Effective January 30, 2026. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

<u>MANAGED SERVICES</u>

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 or use or end user licensing terms, and Client understands that any applicable agreement regarding terms of use or end user licensing is subject to change without notice.

PRESIDIO:

Services Included:

Centralized Services	Reactive Support Services
Endpoint Security Anti-Malware / Anti-Ransomware	Help Desk
Email Security Anti-Spam / E-mail Encryption / Anti-Phishing	Remote Support
Multi-Factor Authentication	Onsite Support
Managed Threat Response (24x7 Security Operations Center)	How To Questions
Patch Management (Microsoft / Network / Third-Party)	Third Party Applications Support
Backup & Disaster Recovery	Individual Move / Add / Change

Endpoint / Server / Network Monitoring	
Device Encryption	
Password Management	
Network Switch / Router / Firewall Management	
Mobile Device Management	
Microsoft Office 365	
Network Administration	**Technology Consulting**
Proactive Technology Management	Business Impact of Technology
Best Practices Alignment	Budget Planning
Telecommunications Review	Technology Summary Review
Annual Security Assessment	

Definition of Terms:

User - means Client's employees, consultants, contractors or agents who are authorized to use the Service and have been supplied user identifications and passwords by Client (or by Provider upon Client's request). Users do not include any customers of Client or other third parties.

- **Full User –** a User that works more than 10 hours per week (>.25 FTE), their primary work requires them to use the Services, and may need regular assistance from the support teams. This User type is not defined by full-time, part-time employment, or independent contractor status.
- **Limited User –** is a User who works less than 10 hours per week (<.25 FTE) and their primary work requires them to use the Services, OR a User that works more than 10 hours per week (>.25 FTE) AND only use the Services occasionally. Their primary work is offline and may need occasional assistance from the support teams. They may also need access to a work email and computer login. This User type is not defined by full-time, part-time employment, or independent contractor status.

* Provider may reclassify a User as 'Full' based on actual service utilization, tooling coverage, or support demand at its sole discretion.*

Staff Changes:

Staffing additions are pro-rated from the employee start date.

Staffing removals are pro-rated from the employee end date if notification is provided in advance, on the day of termination, or within the same month's billing cycle. If notification is provided in a later month's billing cycle, the end date will be the date of notification.

Project:

This is work that would be considered outside the scope of regular maintenance and requires a greater number of dedicated hours and/or resources from the support team. Projects are determined on a case-by-case basis and will always be quoted and approved by Client.

Website Maintenance:

This is for maintaining an existing website and billing will be based on the Full User count. Building a new website would be considered a project but ongoing maintenance would be covered by this additional service.

Onsite/Remote Support:

Most issues will initially be triaged remotely and resolution attempted with the goal of prompt issue resolution. There are no additional costs for onsite support if that is needed to resolve an issue.

Clinical Informatics:

For healthcare customers, Clinical Informatics services are not included as part of the Praesidio program. These services can be provided however as a separate service that will be quoted based on customer needs.

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.**