Effective January 9, 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.

Secure

Our most complete security package that really meets all of todays standards for a secure company. This includes all 14 of the over 15 essential security services: Quarterly Security Assessments, Email Security, Password Management, Security Awareness, Advanced Endpoint Security, Multi-Factor Authentication, Computer Updates, Dark Web Research, SIEM/Log Management, Web Gateway Security, Mobile Device Security, Firewall Management, Encryption and Backups. We will also be able to tell you what the behavior of your employees are and if they are a security risk to your company. Kotori will walk your company through the 5 levels of the Cyber Security Framework and help you company achieve operation security maturity. While our secure offering is complete it still does not cover everything as with out identifying your environment and threats we cannot know what is required.

Essentials

The Essentials plan is where security starts and we start covering the 9 of the over 15 essential areas of security: Yearly Security Assessments, Email Security, Security Awareness, Advanced Endpoint Security, Multi-Factor Authentication,

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Computer Updates, Web Gateway Security, Firewall Management, and Encryption. The user is the weakest point of any security program. As a part of this program, we will conduct monthly cyber security training for your users and provide you with reports on the status and accomplishments of your users. Along with this we will start to implement Single-Sign On for PC and Web Application Security. A way to give your users a single point to login an utilize all of your cloud resources. Each PC will be encrypted to insure that the device is protected from would be thieves. Along with this plan Kotori will help you manage your Multi-Factor Authentication with our cloud programs. Kotori will also conduct yearly network and cyber security security scans and report the findings. This will make sure we are making progress year after year. We are not monitoring security threats nor will we know of a breach until it is reported by the client.

Basic

Our Basic plan gives clients the most basic of IT security on-top of their Managed Services Plan. While we are covering the 3 out of the 15+ essential areas of security: Firewall Management, Computer Updates and Advanced Endpoint Protection. We are not monitoring security threats nor will we know of a breach until it is reported by the client.

	Basic	Essentials	Secure
Remote Support 24X7	Included	Included	Included
On-Site Support 8-5 M-F		Included	Included
Emergency Support		Included	Included
Microsoft 365 Business Premium	Included	Included	Included
Office 365 Backup (Email, OneDrive, SharePoint)	Included	Included	Included
Managed Firewall	Included	Included	Included
Managed Networking	Included	Included	Included
Managed Wireless	Included	Included	Included
Server Backup	Included	Included	Included
Azure AD for Desktop	Included	Included	Included
Disk Encryption	Included	Included	Included
Security Suite with Mitigation Threat and Response Team	Included	Included	Included
Security Awareness Training		Included	Included
DNS Protection		Included	Included
Periodic Cyber Security Risk Assessment		Included	Included

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Office 365 Secure Messaging		**Included**	**Included**
Recovery from Security Breach or Event			**Included**
Intrusion Detection Platform			**Included**
Threat Intelligence Platform			**Included**
Network Access Control			**Included**
Log Collection SIEM			**Included**
Data Loss Prevention			**Included**
User Behavior Analytics			**Included**
Dark Web Monitoring			**Included**

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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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