



Effective January 23, 2026. These Service Descriptions supersede and replace all prior versions

Schedule of Services

MANAGED SERVICES – Sixwatch Alpha IT 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 Service 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.

Account Management & Consulting Services

- Regularly visits and monthly touchpoints to discuss issues, projects, and/or changes in your environment.
- Staff education on proper technology hygiene via Sixwatch monthly newsletter.
- Project Services – design, quoting, implementation, and management
- Periodic Business Reviews
- Periodic Vulnerability assessments and remediation recommendations

Support & Helpdesk Services

- Remote Support
- Onsite Support
- Desk Directory ticket portal

Monitoring & Maintenance

- 24X7 Monitoring, Alerting, & Maintenance of computers and servers

- Automated and manual maintenance of computers and servers (including software updates, patch management)

Standard Security

- Antivirus Software
- Endpoint Detection and Response
- Security Operations Center (SOC) MDR
- Email Filtration
- Phishing Detection & Reporting
- Email Encryption
- Cybersecurity Awareness Training
- Simulated Phishing Attack
- Password Manager (each user must enroll and setup to activate this service)
- Dark Web Monitoring
- Multi-Factor Authentication
- Identity Management
- Privilege Access management
- Drive Encryption
- Privacy VPN connections
- DNS Filtering
- Web Browser Security
- Breach Detection/Persistent Threat
- Ransomware Detection, Remediation, Mitigation

Location Network Support

- 24X7 Network monitoring, Alerting, & Maintenance
- Monthly maintenance for network devices
- Managed Firewall
- Managed Switch
- Managed WiFi Access Points
- Documentation

Backup & Disaster Recovery Support

- Backup for Desktops
- Backup for Physical Servers
- Backup for Virtual Servers
- Backup for Microsoft 365
- Email Backup & Archiving
- BDR Virtualization
- BDR

ADD-ON SERVICES

Advanced Security

- SASE/Zero Trust
- Advanced SIEM Logging

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.**