the storage. ○ Client provides bandwidth and software compatible with accessing storage buckets. • Assumptions and Exceptions: ○ Object storage can be slower to access. Retrieving large amounts of data at one time may take considerable processing time. ○ Objects are stored in "buckets" which are encrypted. EpiOn will provide client with a copy of their unique encryption keys to their bucket. Should Client lose those keys, EpiOn will not be able to recover them and the data within the bucket will be inaccessible.
Cloud Services	STR-OB-TB	Cloud Object Storage (1 TB) - Includes 1 gigabyte of object storage with replication to 2 additional sites. Service Description: 1 GB of object storage delivered via S3 compatible interface. Data is encoded for redundancy and replicated between 3 geographically diverse EpiOn data centers. • Customer Requirements: ○ Unless otherwise provided by EpiOn, Client is responsible for all file and folder permissions and managing access to the storage. ○ Client provides bandwidth and software compatible with accessing storage buckets. • Assumptions and Exceptions: ○ Object storage can be slower to access. Retrieving large amounts of data at one time may take considerable processing time.

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		○ Objects are stored in "buckets" which are encrypted. EpiOn will provide client with a copy of their unique encryption keys to their bucket. Should Client lose those keys, EpiOn will not be able to recover them and the data within the bucket will be inaccessible.
Cloud Services	STR-BB-GB	Cloud File Storage (1 GB) - Includes 1 gigabyte of "live" file storage. Service Description: 1 GB of SAN-based, block storage delivered via an iSCSI interface to your EpiOn Cloud Server or your on-premises server. • Customer Requirements: ○ Unless otherwise provided by EpiOn, Client is responsible for all file and folder permissions and managing access to the storage. • Assumptions and Exceptions: ○ On-premises servers, require a separate Site-to-Site VPN of suitable bandwidth through our Connect service. ○ EpiOn does not include any data backup or replication of data stored in the Basic Block service.
Cloud Services	STR-BB-TB	Cloud File Storage (1 TB) - Includes 1 terabyte of "live" file storage. Service Description: 1 TB of SAN-based, block storage delivered via an iSCSI interface to your EpiOn Cloud Server or your on-premises server. • Customer Requirements: ○ Unless otherwise provided by EpiOn, Client is responsible for all file and folder permissions and managing access to the storage. • Assumptions and Exceptions: ○ On-premises servers, require a separate Site-to-Site VPN of suitable bandwidth through our Connect service. ○ EpiOn does not include any data backup or replication of data stored in the Basic Block service.
Cloud Services	SVR-CPU	Cloud Additional vCPU Service Description: Provides 1 additional vCPU for utilization by an EpiOn Cloud Server or WorkSpace.
Cloud Services	SVR-ECON	Cloud Server - Economy (Includes: 1 vCPU, 2GB RAM, 60GB OS Partition, 60GB Data / Application Partition, Windows Server 2012 R2 for Unlimited Users, 24x7 Monitoring, Antivirus Agent, Windows OS Patching, and a LogMeIn Pro Agent) Service Description: A dedicated virtual server located within a single EpiOn data center. Includes 1 virtual CPU, 2GB of memory (RAM), a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows Server OS license for unlimited users. All the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system and a remote access agent. • One-time Tasks: ○ Provision the virtual server and connect it to Client's virtual network within the EpiOn data center. • Customer Requirements: ○ Unless otherwise provided by EpiOn, Client is responsible for all server management and security. • Assumptions and Exceptions: ○ Server includes the bandwidth required to communicate locally within the Data Center with your other EpiOn Cloud solutions, but it does not include any Internet Bandwidth for connectivity outside of the Data Center. ○ EpiOn support is limited to ensuring that the server is running and accessible. ○ Service does not include support for your end users or for our time to assist you with your line of business applications. ○ Demarcation. Our Services are delivered over a broadband Internet connection. EpiOn accepts no responsibility for your LAN, PCs, broadband connection, desktop, applications not hosted or managed by EpiOn, or any other items beyond the Service provided.
Cloud Services	SVR-ENT	Cloud Server - Enterprise (Includes: 4 vCPU, 15GB RAM, 60GB OS Partition, 60GB Data / Application Partition, Windows Server 2012 R2 for Unlimited Users, 24x7 Monitoring, Antivirus Agent, Windows OS Patching, and a LogMeIn Pro Agent) Service Description: A dedicated virtual server located within a single EpiOn data center. Includes 4 virtual CPUs, 15GB of memory (RAM), a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows Server OS license for unlimited users. All the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the

		operating system and a remote access agent.
		
		• One-time Tasks:
		  ○ Provision the virtual server and connect it to Client's virtual network within the EpiOn data center.
		• Customer Requirements:
		  ○ Unless otherwise provided by EpiOn, Client is responsible for all server management and security.
		• Assumptions and Exceptions:
		  ○ Server includes the bandwidth required to communicate locally within the Data Center with your other EpiOn Cloud solutions, but it does not include any Internet Bandwidth for connectivity outside of the Data Center.
		  ○ EpiOn support is limited to ensuring that the server is running and accessible.
		  ○ Service does not include support for your end users or for our time to assist you with your line of business applications.
		  ○ Demarcation. Our Services are delivered over a broadband Internet connection. EpiOn accepts no responsibility for your LAN, PCs, broadband connection, desktop, applications not hosted or managed by EpiOn, or any other items beyond the Service provided.

Cloud Services	SVR-PRO	Cloud Server - Professional (Includes: 2 vCPU, 8GB RAM, 60GB OS Partition, 60GB Data / Application Partition, Windows Server 2012 R2 for Unlimited Users, 24x7 Monitoring, Antivirus Agent, Windows OS Patching, and a LogMeIn Pro Agent)
		
		Service Description: A dedicated virtual server located within a single EpiOn data center. Includes 2 virtual CPUs, 8GB of memory (RAM), a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows Server OS license for unlimited users. All the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system and a remote access agent.
		
		• One-time Tasks:
		  ○ Provision the virtual server and connect it to Client's virtual network within the EpiOn data center.
		• Customer Requirements:
		  ○ Unless otherwise provided by EpiOn, Client is responsible for all server management and security.
		• Assumptions and Exceptions:
		  ○ Server includes the bandwidth required to communicate locally within the Data Center with your other EpiOn Cloud solutions, but it does not include any Internet Bandwidth for connectivity outside of the Data Center.
		  ○ EpiOn support is limited to ensuring that the server is running and accessible.
		  ○ Service does not include support for your end users or for our time to assist you with your line of business applications.
		  ○ Demarcation. Our Services are delivered over a broadband Internet connection. EpiOn accepts no responsibility for your LAN, PCs, broadband connection, desktop, applications not hosted or managed by EpiOn, or any other items beyond the Service provided.

Cloud Services	SVR-RAM	Cloud Additional Server RAM Service Description: Provides additional 1GB of memory (RAM) for utilization by an EpiOn Cloud Server or WorkSpace.

Cloud Services	SVR-STD	Cloud Server - Standard (Includes: 2 vCPU, 4GB RAM, 60GB OS Partition, 60GB Data / Application Partition, Windows Server 2012 R2 for Unlimited Users, 24x7 Monitoring, Antivirus Agent, Windows OS Patching, and a LogMeIn Pro Agent)
		
		Service Description: A dedicated virtual server located within a single EpiOn data center. Includes 2 virtual CPU, 4GB of memory (RAM), a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows Server OS license for unlimited users. All the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system and a remote access agent.
		
		• One-time Tasks:
		  ○ Provision the virtual server and connect it to Client's virtual network within the EpiOn data center.
		• Customer Requirements:
		  ○ Unless otherwise provided by EpiOn, Client is responsible for all server management and security.
		• Assumptions and Exceptions:

		○ Server includes the bandwidth required to communicate locally within the Data Center with your other EpiOn Cloud solutions, but it does not include any Internet Bandwidth for connectivity outside of the Data Center. ○ EpiOn support is limited to ensuring that the server is running and accessible. ○ Service does not include support for your end users or for our time to assist you with your line of business applications. ○ Demarcation. Our Services are delivered over a broadband Internet connection. EpiOn accepts no responsibility for your LAN, PCs, broadband connection, desktop, applications not hosted or managed by EpiOn, or any other items beyond the Service provided.
Cloud Services	VPN-TL-100	100 Mbps VPN - Twin Lakes - Site-to-Site Virtual Private Network solution with synchronous bandwidth. Available exclusively to customers that use Twin Lakes as their Internet Service Provider. Service Description: Provides for the creation of a 100Mbps site-to-site VPN between a single Client location and EpiOn's data center. The included bandwidth is an unmetered, synchronous, broadband-based connection for purposes of accessing EpiOn Cloud Server or Storage solutions. Once established, EpiOn will monitor the VPN tunnel for availability, congestion and signal quality and work with you to resolve any issues should they arise. • One-time Tasks: ○ Configure EpiOn's firewall at the data center and coordinate with Client's IT support on the configuration of Client's firewall to create the secure, encrypted tunnel. • Customer Requirements: ○ Provide a firewall or router capable of site-to-site VPN at the speed you are requesting from EpiOn. ○ Suitable bandwidth from Twin Lakes Telephone and a static IP address. ○ Client is responsible for controlling who and what has access to the tunnel from your local area network. • Assumptions and Exceptions: ○ EpiOn does not monitor or filter the devices or users from your network that have access to the VPN tunnel. ○ This VPN service is only available to Clients who utilize Twin Lakes Telephone as their Internet service provider.
Cloud Services	VPN-TL-1000	1000 Mbps VPN - Twin Lakes - Site-to-Site Virtual Private Network solution with synchronous bandwidth. Available exclusively to customers that use Twin Lakes as their Internet Service Provider. Service Description: Provides for the creation of a 1000Mbps site-to-site VPN between a single Client location and EpiOn's data center. The included bandwidth is an unmetered, synchronous, broadband-based connection for purposes of accessing EpiOn Cloud Server or Storage solutions. Once established, EpiOn will monitor the VPN tunnel for availability, congestion and signal quality and work with you to resolve any issues should they arise. • One-time Tasks: ○ Configure EpiOn's firewall at the data center and coordinate with Client's IT support on the configuration of Client's firewall to create the secure, encrypted tunnel. • Customer Requirements: ○ Provide a firewall or router capable of site-to-site VPN at the speed you are requesting from EpiOn. ○ Suitable bandwidth from Twin Lakes Telephone and a static IP address. ○ Client is responsible for controlling who has access to the tunnel from your local area network. • Assumptions and Exceptions: ○ EpiOn does not monitor or filter the devices or users from your network that have access to the VPN tunnel. ○ This VPN service is only available to Clients who utilize Twin Lakes Telephone as their Internet service provider.
Cloud Services	VPN-TL-50	50 Mbps VPN - Twin Lakes - Site-to-Site Virtual Private Network solution with synchronous bandwidth. Available exclusively to customers that use Twin Lakes as their Internet Service Provider. Service Description: Provides for the creation of a 50Mbps site-to-site VPN between a single Client location and EpiOn's data center. The included bandwidth is an unmetered, synchronous, broadband-based connection for purposes of accessing EpiOn Cloud Server or Storage solutions. Once established, EpiOn will monitor the VPN tunnel for availability, congestion and signal quality and work with you to resolve any issues should they arise. • One-time Tasks:

		○ Configure EpiOn's firewall at the data center and coordinate with Client's IT support on the configuration of Client's firewall to create the secure, encrypted tunnel. • Customer Requirements: ○ Provide a firewall or router capable of site-to-site VPN at the speed you are requesting from EpiOn. ○ Suitable bandwidth from Twin Lakes Telephone and a static IP address. ○ Client is responsible for controlling who has access to the tunnel from your local area network. • Assumptions and Exceptions: ○ EpiOn does not monitor or filter the devices or users from your network that have access to the VPN tunnel. ○ This VPN service is only available to Clients who utilize Twin Lakes Telephone as their Internet service provider.
Cloud Services	VPN-USER	EpiOn Cloud User VPN Client Service Description: Provides a single user license to connect via a Virtual Private Network (VPN) to EpiOn's data center firewall for the purposes of accessing Client's EpiOn Cloud Server or Storage solutions. • One-time Tasks: ○ Configure the user account in EpiOn's firewall and e-mail setup instructions to Client. • Customer Requirements: ○ Provide a device that is compatible with the VPN agent. ○ Suitable bandwidth on Client's side to support the use case. ○ Client must also purchase suitable EpiOn Cloud Connect INET bandwidth. ○ Client is responsible for controlling who has access to the VPN agent, EpiOn is not responsible for user access. • Assumptions and Exceptions: ○ EpiOn does not monitor or filter the devices or users from your network that have access to the VPN tunnel. ○ Does not include the installation or ongoing support of VPN agent on end-user devices.
Cloud Services	WS-ENG	WorkSpace Engineer User (8vCPU, 30GBvRAM, 8vGPU, dedicated OS, 60GB HDD) Service Description: A dedicated Microsoft Windows virtual desktop experience. Includes 8vCPU, 30GB of memory (RAM), 8 dedicated virtual GPU cores, a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows desktop-level OS license. WorkSpace is licensed on a named user basis and is accessible from one device at a time. All the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system, Internet connectivity into EpiOn's cloud for access, and the remote access technology. • One-time Tasks: ○ Provision the virtual desktop and connect it to Client's virtual network within the EpiOn data center. • Customer Requirements: ○ WorkSpace requires approximately 100 kbps of Client-provided Internet bandwidth per user. ○ Client Internet must connect to EpiOn's data center with less than a 50-millisecond ping response and less than 1% packet loss over a sustained 8-hour test. ○ Client must provide compatible local access device to access WorkSpace. • Assumptions and Exceptions: ○ EpiOn support is limited to ensuring that the WorkSpace is running and accessible. ○ WorkSpace does not include support for your end users or our ongoing support for your line of business applications beyond making sure that they operate in the WorkSpace environment. ○ EpiOn reserves the right to update the list of approved access devices, operating systems, and Internet browsers at any time. ○ Demarcation. WorkSpace contains server side and hosted virtual desktop virus protection, but does not protect your internal network from viruses, spyware, cookies, or other items which may inhibit the performance of your network and/or applications unless you specifically purchase that additional service.
Cloud Services	WS-PR0	WorkSpace Premium User (2vCPU, 4vRAM, dedicated OS, shared GPU) Service Description: A dedicated Microsoft Windows virtual desktop experience. Includes 2vCPU, 4GB of memory (RAM), 1 shared GPU core, a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows desktop-level OS license. WorkSpace is licensed on a named user basis and is

		accessible from one device at a time. All of the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system, Internet connectivity into EpiOn's cloud for access, and the remote access technology.
		
		• One-time Tasks:
		  ○ Provision the virtual desktop and connect it to Client's virtual network within the EpiOn data center.
		• Customer Requirements:
		  ○ WorkSpace requires approximately 100 kbps of Client-provided Internet bandwidth per user.
		  ○ Client Internet must connect to EpiOn's data center with less than a 50-millisecond ping response and less than 1% packet loss over a sustained 8-hour test.
		  ○ Client must provide compatible local access device to access WorkSpace.
		• Assumptions and Exceptions:
		  ○ EpiOn support is limited to ensuring that the WorkSpace is running and accessible.
		  ○ WorkSpace does not include support for your end users or our ongoing support for your line of business applications beyond making sure that they operate in the WorkSpace environment.
		  ○ EpiOn reserves the right to update the list of approved access devices, operating systems, and Internet browsers at any time.
		  ○ Demarcation. WorkSpace contains server side and hosted virtual desktop virus protection, but does not protect your internal network from viruses, spyware, cookies, or other items which may inhibit the performance of your network and/or applications unless you specifically purchase that additional service.

Cloud Services	WS-STD-11-50U	WorkSpace Standard
		
		Service Description: A shared Microsoft Windows virtual desktop built upon Microsoft Remote Desktop technologies. Includes an average of 0.5vCPU, 1GB of memory (RAM) per user. In addition, includes a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows Server OS license for unlimited users. WorkSpace is licensed on a named user basis and is accessible from one device at a time. All the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system, Internet connectivity into EpiOn's cloud for access, and the remote access technology.
		
		• One-time Tasks:
		  ○ Provision the virtual desktop and connect it to Client's virtual network within the EpiOn data center.
		• Customer Requirements:
		  ○ WorkSpace requires approximately 100 kbps of Client-provided Internet bandwidth per user.
		  ○ Client Internet must connect to EpiOn's data center with less than a 50-millisecond ping response and less than 1% packet loss over a sustained 8-hour test.
		  ○ Client must provide compatible local access device to access WorkSpace.
		• Assumptions and Exceptions:
		  ○ EpiOn support is limited to ensuring that the WorkSpace is running and accessible.
		  ○ WorkSpace does not include support for your end users or our ongoing support for your line of business applications beyond making sure that they operate in the WorkSpace environment.
		  ○ EpiOn reserves the right to update the list of approved access devices, operating systems, and Internet browsers at any time.
		  ○ Demarcation. WorkSpace contains server side and hosted virtual desktop virus protection, but does not protect your internal network from viruses, spyware, cookies, or other items which may inhibit the performance of your network and/or applications unless you specifically purchase that additional service.

Cloud Services	WS-STD-5-10U	WorkSpace Standard - 5 - 10 users Service Description: A shared Microsoft Windows virtual desktop built upon Microsoft Remote Desktop technologies. Includes an average of 0.5vCPU, 1GB of memory (RAM) per user. In addition, includes a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows Server OS license for unlimited users. WorkSpace is licensed on a named user basis and is accessible from one device at a time. All the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system, Internet connectivity into EpiOn's cloud for access, and the remote access technology. • One-time Tasks:

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		○ Provision the virtual desktop and connect it to Client's virtual network within the EpiOn data center. • Customer Requirements: ○ WorkSpace requires approximately 100 kbps of Client-provided Internet bandwidth per user. ○ Client Internet must connect to EpiOn's data center with less than a 50-millisecond ping response and less than 1% packet loss over a sustained 8-hour test. ○ Client must provide compatible local access device to access WorkSpace. • Assumptions and Exceptions: ○ EpiOn support is limited to ensuring that the WorkSpace is running and accessible. ○ WorkSpace does not include support for your end users or our ongoing support for your line of business applications beyond making sure that they operate in the WorkSpace environment. ○ EpiOn reserves the right to update the list of approved access devices, operating systems, and Internet browsers at any time. ○ Demarcation. WorkSpace contains server side and hosted virtual desktop virus protection, but does not protect your internal network from viruses, spyware, cookies, or other items which may inhibit the performance of your network and/or applications unless you specifically purchase that additional service.
Cloud Services	WS-STD-51-250U	WorkSpace Standard - 51 - 250 users Service Description: A shared Microsoft Windows virtual desktop built upon Microsoft Remote Desktop technologies. Includes an average of 0.5vCPU, 1GB of memory (RAM) per user. In addition, includes a 60GB partition for the operating system, a 60GB partition for Client data, and a Windows Server OS license for unlimited users. WorkSpace is licensed on a named user basis and is accessible from one device at a time. All the included storage is STR-BS (Cloud Block Storage). In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system, Internet connectivity into EpiOn's cloud for access, and the remote access technology. • One-time Tasks: ○ Provision the virtual desktop and connect it to Client's virtual network within the EpiOn data center. • Customer Requirements: ○ WorkSpace requires approximately 100 kbps of Client-provided Internet bandwidth per user. ○ Client Internet must connect to EpiOn's data center with less than a 50-millisecond ping response and less than 1% packet loss over a sustained 8-hour test. ○ Client must provide compatible local access device to access WorkSpace. • Assumptions and Exceptions: ○ EpiOn support is limited to ensuring that the WorkSpace is running and accessible. ○ WorkSpace does not include support for your end users or our ongoing support for your line of business applications beyond making sure that they operate in the WorkSpace environment. ○ EpiOn reserves the right to update the list of approved access devices, operating systems, and Internet browsers at any time. ○ Demarcation. WorkSpace contains server side and hosted virtual desktop virus protection, but does not protect your internal network from viruses, spyware, cookies, or other items which may inhibit the performance of your network and/or applications unless you specifically purchase that additional service.
Cloud Services	Virtual Hosting [CT}	Legacy-CipherTek Virtual Cloud Hosting Service Cloud Server (per specifications noted on Client’s signed and accepted proposal.) Service Description: A dedicated virtual server located within a single EpiOn data center. In addition, EpiOn provides 24x7 availability monitoring, an antivirus agent, patching for the operating system and a remote access agent. • One-time Tasks: ○ Provision the virtual server and connect it to Client's virtual network within the EpiOn data center. • Customer Requirements: ○ Unless otherwise provided by EpiOn, Client is responsible for all server management and security. • Assumptions and Exceptions:

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		○ Server includes the bandwidth required to communicate locally within the Data Center with your other EpiOn Cloud solutions, but it does not include any Internet Bandwidth for connectivity outside of the Data Center. ○ EpiOn support is limited to ensuring that the server is running and accessible. ○ Service does not include support for your end users or for our time to assist you with your line of business applications. Demarcation. Our Services are delivered over a broadband Internet connection. EpiOn accepts no responsibility for your LAN, PCs, broadband connection, desktop, applications not hosted or managed by EpiOn, or any other items beyond the Service provided.
Cloud Services	Web Hosting [CT]	Legacy-CipherTek Website Hosting Service Service Description: Basic hosting of a single domain website. Service includes storage and delivery of the Client's website along with routine patching of hosting environment. • Exclusions: ○ Service does not include the initial development or the ongoing maintenance of the website itself. Should Client's website require adjustments (even if related to an update in the hosting environment), Client can engage with EpiOn for programming services. ○ Service does not include any ongoing third-party licensing costs related to the operation of the website. ○ EpiOn makes no warranty about the safety or security of the content hosted within the website space. That is the Client's sole responsibility.
Managed Services	ASPCore	ASP Core Service Description: A Platform as a Service solution, licensed on a named user basis, where EpiOn provides a turn-key cloud hosting environment for the purposes of delivering an application. Includes the Cloud Server, Storage, and backup resources as well as the software licensing required to deliver the application. • Assumptions and Exceptions: ○ EpiOn provides the hosting platform for the application but does not provide end user support for the application itself. Questions about how to use the application or support issues related to the function of the application itself are not covered as part of this service.
Managed Services	HW-ML-*	Managed LAN - LAN Management and Hardware Services Service Description: EpiOn provides a range of services with Item Numbers that begin with "HW-ML-". These are Hardware as a Service (HaaS) solutions focused on core ethernet networking components such as firewalls, switches, and wi-fi access points. HaaS is an equipment rental program along with the management and support to maintain the equipment. If the Client has procured all of their firewall, switches, and access points through the HaaS program, then EpiOn also offers an additional management and support component called "Zero Trust" networking as part of its Advanced Security Service bundle. • One-time Tasks: ○ Installation and configuration of Managed LAN hardware, creation, and assignment of devices to vLANs, integration with Client's Active Directory for authentication purposes. • Customer Requirements: ○ Cabling must be CAT5 or better. ○ Customer provides power and battery backup to firewall and switch devices. • Assumptions and Exceptions: ○ Hardware is provided "as a service" with EpiOn retaining sole ownership. ○ Term is 36 months from initial installation unless otherwise indicated.
Managed Services	Managed Security Gateway [CT] -OR- Managed Storage Device [CT] -OR- Managed Switch [CT] -OR- Managed Wifi [CT] -OR- Monitor [CT] -OR- NUC [CT] -OR-	Legacy-CipherTek Hardware as a Service Offerings Service Description: EpiOn continues to provide a range of hardware as a service (HaaS) offerings previously provided by CipherTek, LLC. Services include the hardware, operating system, and maintenance of the hardware as part of the monthly price. The specific hardware is noted on the Client's signed and accepted proposal. Upon lease termination, all hardware and software licenses and use rights provided within the environment are returned to EpiOn. Administrative access for firewalls, routers, switches and wireless access points (WAP) is not provided to the Customer.

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	Virtual Server Package 1 [CT] -OR- Virtual Server Package 2 [CT] -OR- Virtual Server Package 3 [CT] -OR- Wireless Access Point [CT] -OR- Managed Firewall--Product [CT] -OR- Mesh Pro [CT] -OR- Mesh [CT] -OR- 2 TB External Drive Lease [CT] -OR- Controller Cloud Key [CT] -OR- Desktop [CT] -OR- Laptop [CT] -OR- Lease [CT] -OR- Managed Controller [CT] -OR- Managed Firewall [CT] -OR- Backup Appliances	
Managed Services	PP-EmPower-User	EmPower Support Plan (per user) includes: - Technical Standards / Alignment Process - Business Alignment / Strategic Technology Advisor (STA) - Managed Services (User / Device Security, Device Mgmt.) - Service Desk Service Description: A managed IT technical support service that provides Services to Client on a per user basis. Services include: • Technology alignment is facilitated through periodic reviews of client's IT environment for conformance with EpiOn's evolving library of Technical Standards and best practices. Misalignments are addressed by either 1) EpiOn self-initiating minor adjustments or 2) EpiOn requesting approval from Client. Some misalignments may require additional capital investment or professional service expense by Client. • Business alignment is facilitated through periodic meetings between Client and EpiOn. Client will help EpiOn understand its future business plans and EpiOn will consult on how to align Client's technology environment to pursue those plans. • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (dark web monitoring, SPAM filtering, and password management); device security (anti-virus, thread detection, URL filtering); user training (productivity, security awareness); and device management (patching, remote access). • The Service Desk provides Client with an "Unlimited Support" help desk for licensed end users. Support is limited to "Routine Support Tasks" during Regular Business Hours. • One-time Tasks:

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		○ Installation and configuration of EpiOn Centralized Managed Services tool stack. Customer Requirements: ○ Client agrees to comply with EpiOn's Technical Standards and adopt EpiOn's recommendations for IT Security and hardware refresh within a reasonable timeframe. For purposes of this service, a reasonable timeframe is defined as 12 months. ○ Unlimited Support is limited to devices running EpiOn's monitoring agent. Devices must be less than 60 months old, under warranty by the manufacturer, be running an operating system still under support by the manufacturer and have a current and licensed antivirus and anti-spyware solution. ○ Line of Business Software is defined as the specific applications that Client uses in the normal operation of their business that are in addition to the applications EpiOn provides. To be eligible for support under EmPower, Client must maintain an ongoing support and maintenance agreement with the software vendor that would allow EpiOn to open support tickets with the software vendor on Client's behalf. ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day. • Assumptions and Exceptions: ○ ◦ When (in EpiOn's sole discretion) Remote Support is not sufficient to resolve the issue, EpiOn will also provide Onsite Support at your primary business addresses (excluding residences) for devices running our management agent. ○ ◦ EmPower support outside of Regular Business Hours or at a location other than your primary business address will be billed to you based upon EpiOn's prevailing time and material rates. ○ ◦ Routine support includes items such as: helping users connect to network resources; answering basic "how to" questions for common Microsoft Windows applications; helping users connect their peripherals devices such as keyboards, mice, printers, scanners and cameras (additional software, drivers or devices may be needed); and resolving application performance issues. EpiOn reserves the right to restrict the scope of Unlimited Support as needed to prevent abuse. ○ ◦ Unlimited Support does not include end user support for questions related to the use of your specific Line of Business Software. ○ ◦ Unlimited Support does not include Projects. Projects are defined as new equipment provisioning and setup as well as support tasks taking more than 5 hours to accomplish. ○ ◦ Users are defined as specifically named employees of Client. Each user utilizing the Service within the billing period requires a User License. ○ ◦ The security services provided with EmPower are not a guarantee against a security event. We strive to follow the CIS Controls and drive material alignment to the Implementation Group 1 (IG1) - Basic Cyber Hygiene recommendations. IG1 standards are the bare minimum. EpiOn highly recommends that clients align to the IG2 portion of these standards. Client will have access to assessment data showing which portions of IG2 are not being addressed and can purchase additional remediation services if desired.
Managed Services	PP-ADVSECXXXX-User	Cerberus Advanced Security (per user) includes: - EpiOn OfficeWatch - 3rd Party App Vulnerability Management - Centralized Logging - Zero-Trust Addon for EpiOn Managed LAN - Annual Penetration Test - Application Whitelist Management - Multi-factor Authentication for Domain Admins - Role-based Security Awareness Training (Upgrade) - Incident Response Planning (IRP) Service Description: A managed IT technical support service that provides Services to Client on a per user basis. Services include: • EpiOn OfficeWatch - Advanced security configuration and monitoring of Microsoft Office 365 Business Premium environments. • 3rd Party App Vulnerability Management - Identification of threats in applications based on CVSS and patch. remediation of more significant items. • Centralized Logging - Harvesting of Windows event logs to a cloud storage location in case they are needed for forensic analysis. Does not include any analysis or threat monitoring activity. Purely for post-event forensics.

		• Zero-Trust Addon for EpiOn Managed LAN - means that devices are initially quarantined when connected to the network. EpiOn will be notified of their connection. Upon review, EpiOn will assign devices to the appropriate vLAN based upon its role and needs. • Annual Penetration Test - Internal and external penetration assessment with applicable reporting performed by EpiOn. 3rd party assessment is available for an additional fee. • Application Whitelist Management - Monitor and manage the list of applications installed and running in the environment. Remove malicious programs. • Multi-factor Authentication for Domain Admins - Meets a common insurance requirement that Windows Domain Administrator accounts be protected by MFA. • Role-based Security Awareness Training (Upgrade) - Above and beyond the SAT included with EmPower. Adds role-specific training for members of your executive and finance teams. • Incident Response Planning (IRP) - Creation of written response plans and annual tabletop review. • One-time Tasks: o Installation and configuration of EpiOn Centralized Managed Services tool stack. o Implementation of Zero-Trust integration with Active Directory. Assignment of devices to appropriate VLANs o Incident Response Plan review session. • Customer Requirements: o Client agrees to comply with EpiOn's Technical Standards and adopt EpiOn's recommendations for IT Security and hardware refresh. o Zero-trust networking requires Microsoft Active Directory. Customer will provide administrative access to a domain controller for this feature to be enabled. o Zero-trust requires EpiOn's Managed LAN hardware platform. Customer will purchase or license required hardware and/or software • Assumptions and Exceptions: o Users are defined as specifically named employees of Client. Each user utilizing the Service within the billing period requires a User License. o EpiOn's Advanced Security service is not a guarantee against a security event. We strive to follow the CIS Controls and drive material alignment to the Implementation Group 2 (IG2) recommendations. Client will have access to assessment data showing which portions of IG2 are not being addressed and can purchase additional remediation services if desired.
Managed Services	PP-LP-1-14U	ProActive Prevent Workstation Monitoring Includes: - 24x7 Monitoring - Patch Management - Automated Maintenance Tasks - Web Content-Filtering - Email Defense - Anti-Virus Service Description: A managed IT technical support service that provides Services to Client on a per device basis. Services include: • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (SPAM filtering); device security (anti-virus, URL filtering); and device management (patching, remote access). • One-time Tasks: o Installation and configuration of EpiOn Centralized Managed Services tool stack. • Customer Requirements: o Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day. • Assumptions and Exceptions: o Prevent Care includes EpiOn's labor to maintain the Centralized Services but does not include any other support service. o Proactive Prevent Care provides no guarantee against potential hardware or software issues with your device. o Should EpiOn's Centralized Managed Services detect a hardware, security, or other performance issue, EpiOn will alert Client so that Client can decide upon the appropriate

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		remedial action. Labor for other support requests, as well as the time to mitigate any alerts, virus infections or any other situation is provided on a time and material basis at EpiOn's then current rates.
Managed Services	PP-LP-15-30U	ProActive Prevent Workstation Monitoring Includes: - 24x7 Monitoring - Patch Management - Automated Maintenance Tasks - Web Content-Filtering - Email Defense - Anti-Virus Service Description: A managed IT technical support service that provides Services to Client on a per device basis. Services include: • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (SPAM filtering); device security (anti-virus, URL filtering); and device management (patching, remote access). • One-time Tasks: ○ Installation and configuration of EpiOn Centralized Managed Services tool stack. • Customer Requirements: ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day. • Assumptions and Exceptions: ○ Prevent Care includes EpiOn's labor to maintain the Centralized Services but does not include any other support service. ○ Proactive Prevent Care provides no guarantee against potential hardware or software issues with your device. ○ Should EpiOn's Centralized Managed Services detect a hardware, security, or other performance issue, EpiOn will alert Client so that Client can decide upon the appropriate remedial action. Labor for other support requests, as well as the time to mitigate any alerts, virus infections or any other situation is provided on a time and material basis at EpiOn's then current rates.
Managed Services	PP-LP-DEVICE	ProActive Prevent Workstation Monitoring Includes: - 24x7 Monitoring - Patch Management - Automated Maintenance Tasks - Web Content-Filtering - Email Defense - Anti-Virus Service Description: A managed IT technical support service that provides Services to Client on a per device basis. Services include: • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (SPAM filtering); device security (anti-virus, URL filtering); and device management (patching, remote access). • One-time Tasks: ○ Installation and configuration of EpiOn Centralized Managed Services tool stack. • Customer Requirements: ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day. • Assumptions and Exceptions:

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		○ Prevent Care includes EpiOn's labor to maintain the Centralized Services but does not include any other support service. ○ Proactive Prevent Care provides no guarantee against potential hardware or software issues with your device. ○ Should EpiOn's Centralized Managed Services detect a hardware, security, or other performance issue, EpiOn will alert Client so that Client can decide upon the appropriate remedial action. Labor for other support requests, as well as the time to mitigate any alerts, virus infections or any other situation is provided on a time and material basis at EpiOn's then current rates.
Managed Services	PPr-GuardIT-Lite	Proactive Prevent - GuardIT-Lite Service Description: Firewall Availability and Alert Monitoring; Semi-annual Firewall Patch Management; Quarterly Firewall Penetration Test
Managed Services	PPr-ManageIT-Lite	Proactive Prevent - ManageIT-Lite Service Description: Ticket Management System; Automated Ticket Escalation; Priority 2: Guaranteed Response to Service Requests; Client Web Portal; Monthly Service Summary Reporting; Quarterly Technology Planning Sessions
Managed Services	PPr-Svr	ProActive Prevent Server Monitoring Includes: - 24x7 Monitoring - Patch Management - Automated Maintenance Tasks - Web Content-Filtering - Anti-Virus Service Description: A managed IT technical support service that provides Services to Client on a per device basis. Services include: • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (SPAM filtering); device security (anti-virus, URL filtering); and device management (patching, remote access). • One-time Tasks: ○ Installation and configuration of EpiOn Centralized Managed Services tool stack. • Customer Requirements: ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day. • Assumptions and Exceptions: ○ Prevent Care includes EpiOn's labor to maintain the Centralized Services but does not include any other support service. ○ Proactive Prevent Care provides no guarantee against potential hardware or software issues with your device. ○ Should EpiOn's Centralized Managed Services detect a hardware, security, or other performance issue, EpiOn will alert Client so that Client can decide upon the appropriate remedial action. Labor for other support requests, as well as the time to mitigate any alerts, virus infections or any other situation is provided on a time and material basis at EpiOn's then current rates.
Managed Services	PPr-Wkstn	Proactive Prevent - Workstation - MonitorIT - Event/Error Monitoring; Preventative Maintenance - SecureIT - Anti-Virus, Anti-Spyware Software; Anti-SPAM / Web Security Service Bundle; Patch Management Service Description: A managed IT technical support service that provides Services to Client on a per device basis. Services include: • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (SPAM filtering); device security (anti-virus, URL filtering); and device management

		(patching, remote access).
		
		• One-time Tasks:
		  ○ Installation and configuration of EpiOn Centralized Managed Services tool stack.
		• Customer Requirements:
		  ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day.
		• Assumptions and Exceptions:
		  ○ Prevent Care includes EpiOn's labor to maintain the Centralized Services but does not include any other support service.
		  ○ Proactive Prevent Care provides no guarantee against potential hardware or software issues with your device.
		  ○ Should EpiOn's Centralized Managed Services detect a hardware, security, or other performance issue, EpiOn will alert Client so that Client can decide upon the appropriate remedial action. Labor for other support requests, as well as the time to mitigate any alerts, virus infections or any other situation is provided on a time and material basis at EpiOn's then current rates.

Managed Services	PP-EmPower-AddDevice	EmPower Support Plan (per device) includes:
		- Technical Standards / Alignment Process
		- Managed Services (User / Device Security, Device Mgmt.)
		- Service Desk
		
		Service Description: A managed IT technical support service that provides Services to Client on a per device basis. Services include:
		• Technology alignment is facilitated through periodic reviews of client's IT environment for conformance with EpiOn's evolving library of Technical Standards and best practices. Misalignments are addressed by either 1) EpiOn self-initiating minor adjustments or 2) EpiOn requesting approval from Client. Some misalignments may require additional capital investment or professional service expense by Client.
		• Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (dark web monitoring, SPAM filtering, and password management); device security (anti-virus, thread detection, URL filtering); user training (productivity, security awareness); and device management (patching, remote access).
		• The Service Desk provides Client with an "Unlimited Support" help desk for licensed end users. Support is limited to "Routine Support Tasks" during Regular Business Hours.
		
		• One-time Tasks:
		  ○ Installation and configuration of EpiOn Centralized Managed Services tool stack.
		• Customer Requirements:
		  ○ Client agrees to comply with EpiOn's Technical Standards and adopt EpiOn's recommendations for IT Security and hardware refresh within a reasonable timeframe. For purposes of this service, a reasonable timeframe is defined as 12 months.
		  ○ Unlimited Support is limited to devices running EpiOn's monitoring agent. Devices must be less than 60 months old, under warranty by the manufacturer, be running an operating system still under support by the manufacturer and have a current and licensed antivirus and anti-spyware solution.
		  ○ Line of Business Software is defined as the specific applications that Client uses in the normal operation of their business that are in addition to the applications EpiOn provides. To be eligible for support under EmPower, Client must maintain an ongoing support and maintenance agreement with the software vendor that would allow EpiOn to open support tickets with the software vendor on Client's behalf.
		  ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day.
		• Assumptions and Exceptions:

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		○ When (in EpiOn's sole discretion) Remote Support is not sufficient to resolve the issue, EpiOn will also provide Onsite Support at your primary business addresses (excluding residences) for devices running our management agent. ○ EmPower support outside of Regular Business Hours or at a location other than your primary business address will be billed to you based upon EpiOn's prevailing time and material rates. ○ Routine support includes items such as: helping users connect to network resources; answering basic "how to" questions for common Microsoft Windows applications; helping users connect their peripherals devices such as keyboards, mice, printers, scanners and cameras (additional software, drivers or devices may be needed); and resolving application performance issues. EpiOn reserves the right to restrict the scope of Unlimited Support as needed to prevent abuse. ○ Unlimited Support does not include end user support for questions related to the use of your specific Line of Business Software. ○ Unlimited Support does not include Projects. Projects are defined as new equipment provisioning and setup as well as support tasks taking more than 5 hours to accomplish. ○ Users are defined as specifically named employees of Client. Each user utilizing the Service within the billing period requires a User License.
Managed Services	PP-CoManaged-User	CoManaged IT Support Plan (per user) includes: - Technical Standards / Alignment Process - Business Alignment / Strategic Technology Advisor (STA) - Managed Services (User / Device Security, Device Mgmt.) Service Description: A Co-managed IT technical support service that provides Services to Client on a per user basis. Services include: • Technology alignment is facilitated through periodic reviews of client's IT environment for conformance with EpiOn's evolving library of Technical Standards and best practices. Misalignments are addressed by either 1) EpiOn self-initiating minor adjustments or 2) EpiOn requesting approval from Client. Some misalignments may require additional capital investment or professional service expense by Client. • Business alignment is facilitated through periodic meetings between Client and EpiOn. Client will help EpiOn understand its future business plans and EpiOn will consult on how to align Client's technology environment to pursue those plans. • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (dark web monitoring, SPAM filtering, and password management); device security (anti-virus, thread detection, URL filtering); user training (productivity, security awareness); and device management (patching, remote access). • One-time Tasks: ○ Installation and configuration of EpiOn Centralized Managed Services tool stack. • Customer Requirements: ○ Client agrees to comply with EpiOn's Technical Standards and adopt EpiOn's recommendations for IT Security and hardware refresh within a reasonable timeframe. For purposes of this service, a reasonable timeframe is defined as 12 months. ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day. • Assumptions and Exceptions: ○ Support outside of Regular Business Hours or at a location other than your primary business address will be billed to you based upon EpiOn's prevailing time and material rates. ○ Users are defined as specifically named employees of Client. Each user utilizing the Service within the billing period requires a User License. ○ Co-managed support means that the Client retains responsibility for day-to-day end user support. Should EpiOn's Centralized Managed Services detect a hardware, security or other performance issue, EpiOn will alert Client so that Client can decide upon the appropriate remedial action. Labor for other support requests, as well as the time to mitigate any alerts, virus infections or any other situation is provided on a time and material basis at EpiOn's then current rates.

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		○ EpiOn is not engaged in supporting end users beyond the limits of maintaining the resources utilized in the delivery of Centralized Services and Technical Alignment. Any additional services or support will be provided on a time and material basis at EpiOn's then current rate.
Managed Services	PP-EmPower-MLUser	EmPower Managed LAN User License Service Description: A per user license that provides Client with the hardware for the core network infrastructure of firewall, ethernet switch, and wi-fi access point as well as the ongoing support and management. The capacity of the devices as well as the number of devices provided will be based upon the number of users. • One-time Tasks: ○ Installation and configuration of Managed LAN hardware, creation, and assignment of devices to vLANs, • Customer Requirements: ○ Cabling must be CAT5 or better. ○ Customer provides power and battery backup to firewall and switch devices. • Assumptions and Exceptions: ○ Firewalls are provisioned as 1 per Client. Switch ports are allocated at 1.5 per named user. Wi-Fi access points are allocated at 1 per 20 users. Final pricing is based upon the unique needs of your environment. Price may increase if additional hardware is needed. ○ Hardware is provided "as a service" with EpiOn retaining sole ownership. ○ Term is 36 months from initial installation unless otherwise indicated.
Managed Services	PP-SecureStart-User	Secure Start Managed IT User License (Minimum of 3 Users) includes: - The Secure Start Technical Standards / Alignment Process - Managed Services (User / Device Security, Device Mgmt.) Service Description: A managed IT technical support service that provides Services to Client on a per device basis. Services include: • Technology alignment is facilitated through periodic reviews of client's IT environment for conformance with a curated subset of EpiOn's evolving library of Technical Standards and best practices. Misalignments are addressed by either 1) EpiOn self-initiating minor adjustments or 2) EpiOn requesting approval from Client. Some misalignments may require additional capital investment or professional service expense by Client. • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; user security (SPAM filtering); device security (anti-virus, thread detection, URL filtering, vulnerability monitoring); user training (productivity, security awareness); and device management (patching, remote access). • Service includes support for 1 User, 1 computer, 1 phone, and 1 tablet. Additional devices can be covered under the Secure Start Additional Device License. • One-time Tasks: ○ Installation and configuration of EpiOn Centralized Managed Services tool stack. Customer Requirements: ○ Client agrees to comply with EpiOn's Technical Standards and adopt EpiOn's recommendations for IT Security and hardware refresh within a reasonable timeframe. For purposes of this service, a reasonable timeframe is defined as 12 months. ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day. • Assumptions and Exceptions: ○ Users are defined as specifically named employees of Client. Each user utilizing the Service within the billing period requires a User License. ○ The security services provided with Secure Start are not a guarantee against a security event. We strive to follow the CIS Controls and drive material alignment to the Implementation Group 1 (IG1) - Basic Cyber Hygiene recommendations. IG1 standards are the bare minimum. EpiOn highly recommends that clients align to the IG2 portion of

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		these standards. Client will have access to assessment data showing which portions of IG2 are not being addressed and can purchase additional remediation services if desired.
Managed Services	PP-SecureStart-AddDevice	Secure Start - Additional Workstation (per device) includes: - The Secure Start Technical Standards / Alignment Process - Managed Services (User / Device Security, Device Mgmt.) Service Description: A managed IT technical support service that provides Services to Client on a per device basis. Services include: • Technology alignment is facilitated through periodic reviews of client's IT environment for conformance with a curated subset of EpiOn's evolving library of Technical Standards and best practices. Misalignments are addressed by either 1) EpiOn self-initiating minor adjustments or 2) EpiOn requesting approval from Client. Some misalignments may require additional capital investment or professional service expense by Client. • Centralized managed services include the software applications, tools and processes utilized and provided by EpiOn to manage and maintain the Client's company-owned workstations, servers, and network devices. The combination of these tools and processes are proprietary to EpiOn and are subject to change at any time. They can be broadly categorized into availability monitoring; device security (anti-virus, thread detection, URL filtering, vulnerability monitoring); and device management (patching, remote access). • One-time Tasks: ○ Installation and configuration of EpiOn Centralized Managed Services tool stack. • Customer Requirements: ○ Client agrees to comply with EpiOn's Technical Standards and adopt EpiOn's recommendations for IT Security and hardware refresh within a reasonable timeframe. For purposes of this service, a reasonable timeframe is defined as 12 months. ○ Client agrees to assign one employee to be the primary contact person to EpiOn to handle basic onsite tasks including: 1) training users when and how to contact EpiOn for technical support, 2) onsite helping hands to assist with troubleshooting, and 3) other miscellaneous functions related to helping you improve your efficiency concerning computer systems. This role is not expected to consume more than an average of a few minutes each day. • Assumptions and Exceptions: ○ Devices are defined as specifically named devices of Client. Each device utilizing the Service within the billing period requires a User or Device License. ○ The security services provided with Secure Start are not a guarantee against a security event. We strive to follow the CIS Controls and drive material alignment to the Implementation Group 1 (IG1) - Basic Cyber Hygiene recommendations. IG1 standards are the bare minimum. EpiOn highly recommends that clients align to the IG2 portion of these standards. Client will have access to assessment data showing which portions of IG2 are not being addressed and can purchase additional remediation services if desired.
Managed Services	Remote Maintenance [CT] -OR- Remote Maintenance/Trend [CT] -OR- Monthly Maintenance [CT]	Legacy-CipherTek Maintenance Services "Routine Maintenance" may be performed monthly on the specific devices listed in the Client's proposal – which may include various computer, network, and peripheral hardware. A technician will examine the devices for performance issues, disk/memory utilization, potential signs of spyware and viruses, current Microsoft and related updates, server and data backups, and other routine maintenance* as deemed necessary by the technician. These tasks may be performed remotely on onsite at the Client's premises.
Managed Services	DGAAS-L1	Data Governance as a Service (DGaaS) — Level 1: ROT / Data Lifecycle Management (Per User) Service Description: EpiOn deploys and manages automated, policy-driven data lifecycle tooling across Client's SharePoint repositories to identify and archive data on a defined schedule, including Redundant, Obsolete, and Trivial (ROT) content, in accordance with Client-approved retention parameters. EpiOn monitors policy execution and responds to related support requests within Business Hours. This service covers platform licensing and policy management; storage of archived data is billed separately under DGaaS Level 1 — Data Archival Storage. • One-time Tasks: ○ Assess Client's SharePoint repositories and define initial archiving policy schedule and retention parameters, including criteria for ROT content. ○ Deploy and configure automated data lifecycle/archiving tooling. • Customer Requirements:

		○ Provide EpiOn administrative access to Client's SharePoint/Microsoft 365 tenant as needed to configure and manage policies. ○ Approve initial and ongoing data retention and archiving policy parameters. ○ Subscribe to DGaaS Level 1 — Data Archival Storage to cover fees for archived data volume. • Assumptions and Exceptions: ○ Billed per licensed user per month; does not include data archival storage fees, which are billed separately under DGaaS Level 1 — Data Archival Storage. ○ Service applies to SharePoint repositories unless otherwise stated in the Order. ○ EpiOn labor beyond standard policy configuration and ticket handling (e.g., custom reporting, policy exception review) may be billed separately. ○ Any onsite services are billable hourly at EpiOn's preferred MSP rate unless covered by another service with EpiOn.
Managed Services	DGAAS-L1-GB	Data Governance as a Service (DGaaS) — Level 1: Data Archival Storage Service Description: Provides secure storage for data archived from Client's SharePoint repositories under DGaaS Level 1 policies. Archived data is retained according to Client-approved retention parameters and protected with encryption at rest and in transit. • One-time Tasks: ○ None. Archived data volume is established through DGaaS Level 1 policy execution. • Customer Requirements: ○ Maintain an active DGaaS Level 1 (Per User) subscription for policy management and archiving services. ○ Approve retention parameters governing archived data volume. • Assumptions and Exceptions: ○ Billed per GB of archived data retained; volume varies based on Client's environment and archiving policy. ○ Requires an active DGaaS Level 1 (Per User) subscription. ○ Data restoration or retrieval requests beyond standard access may be billed on a Time and Material basis.
Managed Services	DGAAS-L2	Data Governance as a Service (DGaaS) — Level 2: Microsoft Purview Management (DLP & Sensitivity Labeling) Service Description: EpiOn deploys and manages Microsoft Purview Data Loss Prevention (DLP) and Sensitivity Labeling policies across Client's SharePoint repositories to help identify, classify, and protect sensitive data. This includes configuration of DLP policies to detect and alert on sensitive data in motion, and application of sensitivity labels to classify content according to Client-approved criteria. EpiOn monitors DLP alerts and responds within Business Hours. This service is limited to EpiOn's deployment and management of Purview; it does not include the Microsoft Purview license itself, which Client must procure separately from Microsoft. DGaaS Level 2 requires Client to also subscribe to DGaaS Level 1. • One-time Tasks: ○ Assess Client's sensitive data types and define DLP policy and sensitivity label taxonomy. ○ Provision and configure Microsoft Purview DLP and Sensitivity Labeling for Client's SharePoint repositories. • Customer Requirements: ○ Client must separately license Microsoft Purview (or an equivalent Microsoft 365 plan/add-on that includes Purview DLP and Sensitivity Labeling) directly from Microsoft. ○ Approve sensitive data classification criteria and DLP alerting/enforcement policy. ○ Provide EpiOn administrative access to Client's Microsoft 365 tenant as needed to configure and manage policies. ○ Maintain an active DGaaS Level 1 subscription for underlying data lifecycle management. • Assumptions and Exceptions: ○ This service fee covers EpiOn's deployment and management of Purview DLP and Sensitivity Labeling; it does not include the cost of Client's required Microsoft Purview license, which Client must procure separately from Microsoft. ○ Service monitors and alerts on DLP policy activity; it does not include incident response or investigation of a confirmed data loss event, which is billed separately unless covered by another service with EpiOn. ○ EpiOn labor beyond standard policy configuration and alert handling (e.g., sensitivity reporting and analysis) may be billed separately. ○ DGaaS Level 2 is provided on a best-efforts basis. EpiOn makes no guarantee regarding the effectiveness of data classification or sensitivity labeling, and sensitive data may still be stored, transmitted, or shared despite configured policies.

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		○ Any onsite services are billable hourly at EpiOn's preferred MSP rate unless covered by another service with EpiOn
Time and Material	PPr-Block Hours -OR- Block Hours [CT]	Block Hours Agreement (Minimum of 3 required) Service Description: Provides a pre-determined number of hours of technical support services based upon the hours purchased monthly. • Assumptions and Exceptions: ○ Hours are provisioned at the start of each month and expire at the end of each month unless otherwise stipulated. ○ Time may be utilized by EpiOn to respond to a Client support request or at EpiOn's decision to respond to an alert or other condition within the Client's environment. ○ Time is consumed in 15-minute increments with a minimum of 30 minutes per service request. ○ Once the Block of hours has been consumed, Client is billed on a time and material basis for any additional time at EpiOn's then current hourly rate. ○ Support requests within the block receive the same priority within EpiOn's service queue as other time and material requests.
AI Advisory Services	AIC	AI Concierge (Block-Time Retainer) Service Description: A block-time retainer through which EpiOn provides ongoing advisory and hands-on implementation support to help Client establish the practical fundamentals of effective, secure AI adoption, guided by EpiOn's 7 Foundations of AI Readiness framework. Time is drawn from Client's pre-purchased block of AI Concierge hours as defined in the Order or Statement of Work. Representative activities include: ● Configuring AI chat platforms for security, team access, and shared resources such as connectors, skills, and plugins ● Establishing an effective structure for team and project-based AI work ● Connecting AI platforms to standard business systems (e.g., Microsoft 365) and implementing MCP (Model Context Protocol) services for line-of-business applications ● Developing AI architecture strategy, including system integration approach, data accessibility, and data quality considerations ● Advising on technology selections to replace or modernize legacy systems contributing to technical debt *AIC is advisory and implementation support. It does not include AI Development — the design and build of new, custom AI-powered applications — which is scoped and quoted separately.* • One-time Tasks: ○ Conduct an initial AI Readiness assessment against EpiOn's 7 Foundations of AI Readiness framework to identify and prioritize Client's AIC work. • Customer Requirements: ○ Designate an internal point of contact with authority to make platform, access, and integration decisions. ○ Provide EpiOn access to relevant systems (e.g., Microsoft 365 tenant, line-of-business applications) as needed to complete scoped work. • Assumptions and Exceptions: ○ AIC is advisory and implementation support only; custom AI application development (AI Development) is out of scope and quoted separately. ○ Unused block hours do not roll over unless otherwise stated in the Order. ○ Third-party licensing, subscription, or software fees required to implement recommendations are billed separately unless included in the Order. ○ Any onsite services are billable hourly at EpiOn's preferred MSP rate unless covered by another service with EpiOn.
VoIP Services	C-TAP	C-TAP Agreement Service Description: A hardware as a service offering where EpiOn provides extended warranty support for Client's on-premises phone system. Unless otherwise specified, warranty is limited to the core PBX itself. EpiOn will repair or replace covered equipment. • Customer Requirements: ○ Either 3U of rack space or secured area for small tower computer footprint for installation of appliance. This can be installed in a 2 or 4-post rack or can be wall mounted if a rack is not available. ○ 1 x 110 VAC power outlet (up to 30AMP and 1100 watts of power required)

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		○ 1 x 10/100/1000 Megabit Ethernet switch port on the same network as the objects being monitored. ○ Battery backup and surge protection on supplied power ○ Note: The appliance must be able to initiate an outbound SSL/HTTPS connection to the EpiOn Systems for monitoring and remote access. ○ Access to customer's network/IT staff to answer questions, as required
Custom Monitoring - Other SNMP-capable systems and devices may be able to be monitored by EpiOn's MSP service. If feasible, coverage and pricing is customized and performed on a case-by-case basis.		

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