



# MASTER SERVICE AGREEMENT

**We Support Your Technology So You Can Focus On What Matters Most!**



Chad Parker



This document is regularly reviewed for revisions every quarter but may be revised sooner as needed. This version supersedes and replaces all previous versions.

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# WELCOME LETTER

We're thrilled to partner with you to look after your IT!

We really don't like long and boring legal documents (who does?).

But it is important to have some things written down so that we both know what's what, who should do what and when, and what will happen in the unlikely event something goes wrong.

We try hard to not include complicated legal terms or long passages of unreadable text in our Agreement and we have no desire to trick you into signing something that we've tried to hide in legalese.

However, we do want what's best for the safety of both parties, now and in the future.

We can't wait to start working with you!

Talk soon.

Regards,

A handwritten signature in purple ink that reads "Chas Parker". The signature is written in a cursive, flowing style with a long horizontal line extending to the right.

## OVERVIEW

We love simplicity – so in short;

You, as our Client, are engaging us, Pure Innovations LLC, to provide the services to you as outlined in your Order and described in this Agreement for the pricing as outlined in the Order.

**You:** You have the authority to enter into this agreement on behalf of Your Business and will do everything you can to allow Us to provide Our World Class services to You.

**Us:** We have the experience and ability to do everything. We've agreed with You and We'll do it all in a professional and timely manner.

We'll endeavour to provide World Class support to You and on top of that We'll maintain the confidentiality of everything We come across.

**Of course, it's a little more complex than that and there are a few more areas we need to cover, so let's get down to the Finer Details!**

## THE FINER DETAILS

### OUR GENERAL TERMS AND CONDITIONS

All of the Terms in this Agreement are in addition to Our *General Terms and Conditions*, which can be found at <http://www.pure-innovations.net/legal>

By signing your Order, you also agree to those *General Terms and Conditions*.

For any terms that exist in both, the terms in this Agreement will override. If the Order has special considerations for your business, the Order will override both.

### COMMITMENT TERM

The minimum term that You have agreed to use Our Services is outlined in Our Proposal or Order to you and is referred to as the Commitment Term.

The Commitment Term begins from the first day of the next month (after the date of accepting Our Proposal).

After the expiry of the Committed Term, an extension of the Term will automatically commence equal to the period of the original Committed Term, unless earlier terminated as outlined in the 'Termination' section below.

## TERMINATION

You agree that if You need to Terminate this Agreement before the end of the Commitment Term, You agree to pay Us the current Agreement Fee multiplied by the number of months left in the current Commitment Term within 14 days of providing Us Notification of Termination.

Should there be any pricing adjustments made to this Agreement during a Commitment Term, the Plan Fee used to calculate any Termination Payment will be based on the latter of the original Proposal or any updated Pricing adjustments made in writing from Us to You.

All Termination requests must be made in writing to us via our support system.

## OUR RESPONSIBILITIES

### OUR RESPONSE TIME GUARANTEE

We agree to respond to your Service Requests within the Maximum time frames set out in **Appendix A**.

If the response time to an incident exceeds the times set out in **Appendix A** and provided that you reported the incident to Us via the methods as set out in Our General Terms and Conditions, You may make a claim for credit within 7 days of the incident in writing to US.

If We agree Your claim is valid, You will be credited 5% of the monthly Agreement amount (this does not include any additional charges incurred in that month) of the month of the incident, to a maximum of 25% per month.

If the support request is lodged outside Our Business Hours Our Response Time Guaranteed does not apply. We will still work on your Service Request as fast as possible, however it will be on a best effort basis.

Response Times are calculated as per the Definition as outlined in **Appendix E**.

Response Times are Guaranteed maximum times to respond to a Service Request.

Please see **Appendix B** for a list of the types of Service Requests that our Response Time Guarantee does not apply to.

### SERVICE REQUEST PRIORITIES

We classify Service Request priorities as shown in **Appendix A**.

These priorities tie directly in with Our Response Time Guarantee to provide you with information about how quickly We will respond to Your issues.

If you require a Service Request that would normally be classed as a High, Medium or Low priority to be escalated and remediated as a Critical Priority – then You can request for an “Emergency Upgrade”. Please see our Rate Schedule for more information on “Emergency Upgrades”.

As we know, not everything in life fits into a box so the final decision on classifying the priority of an issue will be made by Our responding technician.

## WHAT'S COVERED

As part of this Agreement, we endeavour to include all the day to day IT support items that are typically required to run a typical Business Technology Baseline Infrastructure.

You can see a list of all the items we will cover under this Agreement in **Appendix C**.

It's important to note that anything not included in **Appendix C** is explicitly excluded from Your Agreement and will be billed at our normal rates as found on our Rate Schedule.

From time to time, we may provide support for items not explicitly included in **Appendix C** without charge – however we will do this at our sole discretion.

## SCHEDULED SITE VISITS

As part of this Agreement, we may perform either Onsite Visits as indicated in the Proposal or Order. These visits are 1.5 hours in length and will be attended by one of our Team.

During these visits, we will perform a physical inspection and clean, if necessary, of all your Networking and Server Infrastructure at your main site. We will also meet with staff or management and troubleshoot anything that comes up. We will also stay longer if desired, and if our availability allows us to do so, and will warn you if you are about to enter billable time.

We will send your Primary IT Contact a reminder email 7 Business Days before every Onsite Visit so You and Your team can have any requests

We will select the recurring day and time with You during the Onboarding process.

You agree to give us at least 7 Business Days' notice if you need to re-schedule or amend an upcoming Visit. If You don't give us at least 7 Business Days' notice, that monthly or quarterly site visit allowance will still be counted as used.

## REPORTING

Each week, we will email Your Primary IT Contact a list of any Service Requests that we currently have in Our system that are currently waiting on input from You. This is to help figure out what Service Requests may be on hold whilst We are waiting on more information from someone on Your team.

Each month, we will email an Executive Summary report to Your Primary IT Contact with metrics from the previous months use of our services.

This report will contain metrics such as:

- ⇒ Number of Service Requests Opened and Closed for the Month
- ⇒ The Top 5 Users for Service Request Volume at Your Business
- ⇒ Service Request Types (by Category)
- ⇒ Upcoming Warranty Expirations

We may modify the metrics We use in this report from time to time as We continually improve how we report to Our clients.

## TECHNOLOGY BUSINESS REVIEWS

If part of your Agreement or Oder, We will periodically provide to You to a Business Review Session. Think of this session as meeting with your Virtual IT Manager.

In this session, we run through items such as, but limited to, the following:

- ⇒ Last Quarters Metrics
- ⇒ Your Plans for the next Quarter
- ⇒ Refresh Cycle Update / Minimum Standards
- ⇒ Technology Budget Update
- ⇒ Technology Update
- ⇒ Anything else you need to raise / discuss related to your IT

You agree to allocate 2 hours to each of these sessions to ensure that We can provide our Service to You at the world class levels that We strive for.

You agree to give us at least 5 Business Days' notice if you need to re-schedule or amend an upcoming Quarterly Business Review. If You don't give us at least 7 Business Days' notice, that quarters Business Review will still be counted as used.

# YOUR RESPONSIBILITIES

## MINIMUM STANDARDS

There are some Hardware and Software requirements that You need to have in place in order for Us to meet Our Service obligations, these can be found in appendix G. We will update this list from time to time as certain technologies age and other technologies are released and tested by us.

If You do not have all of these Minimum Standards in place before Your Agreement start date, we will work with you on a plan to bring your Network up to our Minimum Standards.

We understand that this may take some time depending on timing and budgets so we will do our best to support any items that do not currently meet Our Minimum Standards.

However, if an item requiring support does not meet our Minimum Standards, it will be at our sole discretion whether we charge You for any time incurred for supporting that Item.

## APPROVED BUSINESS SOFTWARE

The list in **Appendix D** shows all of the Approved software that can be installed on any of the Computers or Devices covered by this Agreement. This doesn't mean that all other software can't be installed – it simply means that if other software is installed, then it's up to our sole discretion whether we cover any Service Requests related any other Software under the scope of this Agreement. If We deem any Service Requests to be Out of the scope of This Agreement, We will ask for Your approval before performing any work.

This list may change over the time we work together under this Agreement. We will email any updates to this list to Your Primary IT Contact.

## LODGING OF SERVICE REQUESTS

The process for lodging Service Requests is outlined in Our General Terms and Conditions as referenced in the General Section of this Agreement.

Critical and High Priority Service Requests **must** be lodged via phone only, otherwise Our Response Time Guarantee will only be applicable at Our Medium priority level for these .

It's important You and Your team follow this process to ensure You are guaranteed to receive the support at the levels We have promised.

You agree to make sure Your team is aware of any restrictions You have in place regarding who is authorised to lodge Service Requests, as all requests received by us will be chargeable and/ or allocated against this Agreement.

## ACCESS REQUIREMENTS

You agree to allow Us full and free access to Your computers, associated equipment. Your premises and Your team for the purposes of providing the Services in this Agreement.

If there is anything that interferes with our access, we may in our absolute discretion charge You for any extra time incurred.

## PRIMARY IT CONTACTS

You agree to nominate from Your team a Primary IT Contact and a Secondary IT Contact (who We will treat as the Primary IT Contact should the current Primary IT Contact not be available).

When issues of Critical and High Priority are happening, your Team are to channel all communication through these people during business hours.

This allows Our team to work most effectively in restoring Your services as fast as possible, instead of fielding calls from multiple sources about the same problem.

The Primary IT Contact is to inform all staff at these times, to ensure fast resolutions.

The role of the Primary IT Contact is to also assist Our team to be the eyes and hands onsite, to allow them to remotely diagnose and solve issues in the fastest possible manner.

You will be asked to provide the details of your nominated Primary and Secondary IT Contacts during your Onboarding process and you agree to update us if and when these Contacts change during the Term of this Agreement.

## THIRD PARTY AUTHORIZATIONS

In order to be able to assist You quickly in times of need, You need to make sure We are authorized to work with all of Your external Vendors that We may require to work with to provide you Our Service.

This includes but is not limited to Your Internet Service Provider, Your Web and Domain Hosting Provider and Your Telephony Provider.






During your Onboarding process We will run through with You to determine all the Vendors You will need to give authorization to. You can use the template found in **Appendix F** to assist.

If We are not Authorized for a particular Vendor, We may in Our absolute discretion, charge You extra for any Time it takes us to obtain authorization for Us to deal with that Vendor on Your behalf when needed.

If You start working with any new Vendors that We will need to interact with after We start work on this Agreement, You agree to make sure that We are authorized to act on Your behalf on commencement of Your relationship with the new Vendor.

# APPENDIX A

## GUARANTEED RESPONSE TIMES & PRIORITY LEVELS

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES
 <b>Critical</b>	Your Main Server is offline and all users are unable to work.	1 Hour
	One of your Network Switches has failed and stopped half the company from working.	
	A VPN link between 2 x offices is offline causing one office to be unable to work.	
 <b>High</b>	Your Internet Connection is offline, users can still work locally	2 Hours
	Your CEO's computer has stopped working	
	Your main Accounting Software has stopped working	
 <b>Medium</b>	A user's desktop won't turn on so they can't work	4 Hours
	One of the main printers is not working, but users can print to another one	
	A user is having problems connecting to the Wireless network	
 <b>Low</b>	Printing is slower than normal	8 Hours
	A single user is unable to scan	
	A user needs a program installed on their PC	
 <b>No Priority</b>	Pro-Active maintenance of systems	48 Hours
	Pre-Scheduled activities	
	Annoyances	

		Impact		
		High-System Wide Business Unit, Department, Location	Medium-Multiple Users Number of Users	Low-Single User Single User
Urgency	High Can no longer perform primary work functions	Critical	High	Moderate
	Medium Work functions impaired, the workaround in place	High	Moderate	Low
	Low Inconvenient	Moderate	Low	Very Low

## APPENDIX B

### RESPONSE TIME GUARANTEE EXCLUSION LIST

The Response Time Guarantee does not apply to:

- ⇒ Additions, moves or changes to users, devices, configurations, or network
- ⇒ Issues lodged in any other manner than specified in this Agreement and our *General Terms and Conditions*
- ⇒ Issues lodged outside Our Business Hours
- ⇒ Items caused by Hardware or Software not meeting our Minimum Standards
- ⇒ Service Requests related to Software not on our Approved Software List (see Appendix D)
- ⇒ Service Requests for issues that have been caused by You not acting on advice or recommendations given by Us
- ⇒ Service Requests for Issues caused by You or third parties modifying any Hardware or Software Configuration
- ⇒ Service Requests for issues related to user-initiated Virus and Malware Infections
- ⇒ Service Requests for Issues involving the sourcing of hardware/software
- ⇒ Service Requests for Hardware and Software issues of items that are not under current warranty or maintenance coverage

# APPENDIX C

## AGREEMENT INCLUSION LIST

This is a list of what we cover in our plans. For some plans, support is part of the monthly fee. For others, support is billed hourly. Please see your Order for details.

Note: Vendor management and relations are included for any item in the inclusion list.

DESCRIPTION
<b>CONSULTING</b>
Onsite Business Review (QBR) at an interval specified in your plan or order
End-User Training Program at an interval specified in your plan or order
<b>DESKTOPS, LAPTOPS, AND SERVERS</b>
Setup New Profiles on Desktops and Laptops
Add / Edit / Delete User Accounts
Forgotten Password Resets
Archive Old User Accounts (Backup Email & Files)
Setup & Maintain Security Groups
Setup & Maintain Network Drives
Restore Files from Backups <sup>(1)</sup>
Troubleshoot Operating System Not Working
Troubleshoot Microsoft Office Not Working
Troubleshoot Anti-Virus Not Working
Reboot Servers
Troubleshoot Hardware Issues <sup>(3)</sup>
Hard Drive Clean-up (Remove Temp & Unnecessary Files)
Warranty Claim Processing <sup>(3)</sup>
Microsoft Patch Management (Service Packs & Updates)
Update Approved 3 <sup>rd</sup> Party Applications (Adobe Flash, Adobe Reader, PDF Creator, Java, 7-Zip)
Monitor all Critical Server and Computer Services and Fix
Monitor Anti-Virus Running & Protection Enabled
Monitor Anti-Virus Definitions +Updating Correctly
Monitor Anti-Malware Running & Protection Enabled
Monitor Anti-Malware Definitions Updating Correctly
Monitor Hard Disk Health + Space & Defrag if Necessary

Monitor High CPU Usage

Monitor Security and Event Logs

Roll out our Best Practise Security Policies

### BACKUP AND DISASTER RECOVERY

Monitor Server and Computer Backups <sup>(1)</sup>

Troubleshoot Server and Computer Backup Failures <sup>(1)</sup>

Monitor Office365 Backups <sup>(1)</sup>

Troubleshoot Office365 Backup Failures <sup>(1)</sup>

Manual Test Restore & Report of All Approved Backups <sup>(1)</sup>

### PRINTERS

Clear & Reset Printer Queues

Troubleshoot Printer Issues

Add / Edit / Delete Printer Mapping Group Policies

Add / Edit / Delete Printer Drivers for Existing Printers

Troubleshoot Printer Hardware Issues <sup>(3)</sup>

Warranty Claim Processing <sup>(3)</sup>

Setup new Desktop Printer

### SCANNERS

Setup new desktop scanner

Troubleshoot connectivity to existing network scanner

Setup and Troubleshoot scanning software

Warranty Claim Processing <sup>(3)</sup>

### NETWORK

Troubleshoot Internet Service Provider Issues & Outages

Troubleshoot Network Switch Issues

Troubleshoot Wi-Fi Access Point Issues

Update Wi-Fi SSID / Keys

Troubleshoot Router Issues

Troubleshoot Firewall Issues

Firewall Security Audit and Adjustment

Monitor Network Switches Operations & Availability

Monitor Wi-Fi Access Points Operations & Availability

Monitor Router Operations & Availability

Monitor Firewall Operations & Availability

Troubleshoot existing VPN

Warranty Claim Processing <sup>(3)</sup>
<b>TELEPHONY AND FAX</b>
Add and Edit extensions in existing network phone server
Troubleshoot network connectivity (internal and external) for existing phone server
Minor adjustments to phone trees and menu systems (re-writes and major adjustments are a project)
Add / Edit / Delete users from e-Fax services
<b>MOBILE PHONES AND TABLES</b>
Configure Outlook or Mail App <sup>(2)</sup>
Configure Skype for Business App <sup>(2)</sup>
Configure OneDrive for Business App <sup>(2)</sup>
Configure Office 365 Authenticator <sup>(2)</sup>
Configure Teams for Business App <sup>(2)</sup>
<b>OFFICE 365</b>
Add / Edit / Delete User Accounts
Add / Edit / Delete User and Security Groups
Add / Edit / Delete Shared Mailboxes
Add / Edit / Delete Distribution Groups
Forgotten Password Resets
Archive Old User Accounts (Backup Email & OneDrive)
Restore Files from Backups <sup>(1)</sup>
Install & Connect OneDrive Desktop Client <sup>(2)</sup>
Install & Connect Skype for Business Desktop Client <sup>(2)</sup>
Install & Connect Teams Desktop Client <sup>(2)</sup>
<b>PACS SERVER <sup>(4)</sup></b>
Add / Edit / Delete User Accounts
Setup DICOM Send and Receive To / From new destination
Troubleshoot DICOM Send and Receive
<b>MEDICAL SOFTWARE <sup>(4)</sup></b>
Commercial Medical billing software
Commercial EMR software

**(1)** Only applies to when using our backup platform.

**(2)** This assumes that you already have the back-end systems and company-wide configurations all setup and configured for this product. If you don't, then We will discuss with You the scope of any potential Project and send You a separate Proposal for your review.

**(3)** As you can appreciate, it's hard to build a profitable and sustainable business offering at a reasonable price for items that we didn't recommend, sell and install. As such, if the Hardware we are troubleshooting was not purchased from us and/or the device is not currently covered by the Manufacturer's warranty, a care pack or a maintenance agreement, then it is in Our sole discretion as to whether We will cover this work under the Scope of this Agreement or set it as Billable Out of Scope work.

**(4)** Medical software is only included in plans that are appropriate for medical compliance. With the wide variety of medical software available, please understand that we cannot promise to be experts on all systems. You must have a valid support contract or maintenance agreement for all such systems. If you do not have such an agreement, then it is in Our sole discretion as to whether We will cover this work under the Scope of this Agreement or set it as Billable Out of Scope work.

# APPENDIX D

## APPROVED SOFTWARE LIST

### Software which is always approved:

- ⇒ Microsoft Operating System Software (eg *Windows*)
- ⇒ Microsoft Office Software
- ⇒ Google *Chrome*
- ⇒ Adobe Acrobat
- ⇒ 7 Zip
- ⇒ Mozilla
- ⇒ QuickBooks

### Software which may be considered approved, pending approval by our support team:

- ⇒ Other commercial business specific software (eg Medical Billing Software or an Electronic Medical Record) you might use for billing and customer management

### Software which is not approved:

- ⇒ Free or ad supported software or shareware

# APPENDIX E

## DEFINITIONS & INTERPRETATIONS

**“Agreement”** means any arrangement between Us and You (whether alone or in conjunction with any other person) for Services and/or the provision of Goods provided by Us under an arrangement in connection with Work agreed to be done or progressed for or on behalf of You or any other person at Your request, including as set out in this Agreement and any corresponding Proposal or Order;

**“Order”** means a an provided to You by Us after you have accepted a Proposal;

**“Plan Fee”** means a quote provided to You by Us;

**“Proposal”** means a Quote or Proposal provided to You by Us;

**“Rate Schedule”** means the schedule of rates, charges and conditions for the services of Ours as set, and as may be varied, by Us from time to time in Our absolute discretion;

**“Recommended Technology Platform”** is the list of Software and Hardware which meets our minimum standards, see Appendix G.

**“Response Time”** Response Time is measured as the difference between the time We are first notified of a New Service Request as per the process outlined in our *General Terms and Conditions* and the time that We start providing Service on the Service Request. We do not count any triage, scheduling or dispatch work when calculating Response Times.

**“Services”** means the provision of any services by Us including Work, advice and recommendations;

**“Service Request”** means any request for work that either you ask us to perform or we perform proactively on your behalf;

**“Software”** includes software and any installation, update, associated software and any services provided in connection with any of these things;

# APPENDIX F

## LETTER TO VENDORS FOR AUTHORIZATION

Copy and paste this text on to your letterhead and then modify to suit each vendor that We will need to work with while We support You.



### EMAIL SCRIPT EXAMPLE

To Whom It May Concern,

This letter is to inform you that we have contracted Pure Innovations, LLC, to manage our IT and Technology needs.

To be able to do this effectively, Pure Innovations needs to be able to support and manage all of our technology suppliers on our behalf.

As such, this letter authorizes anyone from the team at Pure Innovations to access and modify all aspects of our account and all the products and services that we have with **<Vendor Name>** effective immediately.

This authorization is valid until we give you written notice otherwise. Should you require any further details, please let us know.

Regards,

<Your Name>

<Your Title>

# APPENDIX G

## MINIMUM STANDARDS

Below is our current list of minimum standards. See the “Your Responsibilities” section for details.

### Environment

- ⇒ Adequate workspace, heat, light, ventilation, electric current and outlets, internet, and remote access for our staff.

### Hardware

- ⇒ Workstations, Laptops, and Tablets
  - Must be genuine, licenses, and vendor-supported.
  - Windows Workstations must be running a 64 bit version of Windows 10 PRO or Windows 11 PRO.
  - All systems must have the most recent operating systems and updates.
- ⇒ Servers
  - Must be genuine, licensed, and vendor-supported.
  - Windows Servers must be running a currently supported version of Windows Server
  - Must be under a maintenance contract with the manufacturer.
- ⇒ Networking
  - Internet connectivity with 25 Mbps upload and download speed
  - All switches, firewalls, routers, and wifi nodes must be licensed and supported.
  - Devices which require updates (such as firewalls and access points) must have a valid support contract and receive updates.
  - There must be vendor supported Next Generation Firewalls (NGFW) or Unified Threat Management (UTM) firewall between the internal network and the internet.
- ⇒ Logins and Access
  - All administrative logins for supported network hardware and servers shall be given to us and placed under our control. Any additional administrative logins

will be disabled such that only our authorized personnel can make admin level changes to the environment.

# APPENDIX H

## SERVICE OFFERINGS

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.

### MANAGED SERVICES

#### Server Monitoring and Management

Provider will perform server monitoring and management including, alert monitoring and management of servers, periodic reporting and performance tuning, and prioritization of alerts to identify high-priority incidents. Provider will also perform remote remediation services as needed, and backup software monitoring and management. The Service Fee does not include major hardware / software upgrades or replacements or new server

#### Desktop Monitoring and Management

Provider will perform desktop monitoring and management including, alert monitoring & management of desktops, prioritization of alerts to identify high-priority incidents, remote remediation services as needed, periodic configuration backups, periodic firmware updates as required by manufacturer, and periodic reporting and performance tuning. The Service Fee does not include hardware replacement or new hardware installations.

#### Help Desk Services

Provider will provide help desk support via client portal, e-mail, and phone. Provider has the ability to remotely control desktops to support employees. Unless otherwise included in an order, all help desk services will include unlimited remote support as require

#### On-site Support

Upon request and subject to the limitations identified in the Order, for Services that are within the scope of this Service Attachment, Provider will also deliver support Services on-site at your location during normal business hours. For on-site support that is not included in the Order, Client will pay Provider's then-prevailing hourly rate.

#### Core Security Services

Provider will include in its services monthly Microsoft patch management, antivirus software and management, and remote software installations.

#### Problem Management Services

Provider will undertake problem management as soon as the Provider's monitoring staff becomes aware of an incident. All incidents, with status or resolution, will be documented by posting updates to the Problem (Incident) Ticket Tracking System assigned to Client ("Problem Tickets").

## MANAGED SECURITY 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.

### Firewall, Anti-malware, and Intrusion Detection

Provider will install and configure of firewall traffic policies, apply updated firmware when applicable, and configure changes when needed. With respect to the firewall, Provider will include the following:

- Intrusion Prevention - provides real-time protection against network threats, including spyware, SQL injections, cross-site scripting, and buffer overflows.
- URL Filtering - blocks known malicious sites, and delivers granular content and URL filtering tools to block inappropriate content.
- Gateway Antivirus - continuously updated signatures, identify and block known spyware, viruses, trojans, worms, rogware and blended threats – including new variants of known viruses.

### Spam Prevention

Real-time, continuous, and highly reliable protection from spam and phishing attempts.

### Intelligent Anti-virus

Provider will provide and install anti-malware software of Provider's choosing for each Device covered by the Order. While Provider will make reasonable effort to ensure Client Devices and Client's network are safe from viruses, malware, bugs, hacking, phishing schemes or defective or malicious files, programs or links ("Harmful Content"), of any kind whether now known or hereinafter invented, Provider does not guarantee that Client computers or network cannot be infected by Harmful Content. Where this does happen, Provider will provide commercially reasonable Services to mitigate the Harmful Content. Additional Services will be available upon mutual agreement of the parties.

## Remote Access

Provider will install remote access and remote monitoring and management software on Client's Devices possibly other equipment at Client's office. Client grants permission to Provider to install any remote access or remote monitoring and management software deemed necessary by Provider.

## Client-Side DNS Filtering

Provider will acquire and will assign an appropriate number of licenses to support the deployment of client-side DNS Filtering on all laptop systems. The DNS filtering is designed to detect and block malicious DNS requests, redirecting users to a safe page with information to reinforce security best practices and to protect laptops while away from the corporate network.

## Security Awareness Training & Phishing Simulations

Provider will acquire and will assign an appropriate number of licenses to support the client environment. The Service will schedule phishing campaigns to send at random times during a specified period. The campaigns are trackable and fully customizable designed to keep track of every user's participation, making all cybersecurity education accountable and measurable.

## DATA BACKUP AND DISASTER RECOVERY SERVICE

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 separate Order including those Services.

## Cloud Backup – Full

Provider, through its Third-Party Service Providers will make its best effort to ensure the protection and recovery of Client's information. All files are backed up via a third-party client-side desktop/server software application, encrypted, and then sent to a storage server at third-party vendor's data center facility. There is no local copy of the backed-up data. Data files can be restored from the cloud and full restore functionality is included. In addition, for an additional fee, hot spares can be maintained of any server backup allowing for immediate switch to the space if needed. Provider will monitor the backups daily, notify Client of any failures, and work with third-party to resolve backup failures.

## Disaster Recovery

Provider will work with Client to develop a comprehensive disaster-recovery plan that incorporates the Services to be delivered under this Service Attachment.

If Client experiences an event precipitating a major, multi-user loss of data, Client may notify Provider that a data loss event has occurred.

THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE.