Effective April 2, 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.

Description – Workstation & Help Desk Support	Frequency	Included
8X5 Live remote technical support	As needed	Yes
8x5 onsite support	As needed	Yes
Anti-virus updates	Ongoing	Yes
Spyware scan and removal	As needed	Yes
Patch management	Ongoing	Yes
Temporary file deletions	Ongoing	Yes
Parts & labor on workstations	As needed	No

Description – Servers	Frequency	Included
24X7 Live remote technical support	As needed	Yes
24X7 onsite support	As needed	No
Manage servers	Ongoing	Yes
Monitor all server services	Ongoing	Yes
Keep service packs, patches, and hotfixes current as per company policy	Ongoing	Yes

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Check event log of every server and identify any potential issues	Ongoing	Yes
Monitor hard drive free space on server	Ongoing	Yes
Microsoft 365 user/mailbox management	Ongoing	Yes
Monitor Active Directory replication	Ongoing	No

Reboot servers if needed	As needed	Yes
Run Defrag and Check-Disk on all drives	Ongoing	Yes
Scheduled off time server maintenance	As needed	Yes
Install supported software upgrades	As needed	Yes
Set up and maintain groups (accounting, admin, printers, sales, warehouse, etc.)	As needed	Yes
Check status of backups	Ongoing	Yes
Alert Client to dangerous conditions	Ongoing	Yes
- Memory running low	Ongoing	Yes
- Hard drive showing sign of failure	Ongoing	Yes
- Hard drive running out of disk space	Ongoing	Yes
- Controllers losing interrupts	Ongoing	Yes
- Network Cards report unusual collision activity	Ongoing	Yes
Educate and correct user errors (deleted files, corrupted files, etc.)	As needed	Yes
Parts and Labor on Server	As needed	No

Description – Disaster Recovery	Frequency	Included
Disaster recovery of server(s) – Remote Support	As needed	Yes
Daily incremental backup	Ongoing	Yes
Offsite backup	Ongoing	Yes

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Same day server virtualization	**As needed**	**Yes**

Description – Devices	Frequency	Included
Manage network printers – monitor toner levels	**As needed**	**Yes**
Manage other networked devices	**Ongoing**	**Yes**
Manage PDAs/smartphones	**As needed**	**No**

Managed Services Agreement: Appendix B (continued)

Description – Networks	Frequency	Included
Check router logs	**As needed**	**Yes**
Performance monitoring/capacity planning	**Ongoing**	**Yes**
Monitor DSU/TSU, switches, hubs and internet connectivity, and make sure everything is operational (available for SNMP manageable devices only)	**Ongoing**	**Yes**

Description – Security	Frequency	Included
Check firewall logs	**As needed**	**Yes**
Confirm that antivirus definition auto updates have occurred	**Ongoing**	**Yes**
Confirm that antispyware updates have occurred	**Ongoing**	**Yes**
Confirm that backup has been performed on a daily basis	**Ongoing**	**Yes**
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies	**As needed**	**Yes**
Permissions and file system management	**Ongoing**	**Yes**
Set up new users, including login restrictions, passwords, security, applications	**As needed**	**Yes**
Set up and change security for users and applications	**As needed**	**Yes**

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Monitor website use	**Ongoing**	**No**
Website content filtering	**Ongoing**	**Yes**
Email SPAM protection	**Ongoing**	**Yes**
Monitor for unusual activity among users	**Ongoing**	**Yes**

Description – Applications	**Frequency**	**Included**
Ensure Microsoft Office applications are functioning as designed	**Ongoing**	**Yes**
Ensure line of business applications are functioning as designed	**Ongoing**	**Yes**

Description – Vendor Management	**Frequency**	**Included**
Manage the following vendor relationships:	**As needed**	**Yes**
- **Phone, Internet**	**As needed**	**Yes**
- **Copiers**	**As needed**	**No**
- **Faxes and scanners**	**As needed**	**No**
- **Website designer and hosting company**	**As needed**	**No**
- **Proprietary software applications**	**As needed**	**Yes**

Description – Professional Services	**Frequency**	**Included**
Technology solution design and development	**As needed**	**No**
Proof of concept lab testing	**As needed**	**No**
Onsite implementation and project management	**As needed**	**No**
Rental equipment and training room facility (based on availability)	**As needed**	**No**
Technology meetings with your trusted advisor	**Quarterly**	**No**

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Description – Complete Hardware Solutions		**Rate**
Remote PC management/Help Desk	**8:30am-6pm M-F**	**Included**
Remote printer management	**8:30am-6pm M-F**	**Included**
Remote network management	**8:30am-6pm M-F**	**Included**
24X7X365 Remote server management		**Included**
24X7X365 Remote network monitoring		**Included**
Onsite Support Labor (does not include Project work)	**8:30am-6pm M-F**	**Included**

HARDWARE AS A SERVICE

- Flexible Subscription Plans:
  - Various subscription options (monthly, quarterly, annual) to suit different business needs.
  - Customizable plans to match specific hardware requirements.
- Access to Latest Technology:
  - Regular updates to the newest hardware models and technologies.
  - Includes a range of devices such as servers, desktops, laptops, and networking equipment.
- Comprehensive Maintenance and Support:
  - Regular maintenance services to ensure optimal performance.
  - 24/7 technical support for troubleshooting and assistance.
- Scalability:
  - Easily scale hardware resources up or down based on business demands.
  - Quick and seamless integration with existing IT infrastructure.
- Enhanced Security:
  - Advanced security measures to protect hardware and data.
  - Compliance with industry standards and regulations.
- Lifecycle Management

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Managed Detection and Response (MDR) / Security Operations Center (SOC)--If included on an Order, Provider will provide managed detection and response services using Security Software and/or a SOC, which may include: (a) deployment and administration of endpoint detection and response (EDR) agents and/or other sensors on In-Scope Assets; (b) monitoring of alerts and security telemetry; (c) triage and investigation of suspected security events; (d) remote containment actions supported by the Security Software (e.g., device isolation) to the extent available and authorized; (e) escalation to Client-designated contacts; and (f) incident documentation and reporting. MDR does not include onsite incident response, forensic imaging, e-discovery, breach notification legal advice, or crisis communications, unless set forth in a separate Order or project service attachment.

Vulnerability Scanning and Vulnerability Management -- If included on an Order, Provider will provide vulnerability scanning and vulnerability management which may include: (a) periodic automated vulnerability scans of In-Scope Assets at the cadence specified on the Order (or, if not specified, monthly); (b) authenticated and/or unauthenticated scanning as supported by the environment and as approved by Client; (c) identification and reporting of detected vulnerabilities and missing patches/misconfigurations; (d) risk-based prioritization guidance; and (e) coordination of remediation recommendations with Client. Vulnerability scanning/management does not include penetration testing or exploit verification.

No Penetration Testing -- Provider does not perform penetration testing, red teaming, exploit testing, adversary simulation, or social engineering testing as part of Managed Security Services. Any such services require a separate written Order or project service attachment signed by both parties.

VOIP AND COLLABORATION SERVICES

Provider will deliver the Voice over Internet Protocol ("VoIP") and associated telephony and collaboration services specified and selected by you on the Order or Proposal. Additional Services may be added only by entering into a new Order including those Services.

The VoIP Services may be provided or delivered by Provider through the use of third-party vendors listed on the Order or Proposal. Use of the VoIP Services are subject to any applicable third-party vendor agreements. Client acknowledges and agrees to be bound by those third-party vendor agreements. Provider shall not be responsible for any third-party vendor service failures when accessing or using the Services. Client agrees to be bound by any applicable third-party vendor's agreements regarding terms and conditions or end user licensing, and Client understands that any applicable agreement regarding terms and conditions or end user licensing is subject to change by any third-party vendor without notice.

Network cabling, conduit, electrical, rack space, and any other required construction or trenching are additional charges are not included with the Service.

**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.

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