



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.

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.

<u>Device Category</u>	<u>Included In MSP</u>	<u>Not Included / Billable Service</u>
<u>Workstations</u>	<ul style="list-style-type: none"> • RMM Agents • OS & App Patching (Reference Ninja 3rd Party Patching List) • Virtual Device Inventory • Endpoint Security Licenses • Help Desk Support • Remote Support • Onsite if necessary (depending on contract deliverables) • Performance Monitoring_ 	<ul style="list-style-type: none"> • Hardware repair/reimaging/replacement • Operating system rebuilds due to hardware failure • Major software migrations • Data recovery from failed drives • Onsite visits beyond contract scope. • New Device provisioning • OS Full Version Upgrades (Ie. 10 to 11),

		<ul style="list-style-type: none"> • Onsite pickup of device for repair
<u>Chromebooks</u>	<ul style="list-style-type: none"> • Security policies • User access management • Troubleshooting – network connectivity • App deployment • Remote Help Desk Support 	<ul style="list-style-type: none"> • Physical repair/replacement/reimaging • Screen or battery repair • Accidental damage • Warranty claims handling beyond coordination minus shipping cost • Onsite pickup of device for repair
<u>Tablets</u>	<ul style="list-style-type: none"> • MDM management • Security enforcement • App deployment • Remote wipe/lock • Account setup • Troubleshooting • Remote Help Desk Support 	<ul style="list-style-type: none"> • Physical repair/replacement • Damage repair • Carrier service issues • Warranty replacement logistics minus shipping costs • Onsite pickup of device for repair
<u>Wireless</u>	<ul style="list-style-type: none"> • Controller/AP configuration minor adjustments • Firmware updates 2 times annually • Optimization – channel mapping, signal strength, etc • Performance monitoring • Troubleshooting - We will troubleshoot issues related to the wireless infrastructure; however, unsupported devices connected to the wireless 	<ul style="list-style-type: none"> • Physical AP installation/mounting; • Cabling • Wireless site surveys • Hardware replacement • Major redesigns • New SSID creation

	are outside the scope of support	
<u>Firewall</u>	<ul style="list-style-type: none"> • Rule management – rule creation, prioritization and reordering • Monitoring & alerts • Firmware updates X 2 per year • Log review • Config backups • Troubleshooting - We will troubleshoot issues related to the firewall infrastructure; however, unsupported devices connected to the firewall via the network are outside the scope of support 	<ul style="list-style-type: none"> • Hardware replacement • Architecture redesign • Compliance audits • Incident response beyond standard remediation • VPN deployment • SD-WAN deployment • ISP Cutovers
<u>Servers/Storage/VMs</u>	<ul style="list-style-type: none"> • Performance Monitoring • Periodic Patching • virtualization support • Troubleshooting - resource allocation, connectivity troubleshooting • Permission management for file shares • Firmware updates X 2 per year • Periodic reboots 	<ul style="list-style-type: none"> • Hardware repair/replacement • Major infrastructure upgrades • Disaster recovery rebuilds • Large-scale migrations • Storage expansion projects • OS Full Version Upgrades • File share reorganization • OU reorganization • Creation of new virtual machines
<u>Vuln Scans</u>	<ul style="list-style-type: none"> • Vuln Scan deployment • Periodic scans 	<ul style="list-style-type: none"> • Remediation of uncovered devices,

	<ul style="list-style-type: none"> • Scan Review • Scan review with customer recommendations • Remediation where in scope with supported devices (firmware updates and OS patches) 	<ul style="list-style-type: none"> • Firmware and OS patches outside of scope
<u>SOC</u>	<ul style="list-style-type: none"> • Alert review • Periodic call with third-party engineers • Remediation if vulnerability is on covered device • Firmware updates 2 times a year 	<ul style="list-style-type: none"> • Remediation of uncovered devices • Major updates resulting from scans • Firewall configuration changes
<u>Cloud Backup - Servers</u>	<ul style="list-style-type: none"> • Initial deployment of backups • backup monitoring and remediation • Periodic testing of backups • File level restores • Local repository troubleshooting 	<ul style="list-style-type: none"> • Full server or environment restores • Network configuration changes for backups • Retention length adjustments and increases
<u>Cloud Backup - Workstation</u>	<ul style="list-style-type: none"> • Initial deployment of backups • Backup monitoring • File level restores 	<ul style="list-style-type: none"> • Network configuration changes for backups • Retention length adjustments and increases • Files located in One Drive or other cloud storage
<u>Sentinel One</u>	<ul style="list-style-type: none"> • Sentinel One deployment and configuration • Alert review and remediation • Release of quarantined devices 	<ul style="list-style-type: none"> • Ransomware recovery

<u>Firmware Updates</u>	<ul style="list-style-type: none"> • Firmware updates for all covered devices 2 times annually 	<ul style="list-style-type: none"> • Firmware updates for non-covered devices • Additional firmware updates beyond the two included.
<u>Software and applications</u>	<ul style="list-style-type: none"> • Current supported Windows desktop versions • Current supported Windows server versions • Office 365 • Google mail 	<ul style="list-style-type: none"> • Applications not listed
<u>Active Directory</u>	<ul style="list-style-type: none"> • Account creation • Offboarding • Password resets 	<ul style="list-style-type: none"> • OU reorganization • New Group Policy deployments
<u>Phishing Campaigns</u>	<ul style="list-style-type: none"> • 12 months of scheduled phishing campaigns to all users • Results of campaigns review with POC 	<ul style="list-style-type: none"> • Individual user or group campaigns
<u>3rd party liaison</u>	<ul style="list-style-type: none"> • Coordination between Client, Provider, and third party for 3rd party services that require information regarding the network 	<ul style="list-style-type: none"> • Troubleshooting 3rd party equipment or software
<u>Account Management</u>	<ul style="list-style-type: none"> • Periodic Business Reviews • Annual tech plans • Consultation 	
<u>After Hours Support (5pm-8AM M-F, weekends)</u>	<ul style="list-style-type: none"> • Remote support for Critical events (total network outage) • Remote support for High alerts (entire building outage) 	<ul style="list-style-type: none"> • Password resets • individual user tickets • Low and Medium alerts as defined by SLO • Onsite Support

<u>Certificates and Domain Renewal</u>	<ul style="list-style-type: none">• Certificate installation for supported devices	<ul style="list-style-type: none">• Domain renewal and tracking• Certificate installation for 3rd party devices
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**Provider does not provide internet connection. Client is responsible for providing internet connection to use the Service.

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