Effective March 26, 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.

Support and Service Requests
With respect to all our services, we distinguish between Support Requests and Service Requests:

Support Requests are for problems with existing equipment and solutions that are not working properly. (When something goes wrong)

Service Requests are for new things that need to be done on your systems. Any request to Add, Remove or Change something is considered a Service Request. Service Requests include but are not limited to:

- Adding a user or computer
- Changing permissions or access to data for users
- Installing new software or equipment.

We request that you notify us at least 48 hours prior to needing the Service Request to be completed. In general, Support Requests take priority over Service Requests

Monitoring and Alerting
Provider will perform monitoring 24x7x365 on all Windows computers via the WTI Service Agent installed on each computer. Computers must have the WTI Service Agent installed to be monitored and to be included in the Online Management service offering. All computers on a network or accessing corporate data must be included in the Online Management service. Approved Data Backup Solutions will be monitored on a daily basis during normal business hours. Provider Technologies will determine which monitoring alerts we respond to and how quickly we respond to them.

Automated Remediation and Maintenance
Provider will apply automated resolutions for some monitoring alerts 24x7x365 at its discretion. Additionally, there are some maintenance tasks that may be performed automatically by the WTI Service Agent (ex: removal of temporary files, disk defragmentation, etc.). Automated maintenance may be performed outside of normal business hours or during business hours at our discretion.

Microsoft Patch Management
Microsoft software patches are applied automatically via the WTI Service Agent. In most cases, Provider will approve all patches that are listed by Microsoft as "Critical" or "Security" monthly on

the first patching window after the release of the patch. Provider may approve and/or apply patches immediately upon release by Microsoft.

All computers will be updated in a predefined patching window that is outside of our customer's normal business hours. Provider has no control over the quality of Microsoft patches and some patches can cause problems when installed.

Managed IT

Included Labor:
- Remote labor during normal business hours for troubleshooting and configuration changes for existing products and configurations
- Basic adds, moves, and changes of computers, software, printers, scanners, etc.

Excluded labor:
- On-Site Work
- Project work including installation of new servers, major software installations / upgrades, and major hardware installations
- Labor performed on products or configurations that do not meet our Technical Standards or are unsupported by the vendor / MFG
- Complex or major adds, moves, and changes - Including reconfiguration of existing computers, configuration of complex software, printers, scanners, etc.
- Advanced Troubleshooting of Specialized Issues requiring significant time or support from vendor / MFG

Onboarding Computers and Users after initial Client Onboarding process:
- Computer on-boarding is subject to a one-time fee for each device as specified in the Order.
- For each User, Client may be charged one-time fee for on-boarding, as specified in the Order.
- All such on-boarding fees are subject to change without notice.

Provider reserves the right to determine what labor is included and will notify Client in advance of billing any labor that will not be included.

Cyber-Security Solutions
- Anti-Virus / Anti-Malware
- Advanced Endpoint Protection w/ Managed EDR
- Ransomware Detection
- Email Security and Encryption
- Advances Phishing Protection
- Microsoft 365 Security Detection and Response
- Web Browsing Security

IT Management
- WTI Management Agent
- Microsoft Patch Management
- vCIO for Planning and Budgeting
- Detailed Reporting
- Asset Management
- 24x7x365 monitoring

Backup and Disaster Recovery
- M365 Backup including Email, SharePoint, OneDrive and Teams
- Server Backup with the 3-2-1 Rule (3 Copies of data with 2 locally stored and 1 off-site)

CompleteCare
Labor
All Labor is included (subject to "fair use / excessive use" policy)

Hardware
- Firewall / Router - One for Each Business Office. Not provided for employee homes.
- Switches – Gigabit switches as needed to connect all the contracted computers in each business office. This provides centralized network switches and does not include switches at computer desktops.
- Wireless Networking – Secure wireless networking capability as needed for each business office to connect contracted users.

Software and Services
- WTI Service Agent - Will be installed on all computers.
- Email Security - Spam, Virus and Malware filtering for incoming email.
- Phishing Security - Identifies and blocks phishing attempts via email.
- Web Browsing Security - Restricts access to known bad websites and provides Content Filtering for all internet browsing.
- Data Backup of Microsoft 365 and all Servers with daily local and off-site backups of each Server. All off-site data is encrypted in transit and in storage.
- Desktop faxing - Desktop faxing solution that provides inbound and outbound faxing capabilities. Willits Technologies will choose which desktop faxing solution is used.
- Endpoint Security Software - Endpoint security software for each covered computer. Willits Technologies will choose which anti-virus / anti-malware software solution is used.
- Password Manager - Software to manage passwords for each user.

All hardware and software are provided based on the number of users and computers included in the CompleteCare agreement. Additional hardware and software licenses beyond what is included in the agreement will be billed for as an additional charge.

Online Management

Included Labor:
- Remote labor during normal business hours for troubleshooting and configuration changes for existing products and configurations
- Basic adds, moves, and changes of software, printers, scanners, etc.

Excluded labor:
- On-Site Work
- Project work including installation of new servers, major software installations / upgrades, and major hardware installations
- Labor performed on products or configurations that do not meet our Technical Standards or are unsupported by the vendor / MFG
- Complex or major adds, moves, and changes - Including reconfiguration of existing computers, configuration of complex software, printers, scanners, etc.
- Advanced Troubleshooting of Specialized Issues requiring significant time or support from vendor / MFG

Onboarding Computers and Users after initial Client Onboarding process:
- Computers are subject to a one-time flat fee of $200. This fee is subject to change.
- Users are subject to a one-time flat fee of $50. This fee is subject to change.

Provider reserves the right to determine what labor is included and will notify Client in advance of billing any labor that will not be included.

Provider reserves the right to determine what labor is included and will notify Client in advance of billing any labor that will not be included.

Cyber-Security Solutions
- Anti-Virus / Anti-Malware

IT Management
- WTI Management Agent
- Microsoft Patch Management
- Detailed Reporting
- Asset Management
- 24x7x365 monitoring

HaaS
HaaS (Hardware as a Service) is provided as an option line item for any of the service levels. It includes up to 2 monitors per computer if needed. WTI Will determine the make, model or version of all hardware provided.

Managed 3CX Phone System
Labor:
Unlimited Remote Labor for standard support and configuration changes during normal business hours

Products and Services:
- 3CX Pro Licensing per Order
- Cloud Hosted PBX – Hosting will be provided by a 3rd party hosting company of our choosing
- Backup of PBX Settings
- 3CX Software Maintenance and Minor Updates

Included and Excluded Labor
All labor during normal business hours for Support and Service requests is included, subject to Provider's "fair use / excessive use" policy

Excluded Labor
Support or Service Work performed after-hours, office moves, compliance consulting, major security breaches, or other major projects that are not normal parts of IT Support and Service.

Unlimited remote labor, during normal business hours, is included for standard troubleshooting and configuration changes for all products and configurations that meet our Technical Standards. Installation of new equipment, major software installations or version upgrades, major project work, and labor performed on products or configurations that do not meet our Technical Standards are not included and may be billed at our standard hourly rate for remote

labor.   Willits Technologies will determine what labor is included and will notify the customer in advance of billing any labor that will not be included.

Phones may be included for each User if included in the Order

**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.