



Effective July 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.

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.

Uptime Fully Managed Per Seat

- Desktop Management Services
- **Remote Access** (as needed)
- Endpoint Backup (File Level – not image)
- Antivirus management and updates
- 3rd Party Patching to ensure all applications are up to date
- Ransomware Detection 24x7x365 monitoring

Endpoint Detection and Response (EDR) 24x7x365 monitoring and management

Managed Detection and Response (MDR) / Security Operations Center (SOC) 24x7x365 monitoring

- O365 Backup, including Email, OneDrive, Teams, and SharePoint
- Email Antivirus and Anti-Phishing protection
- Email Dark Web Protection
- Multifactor Authentication Tools for Windows Workstations
- M-F 8x5 Assistance for questions and troubleshooting
- Planning Assistance for IT initiatives and Capex spending for projects
- Elections Security Management with ten years' experience in elections security.
- Compliance Assistance for Cybersecurity Insurance Policies

Uptime Fully Managed Servers

- Antivirus management and updates
- 3rd Party Patching to ensure server applications are up to date
- Ransomware Detection 24x7x365 monitoring
- Endpoint Detection and Response (EDR) 24x7x365 monitoring and management
- Managed Detection and Response (MDR) / Security Operations Center (SOC) 24x7x365 monitoring
- Multifactor Authentication Tools for Windows Workstations
- Backup Verification and Management to ensure data integrity and availability

****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.