Effective March 18, 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.

Core	Standard
Lightwire Support Application Microsoft & 3rd Party App Updates Managed Anti-Virus w/EDR Device Hardware Monitoring Secure Remote Employee Access **Add-On Core Services** Remote Support Onsite Support Advanced Email Security Password Management System Remote Device Free and Wipe IT Budget Preparation Technology Business Review Meeting End User Training Program Office365 Backup License File Level Desktop Backup	Priority Response Times Lightwire Support Application Microsoft & 3rd Party App Updates Managed Anti-Virus w/EDR Device Hardware Monitoring Secure Remote Employee Access Unlimited Remote Support Office 365 Management Advanced Email Security IT Documentation Monthly Executive Report **Add-On Standard Services** Onsite Support After Hours Support Password Management System Remote Device Free and Wipe IT Budget Preparation Technology Business Review Meeting End User Training Program Office365 Backup License File Level Desktop Backup Simulated Mock BDR Test

**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.