Effective June 13, 2025. 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.

SERVICE iT - CXiT BSP Premier

Remote proactive and reactive services included. OnSite Service Included

- Managed Server - Premier
- Managed Server - Premier –
    - On-Site and Remote Service Included
- Managed Desktop - Premier
- Managed Desktop - Premier
    - Computer will be managed and serviced. On-site and Remote Serviced covered.
- Managed Location - Premier
- Managed User
    - Per User Component of Managed Services

SERVICE iT - CXiT BSP Enhanced

Remote proactive and reactive services included. OnSite Billable

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- Managed Server - Enhanced
    - Production Servers
- Managed Desktop - Enhanced
    - Production Desktops
- Managed Location - Enhanced
    - Includes base services required to support clients
- Managed User
    - Per User Managed Services

SERVICE iT - CXiT BSP Essential

- Managed Server - Essential
- Managed Server - Essential
    - All Services Billable according to agreement
- Managed Desktop - Essential
    - Production PCs and Laptops
- Managed Location - Essential
    - Includes base services required to support clients
- Managed User
    - Per User Managed Services

BSP PROTECT iT

Essential CYBER Bundle Items listed in this bundle are based the the numbers of employees, computers, servers and email users.

- CXiT DATASAFE (Server)
    - Offsite Server Full Backup
- CXiT DATASAFE (PC)
    - Offsite PC Full Backup for critical PCs like the PC that runs the Access program.
- CXiT DATASAFE (User Sync) also known as CX FIleSync
    - Offsite FileSync with Revision and Deletion Control and Ransomware Rollback
- CX NETACCESS (AG)
    - prevents access by unauthorized devices and employees through encrypted authentication and a secure gateway the protect production resources.
    - CX NETACCESS (AG) is powered by APPGATE technology and is brings enterprise network protection to any company.

SecureME – Requires Microsoft 365 Email

- **Email Spam Protection**
  Preventing Phishing Emails from getting to you
- **Email Signatures and Disclaimers**
  Email signatures across any device
- **Email Continuity**
  Keeps mail flowing even if Microsoft 365 is down
- **Email Archiving**
  10-year archive storage for emails for security and forensics

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- **Email Advanced Threat Protection**
  Link and attachment scanning to prevent threats
- **Email Encryption**
  Send sensitive PII or PHI securely
- **Backup for Microsoft 365**
  Email, SharePoint, Teams, and OneDrive backup
- **SharePoint Permission Management**
  Make sure data is staying where it is supposed to be
- **Phishing & Attack Simulation**
  Automatic phishing testing to help educate personnel
- **Security and Awareness Training**
  Teach the team the basics of cyber security awareness
- **AI Email Monitoring**
  Sensitive data checking and communication pattern analysis
- **Secure Remote Access (Optional)**
  Allows only authorized people and devices to access your network

SecureIT – Available on Client Owned Devices

- **Application Allow Listing**
  Run what is allowed and prevent bad guy applications
- **Application Ring Fencing**
  Keeps applications contained to allowed access
- **Network Access Control**
  Allows only authorized systems to access data
- **Storage Control**
  Policy based data access controls and monitoring including USB drives
- **Privileged Access Management**
  Controlled admin access when needed
- **Endpoint Malware Detection**
  Catch the bad guys before they run their programs
- **Configuration Management**
  Secures computers by hardening the systems
- **24/7 Response**
  Security Operations Center response for any bad activity
- **Surfing Protection**
  Keeps personnel from accessing dangerous internet sites
- **Password and MFA**
  Controls passwords and multifactor authentication
- **Vulnerability Management**
  Know where the weak spots are so they can be fixed
- **Security Patching**
  Microsoft and third-party software patching
- **PC and Server Backup (Additional)**
  Ransomware protected backups for critical data
-

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CLOUD OPTIONS WITH PROJECT

Private Cloud with File Storage

- Private Hosted Server at Cincinnati Bell building in downtown Cincinnati.
- No Hardware Purchase Required
- Maintains current Active Directory as identity (proof of who you are) Maintains current S drive access
- Requires Appgate VPN for secure access to server from anywhere
- Reduces risk while minimizing disruption

Private Cloud for Identity Only

- Private Hosted Server at Cincinnati Bell building in downtown Cincinnati.
- No Hardware Purchase Required
- Maintains current Active Directory as identity (proof of who you are)
- Can use Microsoft 365 or CX Filesync for data storage

MICROSOFT 365

MS 365 Business Basic

- Microsoft 365 Email +Teams and Online Apps

Microsoft 365 Business Standard

- Office Professional Suite - Word, Excel, Powerpoint, Outlook, OneNote, Publisher

MS 365 Business Premium

- Microsoft 365 Business Premium Office Professional Suite - Word, Excel, Powerpoint, Outlook, OneNote, Publisher Azure information protection and Intune

MS 365 Apps for Enterprise (formerly ProPlus)

- Office Professional Suite - Word, Excel, Powerpoint, Outlook, OneNote, Publisher, Access

MS 365 E3 Microsoft Office 365

- Exchange Plan E3 Hosted Exchange
- Enterprise Plan 3 Unlimited

**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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