Effective August 4, 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.

MSP PLATINUM SECURITY MANAGEMENT

Workstation – Standard

- Platinum IT Support – Unlimited onsite and remote support during business hours.
- Remote monitoring and endpoint management
- Endpoint Security - Application Control, Storage Control, Elevation Control
- Office 365 and backup for 365
- MDR – Managed detection and response
- Application whitelisting
- Spam filtering
- Managed browser security
- Dark web training

Workstation – Virtual Desktop

All of the components of Workstation – Standard, with an Azure hosted virtual desktop.

Server

- Platinum IT Support – Unlimited onsite and remote support during business hours.
- Remote monitoring and endpoint management
- Endpoint Security - Application Control, Storage Control, Elevation Control
- Office 365 and backup for 365
- MDR – Managed detection and response
- Application whitelisting
- Computer change tracking
- Firewall log monitoring

Copier/printer management and support

Backup

- Workstation backup - Back up identified files or systems to facilitate bare metal recovery.
- Server backup and disaster recovery - In the event of complete hardware failure, includes backup restoration.

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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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