Effective October 22, 2026. 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.

RMM pc- no helpdesk	Remote monitoring and support with alerting and basic AntiVirus, site documentation, and asset management w/o budgeting
RMM pc - w/helpdesk	same as above but some technician services are included
RMM server	Same as above
Device monitoring	Automated network device discovery and categorization. Gets added to asset inventory. Allows remote access to devices
Backup pc	Image level backup of pc
Backup server	Image level backup of server with automated test restores - CUSTOMER OBLIGATED TO SIGN OFF ON SUCCESSFUL TEST RESTORES
O365 security and backup	Backup of email and documents for all accounts. Email protection with AV filtering and impersonation protection
EDR/MDR	enhanced malware detection with 24/7 SOC team that can automatically isolate infected pc's and servers
Managed disk encryption	pc disk(s) encryption/decryption/recovery enforced by protection policy
Managed DNS	Management of public registrar and DNS records
Managed Security Awareness Training	Automated employee facing training with reports and scoring
Managed Security Services	Security monitoring and vulnerability testing for on-prem and cloud systems including aggregation of other security services

HardwareaaS/Security-aaS	Manage network infrastructure including switches, wireless, and security appliances
Managed PAM	Privileged account management with automated rotation of passwords
Managed password manager	Policy based enforcement of employee use of password management including restrictions on the use of browsers PM's.
Managed MFA	enforcement of MFA for pc and cloud services
Managed DNS filtering	enforced encrypted DNS lookups with security and content filtering even when not connected to company network

HELPDESK SERVICES

Included Help Desk Services
Email not working
Determine email legitimacy
Common application not working
Printing issues able to be addressed remotely
Database connectivity issues
File and folder access problems
Computer performance problems able to be addressed remotely
Virus and malware infections*
* The Help Desk will scan and remove viruses/malware from individual workstations. Where a more
widespread infection exists, a ticket for the incident will be created. Approval may be needed before continuing work.
Network/Internet connectivity failures - if on site visit is not needed
New user onboarding
Existing user offboarding
Password resets and unlocking of domain accounts
Microsoft Outlook profile set-ups
Mobile device email setup
File and folder restores (entire system restore not included)
Basic support for Common desktop applications
Basic LOB software support

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Not Included Tasks and Services
AD changes (new groups, policies, etc...)
Network device management and configuration (Firewalls, Routers, Switches, etc.).
Complete system restore from backup
Hardware-related issues (Hard Disk, Memory, Power Supply, etc.).
Issues detected by Gage's RMM platform
System reload/rebuild
ISP outages
Vendor ticketing and management for hardware, software, or ISP
Ongoing issues for LOB software
Manual upgrade of software - common 3rd party, LOB, other

Also not included

Time to onboard customer to any service unless a flat fee has been negotiated.

AWAT - does not include

emailing of reports adjustments to recipients,
schedule, or message content

ADD-ON SERVICES

RMM
remote access for support
monitoring of system information with alerts and notifications
windows and included 3rd party apps that should be handled through automated patch management
scheduled machine reboots

backup service
Simple file restore

O365 service

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spam filter adjustments
simple file/email restore

EDR/MDR
Releasing files from quarantine
open investigation

Security as a service
filter adjustments

Device monitoring
BIOS/Firmware/Embedded OS update and upgrade (scheduled twice a year)
includes:
servers
workstations
access points
printers
special devices
note: separate manufacturer support contract for devices maybe needed to have access to updates

THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE.

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