Effective September 9, 2025. These Service Descriptions supersede and replace all prior versions.

Schedule of 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.

Basic Service Tier Includes:

- Server Monitoring and Management
- Desktop Monitoring and Management
- Patching & Updates
- Endpoint Detection and Response
- Cloud Based File & Data Backup of Key Workstations
- Unlimited Helpdesk Remote Support | 8:00am – 5:00pm, 5 Days a week

Standard Service Tier Includes

- All Basic Service Offerings
- Security Awareness Training
- Ongoing Phishing & Testing
- Password Manager
- SIEM (Security Information and Event Management)
- 24x7x365 SOC (Security Operations Center) Support
- Office 365 Business Standard
- External PEN Testing
- After-Hours Remote Support

Premium Service Tier Includes

- All Standard Service Offerings
- MFA Multi-Factor Authentication
- MSSP (Managed Firewall) SaaS
- PEN Testing & Internal Vulnerability Scanning
- After-Hours Remote Support
- Dedicated vCIO

Onboarding Fee:	*First Month Invoice*	*First Month Invoice*	*First Month Invoice*
VARRIES	**Basic Managed User**	**Standard Managed User**	**Premium Managed User**
	$75/User	**$100-$125/User**	**$150-$175/User**
RMM Remote Monitoring & Management Patching & Updates	✓	✓	✓
EDR Endpoint Detection & Response Next Generation Security	✓	✓	✓
Backup Traditional Cloud Backup Workstation	✓	✓	✓
SAT Security Awareness Training Ongoing Phishing & Testing		✓	✓
PW Manager Complex Passwords Remember (1) Password		✓	✓
SIEM Security Info & Event Management 24/7/365 Security Center		✓	✓
Managed Email O365 Includes Business Standard		✓	✓
MFA Multi Factor Authentication Phone App or Token/Fob			✓
MSSP Managed Firewall Permissions - Updates - Security			✓
Managed Server Patches - Updates - License(s)			✓
NaaS - Network as a Service Managed Network Switches - AP			✓
PENTesting		✓	

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PENTesting + Vulnerability Scanning			✓
Unlimited 8 to 5 x 5 Helpdesk Support - Tier 1	Included	Included	Included
After Hours Remote Support	$100/Hour .25 Hour Minimum	Included	Included
Professional Support - Tier 2 Remote/On-Site As Needed (+)	$125/Hour + Trip Charge .5 Hour Minimum	$125/Hour + Trip Charge .5 Hour Minimum First 2 Hrs/Month FREE	$125/Hour + Trip Charge .5 Hour Minimum First 5 Hrs/Month FREE
Central Support & Security Support Tier 3/4 As Needed (+)	$175/Hour + Trip Charge .5 Hour Minimum	$175/Hour + Trip Charge .5 Hour Minimum First Hour/Month FREE	$175/Hour + Trip Charge .5 Hour Minimum First Hour/Month FREE
(+) = Trip Charge: Time and mileage begins 30 miles from PDS office.			
Project Support	Estimate or Bid		
Managed Workstation	$25/Device		
Managed Server	$75/Device		
Managed Domain	TBD		
O365 Business Premium	$11.40/License		
O365 E3	$12/License		
O365 E5	$25/License		
SpamTitan Email Filtering **SpamTitan Encryption**			

**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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