



Effective June 20, 2023. 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. The Services listed below are Services the Provider makes available to Clients, but Provider will not perform those Services unless included in an Order.

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 hardware / software upgrades or replacements or new server installations.

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, quarterly configuration backups if included as part of an order or agreement for backup services, quarterly firmware updates as required by manufacturer, and quarterly 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, ticketing system, 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 required.

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. Core Security Services also includes new / terminated employee setup and configuration.

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").

Firewall Intrusion Detection – Provider will install and configure 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.

Security Risk Assessment

- Malware and Vulnerability Review – Using one or more tools to determine the existence of malware or vulnerabilities.
- Personally Identifiable Information (“PII”) – Review practices related to PII, including location, treatment, and risk mitigation.
- Report – Provider’s findings will be included in a Risk Assessment Report.

Network Discovery - generates a visual map of all nodes on your network, making it easy to see where you may be at risk.

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

Application Control – Provides the ability to allow, block, or restrict access to applications based on a user’s department, job function, and time of day.

Anti-virus - Provider will provide and install anti-virus 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 and 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.

Multi-Factor Authentication Services / Password Credential Management Services –

Provider will configure two-factor authentication for compatible software applications, institute single sign-on services for compatible software applications and customized security policies and procedures. After performing a security assessment and assessing the state of Client’s existing policies and procedures pertaining to network security (if any), Provider will work with Client to prepare a new or revised set of policies and procedures that incorporate cutting edge best practices and that take advantage of the other Services delivered by Provider.

Incident Response - Provider will assist Client in the hours immediately following a data breach to identify the likely source of the breach and to begin formulating an appropriate response to the breach. However, any assistance with data breach-remediation efforts past the first twenty-four (24) hours following a breach – including but not limited to breach-notification planning, in-

depth forensic examinations of the source of a breach, and significant, post-breach systems reconfiguration – are not within the scope of this Service Attachment. If Client requests Provider's assistance with such activities, Provider will prepare a separate Service Attachment for Project Services that will specify what the charges will be for such assistance.

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 - Provider, through its Third-Party Service Providers will make its best effort to ensure the protection and recovery of Client's information. Data is backed up via a third-party client-side desktop/server application, encrypted, stored locally on a Provider-owned storage device ("Provider Owned Storage"), and then sent to a third-party owned storage server at the Third-Party Services Provider's data center facility. Provider will monitor the status of all scheduled backup jobs, notify Client of Provider-owned storage failures and corrective actions. Provider will also provide remote administrative services of Data Backup Service as requested by Client. Offsite Backup copies will have one-year retention unless specified in Order. Upon termination of these Services, Provider will request return of the backup hardware and remove the Application from Client systems.

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.

FILE BACKUP AND RECOVERY

Provider will create, monitor, and modify up to the number of file backup jobs listed in the Order. Provider will also notify Client by email of backup drive failures and corrective actions.

Upon request, Provider will remotely restore files, subject to the number of operations listed in the Order.

CLOUD SERVICES

Public Cloud - Provider will move all Client's data to a cloud computing platform, allow Client to have access to data via virtual desktop from Client's own devices or devices provided by Provider, and manage the cloud environment for Client.

Hybrid Cloud - Provider will move some of Client's data to a cloud computing platform, and upon Client's request, place a server on premises at Client's location. Any Client data being moved shall be agreed to by the parties in writing prior to moving with specific instructions as to identify which data will be moved, managed or unmanaged by Provider. Any Client data being moved or managed shall be specifically identified as to the location of the data on a particular server. Any Client data not being moved, or that is not specifically identified by Client will be considered not managed. Provider shall not be responsible for the identification, classification, or location of the data. Client is solely responsible for its data up to the outermost point of Provider's firewall with the public internet (the "Demarcation Point"). Once data has been

identified, classified, its final location determined, and moved past the Demarcation Point, Provider shall then become responsible for Client data. Provider will also manage the cloud environment for client and provide hardware that will be owned by Provider and will be licensed using an appropriate license agreement.

Private Cloud or Software Subscriptions - Provider will maintain all Client's data on premise at Client's location, manage the cloud environment and software subscriptions for Client, provide unmanaged cloud environment and software subscriptions for Client, and provide hardware that will be owned by Provider and will be licensed using an appropriate license agreement.

Third-Party Cloud & SaaS Vendors - Provider will provide, install, and support the Third-Party Cloud or software-as-a-service vendors listed on the Order, including but not limited to Microsoft. 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 software is subject to the applicable third-party cloud or software-as-a-service vendor's agreement regarding terms of use, which Client and Provider agree has been provided by Provider to Client. Client agrees to be bound by any applicable third-party cloud or software-as-a-service vendor's agreements regarding terms of use or end user licensing, and Client understands that any applicable agreement regarding terms of user or end user licensing is subject to change by any Third-Party vendor or software-as-a-service provider without notice.

**THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY
TIME WITHOUT NOTICE**