



Effective July 31, 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.

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 of 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.

DESCRIPTION OF ONGOING SERVICES:

TOTAL CARE MANAGED SERVICE

Engage

- **User Support.** Provider will provide unlimited remote support to assist users in the proper and efficient use of work technology.
- **In-Person Assistance:** Requests made by Client will be classified as Priority Levels 1, 2, 3, or 4. Provider will use remote troubleshooting services for all four Priority Levels. Client may request in-person assistance at Client site to troubleshoot problems ("User Support") reported on supported devices. In-person assistance will be performed in situations when an issue cannot be resolved remotely
- **Frontline Worker Support:** Provider will provide routine support of Microsoft 365 user accounts. Support will be limited to routine adds, moves, and changes of Microsoft 365 user accounts, as well as troubleshooting of email (Exchange Online), Microsoft Office Online, and basic multifactor authentication. Microsoft Office Desktop applications are not supported and/or maintained.
- **Workstation Monitoring and Management.** Provider will provide routine system maintenance and management of the supported workstations. Maintenance and management of the workstations entails troubleshooting of the hardware and software as well as the installation of Microsoft updates and non-Microsoft updates. Provider in its sole discretion will determine which system maintenance and management activities will be performed on Client devices. For security and performance reasons, not all available Microsoft updates and non-Microsoft updates will be installed on the supported workstations. Provider in its sole discretion will determine which Microsoft updates and non-Microsoft updates will be installed on the workstations. Provider will also monitor Client's supported workstations. Monitoring is limited to various performance metrics only. The information gathered by Provider will be used to perform Network Documentation and Technology Improvement. Provider in its sole discretion will determine which performance metrics will be monitored.

- **Workstation, Hardware and Software Procurement and Installation.** Provider will procure hardware and/or software products for Client. This includes performing a technical requirements assessment and cost analysis. Provider will also perform the installation and configuration of the procured hardware and/or software products. The installation and configuration of hardware and/or software products for Client constitute Additional Services.
- **Unassigned Workstation Management.** Provider will perform support, troubleshoot and maintain Client workstations that are not assigned to users. The troubleshooting and maintenance will be limited to Workstation Monitoring and Management and Essential Workstation.
- **Microsoft 365 Support and Management.** Provider will provide basic support and management of Client's Microsoft Office 365 tenancy. Support and management are limited to Exchange Online, OneDrive, Basic Office 365 Multifactor Authentication, and Azure AD support to include add/moves/changes, licensing assistance, and Azure AD connect.
- **Vendor Management.** Provider will provide vendor service management for Client devices and users.

Protect

- **24x7 Threat Monitoring and Attack Disruption.** Provider, in its sole discretion, will use third-party identity threat detection and response tools and/or endpoint detection and response tools ("Security Software") to protect Client's Microsoft user accounts, devices and documents stored in OneDrive, SharePoint and Teams for supported users. Provider, in its sole discretion, will select which Security Software is used and how it is configured and managed. Provider will provide 24x7 automated monitoring and alert auto-remediation, whenever technically feasible, of the identity and supported devices.
- **Threat Remediation.** Where technically feasible, Provider will remediate potentially compromised identities and devices identified by the threat monitoring and attack disruption services. Where technically feasible, Provider will also remediate potentially compromised identities and devices reported by Client. Remediation tasks requiring human intervention will be performed during regular business hours.
- **Breach Investigation:** Any investigation of breaches and potential breaches is considered as billable work.
- **Phishing Simulation.** Upon written request by Client, Provider will perform up to two (2) scheduled phishing simulation tests during each year.
- **Network Monitoring and Management.** Provider will provide routine monitoring and management of the network devices. Management is limited to troubleshooting of the hardware and software, and the installation of updates. Provider in its sole discretion will determine which system management activities and which updates will be performed on the network devices. Monitoring of the network devices is limited to availability and various performance metrics only. Provider in its sole discretion, will determine which performance metrics will be monitored.
- **Server Management.** Provider will provide routine monitoring and management of the servers. Server management is limited to troubleshooting of the hardware and software, and the installation of Microsoft updates and non-Microsoft updates. Provider, in its sole discretion, will determine which system maintenance and management activities and which updates will be performed on the servers. For security and performance reasons, not all available Microsoft updates and non-Microsoft updates will be installed on the servers. Provider in its sole discretion will determine which Microsoft updates and non-Microsoft updates will be installed on the servers. Monitoring of the servers is limited to server availability and various performance metrics only. Provider in its sole discretion will determine which performance metrics will be monitored.
- **Server Backup and Disaster Recovery.** Provider will provide data backup and recovery services for the supported on-premises servers.

Accelerate

- **Microsoft Teams and SharePoint Support & Management.** Provider will provide support and management of Client's Microsoft SharePoint and Microsoft Teams environments. Microsoft SharePoint support and management entails troubleshooting groups, sites, libraries, storage, security and access configurations, reporting, forms, and basic workflows. Microsoft Teams support and management constitute troubleshooting user management, SharePoint Integration, user and application policies, retention policies, security configurations, teams and channel creation and basic Teams meeting (i.e., no dialing).
- **Productivity Workshops & Training.** Upon written request by Client, Provider will perform at a minimum one (1) Microsoft Teams, or Microsoft SharePoint, or Microsoft Office workshop per calendar year. Workshops may consist of virtual online trainings, in-person trainings or in-person events hosted by Provider. Provider in its sole discretion will select the type of workshop it will perform.
- **Microsoft 365 Data Backup.** Provider will provide data backup and recovery services for Microsoft SharePoint, Microsoft Teams, and Microsoft OneDrive for user accounts.
- **Microsoft Teams Voice Support & Management.** Provider will also manage and maintain Client's Microsoft Teams Voice calling solution.
- **Microsoft Teams Room Support & Management.** Provider will also provide support and management services for the Microsoft Teams Rooms (MTR) devices installed at Client's premises.
- **Strategic Business Reviews.** Provider will perform Strategic Business Reviews with Client on an as-needed basis to identify technology improvement opportunities to improve productivity, collaboration, communications, and security. As a result of the Strategic Business Reviews, Provider will provide recommendations for both infrastructure improvements and strategic cloud technology adoption.
- **Copilot Takeoff Program.** As part of the Strategic Business Reviews with Client, Provider will perform a basic assessment of Client's data management capabilities and data security controls to identify recommendations that will facilitate the deployment of Microsoft 365 Copilot. The Copilot Takeoff Program is intended to be a basic assessment and is not meant to replace a more comprehensive Copilot Readiness Assessment project, which can be recommended by Provider as a result of the Copilot Takeoff Program.

SAFEGUARD MANAGED SERVICE

- **24x7 Threat Monitoring and Attack Disruption.** Provider, in its sole discretion, will use third-party identity threat detection and response tools and/or endpoint detection and response tools ("Security Software") to protect Client's Microsoft user accounts, devices and documents stored in OneDrive, SharePoint and Teams for supported users. Provider, in its sole discretion, will select which Security Software is used and how it is configured and managed. Provider will provide 24x7 automated monitoring and alert auto-remediation, whenever technically feasible, of the identity and supported devices.
- **Threat Remediation.** Where technically feasible, Provider will remediate potentially compromised identities and devices identified by the threat monitoring and attack disruption services. Where technically feasible, Provider will also remediate potentially compromised identities and devices reported by Client. Remediation tasks requiring human intervention will be performed during regular business hours.
- **Breach Investigation:** Any investigation of breaches and potential breaches is considered as billable work.
- **Phishing Simulation.** Upon written request by Client, Provider will perform up to two (2) scheduled phishing simulation tests during each year.

AZURE INFRASTRUCTURE SUPPORT MANAGED SERVICE

- **Supported Workloads.** Support services provided shall apply to Azure solutions and workloads that have been designed, built, or deployed by Provider. These supported workloads include, but are not limited to, configurations, integrations, applications, or customizations directly

implemented by Provider. Provider may, at its sole discretion, elect to provide support for workloads not originally deployed or delivered by Client. In such cases, Client must provide a written outline of the workload(s) to be supported, subject to review and written approval by Provider. Unless and until such approval is granted, Provider shall have no obligation to provide support for third-party or client-implemented solutions.

- **Support Plans.**
 - Month-to-Month Support Plan: Clients enrolled in a month-to-month support plan receive a set number of support hours each month. Support provided beyond this allocation will be considered overage and subject to additional billing at Provider's standard hourly rate. Unused hours do not roll over and will expire at the end of each monthly period. Support hours may be used during standard operational hours.
 - Annual Support Plan: Clients enrolled in an annual support plan receive a higher monthly allocation of support hours compared to the month-to-month plan. Additional support beyond the monthly allocation will be billed as overage at a preferred hourly rate. Similar to the monthly plan, unused hours expire at the end of each monthly cycle and do not carry over. All support hours must be used within Provider's standard operational hours.
- **After Hours Support:** Support outside of standard operational hours is available as an add-on service. Any after-hours work must be pre-approved by Client and is subject to a separate billing rate.

MODERN WORK SUPPORT MANAGED SERVICE

- **Supported Workloads.** Support services provided shall apply to Modern Work solutions and workloads that have been designed, built, or deployed by Provider. These supported workloads include, but are not limited to, configurations, integrations, applications, or customizations directly implemented by Provider. Provider may, at its sole discretion, elect to provide support for workloads not originally deployed or delivered by Client. In such cases, Client must provide a written outline of the workload(s) to be supported, subject to review and written approval by Provider. Unless and until such approval is granted, Provider shall have no obligation to provide support for third-party or client-implemented solutions.
- **Support Plans.**
 - Month-to-Month Support Plan: Clients enrolled in a month-to-month support plan receive a set number of support hours each month. Support provided beyond this allocation will be considered overage and subject to additional billing at Provider's standard hourly rate. Unused hours do not roll over and will expire at the end of each monthly period. Support hours may be used during standard operational hours.
 - Annual Support Plan: Clients enrolled in an annual support plan receive a higher monthly allocation of support hours compared to the month-to-month plan. Additional support beyond the monthly allocation will be billed as overage at a preferred hourly rate. Similar to the monthly plan, unused hours expire at the end of each monthly cycle and do not carry over. All support hours must be used within Provider's standard operational hours.
- **After Hours Support:** Support outside of standard operational hours is available as an add-on service. Any after-hours work must be pre-approved by Client and is subject to a separate billing rate.

MICROSOFT CSP SERVICE

- **Software.** Upon acceptance of each order, Provider will provide Software to the Customer as defined by the terms and conditions of the Microsoft Cloud Agreement.
- **Online Services.** Customer may use the Online Services as defined by the terms and conditions of the Microsoft Cloud Agreement.
- **Support.** Company will provide Tier 1 support services to the Customer for the subscription services purchased. Tier 1 support is defined as Add, Moves, and Changes (AMC). Company will provide Customer Tier 1 support for Products on a continuous basis subject to the terms and conditions. Tier 2 and Tier 3 support requests will be escalated to Microsoft. Company will be the

point of contact for the Customer for all operational or technical support questions related to the Products purchased.

- **Escalation Support.** The Customer agrees that Microsoft will provide Company escalation support for all Tier 2 and Tier 3 support requests and undocumented scenarios and service impacting events. "Escalation Support" is defined as support that Company cannot reasonably provide to Company's Customers because it does not have the necessary training, documentation and/or support tools. Service requests that require Escalation Support by Microsoft are exempt from the Resolution Times listed.

**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.**