BTC Broadband
Managed Services
Service Level Agreement

1.   Purpose of Service Level Agreement. This Service Level Agreement (this "SLA") is included as a part of the agreement (the "Agreement") between you and BTC Broadband, Inc. ("BTC"), relative to the Tech Protect Managed Services and Equipment to be provided to you by BTC. The purpose of this SLA is to outline the minimum service that you can expect in connection with the Managed Services and Equipment provided to you by BTC.

2.   Defined Terms. Capitalized terms used but not otherwise defined herein shall have the meanings assigned to them in the BTC Broadband Tech Protect Services Terms and Conditions (the "Tech Protect Terms and Conditions"), which are also included as a part of the Agreement between you and BTC.

Included Services

The services covered by this agreement and provided by the Service Provider are defined in Appendix 2. Any and all services not defined within Appendix 2 will be considered uncovered and are subject to the out of scope/uncovered terms, fees, and conditions defined within this Agreement

3.   Hours of Coverage. BTC provides support for the Managed Services and the Equipment as follows:

   a. **Remote Phone Support**. 8:00 A.M. to 5:00 P.M. Monday – Friday, excluding holidays.

   b. **Ticket Support.**   Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday, excluding holidays.

   c. **Additional and Emergency Support**. Support requests received outside of the above-provided support windows ("Business Hours") will be collected, however no action can be taken until at least the next business day. Emergency support may be available outside of the above-provided support windows, subject to additional charges.

   d. **On-Site Support**. Subject to Section 5, on-site support will typically be available at the Premises within two business days of such a request.

4.   Severity Levels; Response times.

Severity Level	Work Stoppage	Response Time	Resolution Times	

Severity Level 1	**Service not available** Full; All work has ceased.	Within 1 hour	24 hours or less from first response	
Severity Level 2	Significant; Most work has ceased.	Within 4 hour	36 hours or less from first response	
Severity Level 3	Some; Some work has ceased.	Within 24 hour	5 business days or less from first response	
Severity Level 4	Minor; Little work has ceased.	Within 48 hour	30 business days or less from first response	

5. **Limitations**.

    a. **Incidents**. BTC has the sole right to determine, in its sole and absolute discretion: (a) what constitutes an incident or error and the corresponding Severity Level thereof; and (b) when an incident or error is deemed to be resolved.

    b. **Response Time and Resolution**. BTC will use commercially reasonable efforts to: (a) respond within the applicable response time provided in <u>Section 5</u>; and (b) resolve an incident or error, but BTC does not guarantee that it will be able to respond within that specific time period or that any incident or error will be resolved.

    c. **On-Site Visits**. BTC will provide on-site support only at the Premises during Business Hours, unless otherwise agreed to by BTC in writing.

    d. **Effect of Customer Failure or Delay**. BTC is not responsible or liable for any delay or failure of performance caused in whole or in part by any delay or failure to perform any of your obligations under the Agreement, including this SLA, in accordance with the respective terms and conditions of thereof and hereof (each, a "Customer Failure").

    e. **Good Standing**. BTC is not obligated to you under this SLA in the event that your account is, or during the period in question was, not in good financial standing with BTC, or that you are in violation of the terms and conditions of BTC's Acceptable Use Policy, the Agreement or any other agreement between you and BTC.

6. **Exceptions**. BTC has no obligation to provide support or respond to incidents or errors that, in whole or in part, arise out of or result from any of the following:

a. Managed Services or Equipment, or the media on which it is provided, that is modified or damaged by you or any third party;

b. any operation or use of, or other activity relating to, the Managed Services or Equipment other than as specified in the Agreement or any other documents provided in connection therewith;

c. materials, information, software or equipment, in any form or medium, that are not provided by BTC, including any third-party: (a) documents, data, content, or specifications; (b) software, hardware, system, network, or other product, facility, equipment, or device; and (c) accessories, components, parts, or features of any of the foregoing.

d. any negligence, abuse, misapplication, or misuse of the Managed Services or Equipment other than by BTC personnel or authorized agents, including any use of the Managed Services or Equipment other than as specified in the Agreement, including this SLA, or any other documentation provided in connection therewith;

e. any Customer Failure, including your failure to promptly install any update, upgrade, release, or other adaptation or modification of the Managed Services or Equipment, including any updated documentation, that BTC has previously made available or recommended to you;

f. the operation of, or access to, your or a third party's system or network;

g. any relocation, installation or integration of the Managed Services or Equipment other than by BTC;

h. any beta software, software that BTC makes available for testing or demonstration purposes, temporary software modules, or software for which BTC does not receive a license fee;

i. any breach of or noncompliance with any provision of the Agreement, including this SLA, or any other document provided in connection therewith; or

j. the occurrence of any interruption arising due to any event described in Section 19(a) (Service Interruptions) of the Managed Services Terms and Conditions.

7. **Miscellaneous**.

a. All BTC-provided Equipment is pre-configured for the service ordered. BTC technicians are knowledgeable about equipment provided by BTC and can make any changes needed as your service is installed. If you wish to provide your own equipment, arrangements must be made during order placement, but BTC cannot guarantee your equipment's compatibility with BTC's services or BTC's ability to support such equipment. If a

technician visit is required to reconfigure non-BTC provided hardware, you may incur additional charges.

b. BTC reserves the right to change, amend or revise this SLA in accordance with the terms of the Managed Services Terms and Conditions.

Appendix 1 – Definitions

For the purposes of this Agreement, the terms below are generally defined as follows:

Term(s)	Definition
BTC Tech Protect Tray icon	The tray icon is an icon that is part of the Service Provider's remote monitoring and management (RMM) platform and its included agent software. This software is deployed to the Client's managed workstations/servers/mobile devices and provides tray icon access to the Service Provider's services. It includes the ability for Client end-users to submit support/service requests to the Service Provider.
Customer Portal	The ConnectWise Customer Portal offers one easy-to-use modern interface for your most time-consuming customer interactions. Customers can submit tickets, check on a ticket's status, and easily pay invoices. Plus, it's customizable to represent your brand.
Dispatch	The Service Provider will occasionally need to send its representatives on-site to address service/support requests. The process of scheduling and sending the Service Provider's representative is referred to as Dispatch.
End-user	An end-user is referred to a Client's colleagues, staff members, and any/all users of the Client's IT Assets and IT Environment.
Endpoint	A unit used to measure the support necessary for a client, generally referring to a PC, notebook, or server.
IT Asset	IT Asset refers to any technical resource, generally within a Client's environment, and includes both physical and digital resources. This includes but is not limited to workstations, servers, network devices, software, applications, licenses, cloud subscriptions and any other peripheral devices that are technical in nature.
IT Environment	IT Environment refers to the collection of IT Assets and their complete configuration at a Client's location/site. This includes but is not limited to all IT Assets, the Client's network, the Client's Windows Domain, the Client's Software Installations, the Client's Hardware Configurations, IT Strategies, IT Plans, and/or IT Processes.
Monitors	Monitors are the IT Resources the Service Provider uses to discover and receive alerts about a Client's IT Environment and Assets. They detect and alert on issues detected, warnings, errors, and when thresholds for known issues are exceeded.
Network Equipment	Network Equipment refer to IT Assets that include but are not limited to; firewalls, switches, routers, gateways, network cables, hubs, wireless gateways, and wireless access points.
Onboarding	Onboarding is referred to the process and period in which the Service Provider is establishing their services within a Client's IT Environment(s). This is usually a 45-90 day period that includes several steps to ensure the successful and effective implementation of the Service Provider's services.
On-site	The Service Provider will occasionally need to send its representatives on-site to address service/support requests. On-site refers to when a Service Provider's representative is providing services at the Client's site/location.

Out of scope	Out of Scope refers to any and all services, support requests, charges, costs, fees, products, licenses, and other coverages that do not fall under the scope of this agreement. Out of Scope implies that additional charges, fees, or expenses will be necessary.
Period of Service	This refers to any and all periods or lengths of time where the Client is covered by this Agreement.
Resolution Time	The time between when a ticket is initiated and when the ticket is closed.
Response Time	The time between when a ticket is initiated and when an engineer begins to work on the issue.
Serviceability	Serviceability refers to the health and state of an IT Asset or to the Client's IT Environment. Serviceability refers to the ability of the Service Provider to cover a given IT Asset or aspect of the Client's IT Environment. In most scenarios, when serviceability standards and conditions cannot be met, any and all services involving those assets or aspects of the IT Environment will be treated as out of scope.
Support Desk	The department where all reactive issues are addressed. The department where all reactive issues are addressed.

Appendix- 2 Tech Protect Services

Tech Protect Services	
Service	**Summary Service Description**
Antivirus Management	The service of using an Antivirus solution to improve an IT Environments security against spyware, malware, trojans and viruses. Includes deployment, configuration, regular scanning, definition updates, and some infection remediation.
Cyber Resilience	The measure of business strength in preparing for, operating through, and recovering from the eventuality of a cyber-attack. Cyber resilience relies on the successful ability to identify, protect, detect, respond and recover quickly from an adverse cyber event and combines cybersecurity, business continuity, and incident response
BCDR	Backup, Continuity, and Disaster Recovery. Designed to protect business data no matter where it lives, helps businesses avoid costly downtime and ensure critical data is backed up and readily available
Patch Management	A strategy for managing Microsoft Windows patches and updates, and service packs. Includes assessment, testing, deployment, and review of patches/updates. (This service is provided at multiple levels of service/quality/cost, depending on the Client's needs and requirements.)

Group 2	
Service	**Summary Service Description**
Workstation Mgmt	Maintenance and monitoring of hardware and software on Windows Workstations and Laptops to ensure optimal functionality. (Recommended packaging with; Antivirus Management, Backup Management, Disaster Recovery, Patch Management, and Software Management)

Network Management*	The service of managing the configuration, operation, and health of an IT Environment's network. This includes configuration of various network devices, internet connectivity, dns settings, vpn setup and configuration, and troubleshooting.
*BTC Tech Protect will manage the Network Equipment (see appendix 1) for an additional management fee. It is not included in a standard bundled BTC Tech Protect seat price. The equipment must be an approved device, certified by BTC. If BTC Tech Protect is **not** managing the customers network equipment, when there is an issue, we will refer them to whoever manages that equipment. Without Network Management BTC Tech Protect has limited visibility and access to the equipment.	
Email Management	Monitor and maintain email availability, spam filtering, and malware filtering. Email management is not included in the standard bundled BTC Tech Protect seat price.
BTC SD-WAN (As-a-Service)	The service of managing, monitoring and maintain the customer's SD-WAN installation, configuration, and equipment (x86 box that the customer's service terminates too).
BTC LTE Internet Failover (As-a-Service)	The service of managing, monitoring and maintain the customer's Internet failover services. This includes installation, configuration, and ongoing management of the failover equipment.
LTE Data	BTC will notify the customer when they are 75% to their overage and then after they have exceeded the failure utilization limit. LTE data utilizes 3rd party transport. The customer is responsible to pay BTC for all overages incurred above the agreed upon data levels.
Access Point (AP) Monitor Only	BTC will monitor the customer's Access Points. The customer's point of contact will be notified of relevant alerts, and or offline AP's within 24hrs of BTC receiving the notification. Any further actions performed by BTC could incur additional charges.

Group 1 – Antivirus Management Coverage

Service Provider Activities	Frequency	Detailed Description
Remediate Monitor Alerts	As Needed	System alerts generated by RMM
Remediate Malware/Virus Infection	As Needed	Address AV issues identified by RMM
Adjust Antivirus Configuration	As Needed	Modify AV exceptions and settings
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
AV - Disabled	Continuous	RMM Review of AV status
AV - Out of Date	Continuous	RMM Review of AV status
AV - Software Missing	Continuous	RMM Review of AV status

REG - Windows Appinit DLL Defined	Continuous	RMM Review of AV status
Value Reporting*	**Frequency**	**Detailed Description**
Antivirus_Policy	As requested	Report of AV settings
Antivirus_Threats	As requested	Report of AV threats and interference
Service Onboarding Activities	**Frequency**	**Detailed Description**
Setup and Configure Antivirus Tenant	Once per Client	
Deploy Antivirus to Workstations	Once per workstation	
Deploy Antivirus to Servers	Once per server	

Serviceable Conditions
Antivirus is licensed, warranted, and supported by vendor.
Coverage Exclusions & Exceptions
Antivirus software/license purchases
Malware remediation due to injection or negligent Client end-user activity.
Antivirus Definition up to date within 1 day of available definitions.
Service Level & Performance Exceptions
Malware is unpredictable and in turn, so is remediation. Therefore, remediation attempts do not fall under general resolution service levels.
Mass infections of a Client environment due to the unpredictable nature of malware, service levels cannot be guaranteed.

*Dependent on the Technology being utilized and may not be available

Service Provider Activities	Frequency	Detailed Description
Backup Check	Daily	Automatic system monitor of backup success
Remediate Failing Backups	As Needed	Review and failed backup jobs and remediate
Restore Files / Data	As Needed	Restore files as requested by client
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
BU – Job Running > 8 Hours	Continuous	The backups configuration may need adjusted
BU - Backup Failed	Continuous	The backup failed and needs reviewed
BU – Verify Backup Job Failed	Continuous	The backup couldn't be verified as successful and needs tested
BU – Backup Failed to Configure Job	Continuous	The backup process did not begin properly
Value Reporting*	**Frequency**	**Detailed Description**
Health Report	As requested	Provides a count of failed / successful backup jobs
Service Onboarding Activities	**Frequency**	**Detailed Description**
Evaluate current backup job(s) and requirements	Once per Client	Work with Client to assess current backups and current needs
Configure, Deploy, and Test Backup Technology	Technology Dependent	
Serviceable Conditions		
Adequate, current, and actively licensed backup software		
Storage space sufficient for the successful completion of backup jobs		
Storage space sufficient for adequate retention period		

Adequate and reasonably fast access to any/all remote, tape, or other physical backup data **(Service levels are contingent upon this)**

Coverage Exclusions & Exceptions
Data and storage charges and fees
The cost of any necessary software licenses
The cost of temporary, permanent, and archival storage
Data is not and cannot be guaranteed (However, this service is a method to help protect data)

Service Levels & Performance Goals
Backup jobs successful 95% of the time
File Restore within general service levels listed in Coverage Summary **(Technology and environment dependent)**
Virtual Server Standups within **X** time* **(Technology and environment dependent)**

Service Level & Performance Exceptions
Challenges with the technology that require the involvement of the backup technologies' vendor/manufacturer
Recovery of any/all files or data not included within original scoping requirements

*Dependent on the Technology being utilized and may not be available

Group 3 – Disaster Recovery Management

Service Provider Activities	Frequency	Detailed Description
Off-site data transfer check	Daily	Report of backup success
Off-site data transfer issue remediation	As Needed	Intervention when alerted to backup system issue
Excessive data transfer review	As Needed	Intervention when alerted to backup system issue

Monitors & Service Monitoring*	Frequency	Detailed Description
DR Offsite Transfer Excessive* **<Critical>**	Continuous	There is much more data queued to transfer than usual
DR Offsite Transfer Nearing Cap*	Continuous	Warning that transfer cap is nearing cap and charges possible
DR Offsite Transfer Failure*	Continuous	Warning that the offsite transfer is not functioning
Service Onboarding Activities	**Frequency**	**Detailed Description**
Evaluate current backup job(s) and requirements	Once per Client	Work with Client to assess current DR plan and needs
Configure, Deploy, and Test DR Technology	Technology Dependent	
Serviceable Conditions		
Adequate storage, internet bandwidth, and software licenses		
Coverage Exclusions & Exceptions		
Data transfer and storage charges and fees		
Service Levels & Performance Goals		
Offsite data transfer within **X** hours of current data. **(Technology and environment dependent)**		

*Dependent on the Technology being utilized and may not be available

Group 4 – Identity Management Coverage

Service Provider Activities	Frequency	Detailed Description
Domain User Permission Management	Continuous	Monitor AD user permissions
Domain User Password Resets and Account Unlocks	As Needed	Approved user requested access
Domain User Setup	As Needed	Approved user requested access

Domain Group and Folder Permission Management	As Needed	Approved user requested access
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
Offline Servers Monitor	Continuous	Monitoring for offline Domain Controllers
Value Reporting*	**Frequency**	**Detailed Description**
30 Day AD Changes	Monthly	Report as requested by client of AD changes
Login Status Report	Quarterly	Report as requested by client of system logins

Serviceable Technologies	**Supported Versions and Releases**
Microsoft Windows Domain	Latest three major releases

Serviceable Conditions

Active Directory has been cleaned up and standardized to the Service Provider's specifications.

User must be physically or wirelessly connected to the Domain network and maintain an adequate internet connection

Coverage Exclusions & Exceptions

Microsoft Server and Active Directory Licensing

The costs to manage, implement, and/or procure a single sign on solution

Service Levels & Performance Goals

Active Directory Uptime to equal or exceed 98% by means of server uptime and routine backups

Service Level & Performance Exceptions

Non-standard and/or complex multi-site or multi-domain environments

*Dependent on the Technology being utilized and may not be available

Group 5 – Patch Management Coverage

Service Provider Activities	Frequency	Detailed Description
Assess available Microsoft product updates	Once Per Patch	Verify valid patches available
Test Service Provider approved updates	As Needed	User requested vertical application patching
Deploy Service Provider tested and approved updates	Once Per Patch	Automatic monitoring of patches
Validate deployed updates installed successfully	Once Per Patch	Automatic monitoring of patches
Remediate unsuccessful updates	As Needed	Intervention resulting from failed patching alerts
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
UPDATES - Failed	Continuous	RMM Monitor of patch status
UPDATES - Installed	Continuous	RMM Monitor of patch status
UPDATES - Missing Service Pack	Continuous	RMM Monitor of patch status
UPDATES - Out of Date	Continuous	RMM Monitor of patch status
Value Reporting*	**Frequency**	**Detailed Description**
Patch Health (The Health Report may replace this.)	Monthly	
Service Onboarding Activities	**Frequency**	**Detailed Description**
Define & Setup Maintenance Windows with Client	Once per Client	
Define & Setup Patching Policy with Client	Once per Client	
Serviceable Technologies	**Supported Versions and Releases**	

Windows	Windows 7, 8.1, and greater
Microsoft Windows Server	2008, R2, Essentials, and greater

Serviceable Conditions
Windows Installation properly activated with a valid license
Windows Domain configured to Service Provider's recommendations

Coverage Exclusions & Exceptions
The cost of any and all OS/equipment/software licenses necessary, to adequately license covered equipment

Service Levels & Performance Goals
The Service Provider's proprietary 'Patch Health Compliance rating' when calculated, rates the Client's servers at 95% or greater on average, and 92% for the workstations on average or greater over the month.

Service Level & Performance Exceptions
High volume or emergency updates that are released with little/no notification from the manufacturer can impact service levels, and are excluded.

*Dependent on the Technology being utilized and may not be available

Group 6 – IT Policy Management

Service Provider Activities	**Frequency**	**Detailed Description**
Monitor and enforce agreed upon IT Policies	As Needed	
Assess and review current IT policies	Quarterly	
Service Onboarding Activities	**Frequency**	**Detailed Description**
Work with Client to learn about business, challenges and compliance requirements	Once Per Client	
Work with Client to assess and define IT policies	Once Per Client	

Project Plans and quote submitted to Client for the configuration of the IT environment to support agreed upon	As Needed	
Configure systems to the agreed upon IT policies	Once Per Client	
Submit the IT Policies for legal review	As Needed	
Share drafted IT Policies with Client's Team	Once Per Version	
Publish the defined IT Policies in a secure and mutually accessible digital site	Once Per Version	
Assess and tune IT policies to ensure desired results	Weekly for 30 Days	

Serviceable Technologies	Supported Versions and Releases
Microsoft Windows Domain or Workgroup	Last two major releases

Serviceable Conditions

IT Environment configuration must help support any defined IT Policies.

Coverage Exclusions & Exceptions

Any and all legal fees that relate to the drafting and review of defined IT Policy

Service Levels & Performance Goals

Compliance to each policy within defined levels while utilizing any agreed upon measurements being tracked automatically with technology.

Service Level & Performance Exceptions

Only IT Policies that can be automatically tracked and monitored must

IT Policies are designed for the Client and the Service Provider's role is to help monitor them for compliance and communicate any discovered breeches to compliance. But, this is only possible when the policy can be implemented, tracked, and monitored automatically with technology.

*Dependent on the Technology being utilized and may not be available

Group 7 – Server Management Coverage

Service Provider Activities	Frequency	Detailed Description
Global Server Group Policy Adjustment	As Needed	Adjusts IT environment configuration. (Non-standard fees may apply)
Server Maintenance	As Needed	Disk, raid, performance, OS configuration, service, and event logs.
Server Configuration Adjustments	As Needed	If non-standard adjustments are necessary, fees may be apply.
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
DRV - Free Space < 10% Total Size or 2GB	Continuous	RMM monitor of sever storage space
BlackListed Events - Informational,	Continuous	RMM Server event log monitor
EV - Drive Errors, Raid Failures, or Smart	Continuous	RMM drive error log monitor
EV - Excessive Alerts Detected > 25 Like	Continuous	RMM Event monitor
EV - Reoccuring Critical > 75 Occurrences	Continuous	RMM critical event monitor
EV - Chassis Intrusion	Continuous	RMM chassis monitor
HDW - Hardware Changes Detected	Continuous	RMM hardware detection monitor
LT - Offline Servers **<Critical>**	Continuous	RMM Server offline monitor
SVC - Auto Services Stopped **<Critical>**	Continuous	RMM Server service monitor
Value Reporting*	**Frequency**	**Detailed Description**
Health Report	Monthly	Client requested monthly system health report form RMM
Service Onboarding Activities	**Frequency**	**Detailed Description**
Deploy Service Provider's Management	Once Per Server	
Complete Server Onboarding Documentation	Once Per Server	
Establish and Implement Server Config.	Once Per Server	
Address Monitor Alerts	As Needed	
Serviceable Technologies	**Supported Versions and Releases**	
Microsoft Windows Server	2008, R2, Essentials, and greater	

Serviceable Conditions
Server's configuration, physical state, and general health is reasonable. (Out of scope projects may be proposed if necessary to ensure serviceability.)
Server is adequately licensed.

Coverage Exclusions & Exceptions
The cost for any and all hardware and software required to ensure defined service levels and performance expectations.

Service Levels & Performance Goals
Server Uptime is at least 99%

Service Level & Performance Exceptions
Turnaround on hardware failure cannot be guaranteed.
Vendor/manufacturer warranted repairs are excluded from the general and specific service levels defined
Any and all 3rd party adjustments that lead to any/all downtime will be excluded from defined service and performance levels.

*Dependent on the Technology being utilized and may not be available

Group 8 – Workstation Management Coverage

Service Provider Activities	Frequency	Detailed Description
Workstation Maintenance	As Needed	Disk, performance, OS configuration, service, and event logs.
Workstation Global Configuration Adjustments	As Needed	If non-standard adjustments are necessary, fees may be apply.
Deploy or reimage workstation	As Needed	Workstation must be within warranty and be reasonably healthy.
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
DRV - Fragmentation > 30 %	Continuous	RMM Monitor
DRV - Free Space Remaining < 10% Total	Continuous	RMM Monitor
DRV - MFT Fragmentation	Continuous	RMM Monitor
DRV - Smart Failures	Continuous	RMM Monitor
HDW - Hardware Changes Detected	Continuous	RMM Monitor
PF - Low Memory	Continuous	RMM Monitor
PF - 90% Plus Avg CPU	Continuous	RMM Monitor
REG - Windows Startup Overloaded	Continuous	RMM Monitor
SVC - Auto Services Stopped	Continuous	RMM Monitor
SW - Application Crash	Continuous	RMM Monitor
Value Reporting*	**Frequency**	**Detailed Description**
Health Report	Monthly	Client requested monthly system health report form
Service Onboarding Activities	**Frequency**	**Detailed Description**
Deploy Service Provider's management	Once Per Server	
Complete workstation onboarding	Once Per Server	
Establish, implement, and image wks.	Once Per Wks.	
Address monitor alerts	As Needed	
Serviceable Technologies	**Supported Versions and Releases**	
Windows	7, 8.1, and greater	
Serviceable Conditions		

Workstation's configuration, physical state, and general health is reasonable. (Out of scope projects may be proposed if necessary to ensure serviceability.)

Workstation is adequately licensed.

Coverage Exclusions & Exceptions

The cost for any and all hardware and software required to ensure defined service levels and performance expectations.

Service Levels & Performance Goals

Workstation Proprietary Performance Benchmarks Improve or Remain Stable. When this is not true and maintenance has been performed successfully, the manufacturer will be contacted or other project/parts/replacements will be recommended to ensure consistent service levels.

Service Level & Performance Exceptions

Turnaround on hardware failure cannot be guaranteed.

Vendor/manufacturer warranted repairs are excluded from the general and specific service levels defined

Any and all 3rd party adjustments that lead to any/all downtime will be excluded from defined service and performance levels.

*Dependent on the Technology being utilized and may not be available

Group 9 – Network Management Coverage

Service Provider Activities	Frequency	Detailed Description
Network device configuration adjustment	As Needed	Client requested modification to current configuration
Troubleshoot network issues	As Needed	Address network issues generated from system alerts
VPN and security adjustments	As Needed	Client requested modification to current configuration
Assessment and Device Reboot	As Needed	Address network issues generated from system alerts
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
LT - Offline Locations* **\<Critical\>**	Continuous	RMM Monitor
Service Onboarding Activities	**Frequency**	**Detailed Description**
Network Configuration Assessment &	Once Per Site	Client Onboarding
Network Configuration Standards	Once Per Site	Client Onboarding
Serviceable Conditions		
All network equipment is warranted and supported by their respective manufacturers/vendors.		
The internet connection and network environment cabling and wireless signal is adequate. Project work or other recommendations may be offered.		
Coverage Exclusions & Exceptions		
The cost to do setup and configure anything new. (New VPN setup, network jack punch, etc.)		
The cost of any hardware, software, or licenses necessary.		
Service Levels & Performance Goals		
Network Uptime 99% or greater		
Service Level & Performance Exceptions		
In the event of a denial of service attach, service levels and performance benchmarks will not apply.		

*Dependent on the Technology being utilized and may not be available

Group 10 – Software Management Coverage

Service Provider Activities	Frequency	Detailed Description
Install or deploy approved software	As Needed	Software installation and verification
Perform minor updates to approved software	As Needed	Software remediation and updates
Uninstall unapproved software	As Needed	Software removal
Logging, tracking, and assessment of licenses	Continuous	RMM Software monitor
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
SW - BlackListed Install	Continuous	RMM Monitor
SW - Expired ProductKeys	Continuous	RMM Monitor
SW - Over Licenses	Continuous	RMM Monitor
SW - Installed New	Continuous	RMM Monitor
SW - Uninstalled	Continuous	RMM Monitor
SW - Application Crash	Continuous	RMM Monitor
Value Reporting*	**Frequency**	**Detailed Description**
Software_List	As Needed	Client requested monthly system health report form RMM
ProductKey_Summary	As Needed	Client requested monthly system health report form RMM
Serviceable Conditions		
Licensed, warranted, and supported by vendor		
Support for application is reasonably economical and application is being actively maintained by vendor. (Bug fixes/etc.)		

Coverage Exclusions & Exceptions
The cost of any software or software licenses.
Vendor support charges or fees.
Any new software deployments or installations.
Large or complex software deployments that require a time investment of the Service Provider that exceeds an estimated 4 hours or 10 minutes per workstation.

Service Levels & Performance Goals
Software standards defined and applied to at least 90% of workstations in production.
All software exceptions logged and tracked by the Service Provider.
All approved software applications can be silently and remotely deployed.

Service Level & Performance Exceptions
Large, complex, or new software deployments cannot follow the general standard service levels defined.

*Dependent on the Technology being utilized and may not be available

Group 11 – Helpdesk Coverage

Service Provider Activities	Frequency	Detailed Description
IT support provided at levels 1,2, and 3	Continuous	IT issue assessment, diagnostics, and remote remediation via chat, phone, and email or silently without end-user
Minor situational end-user IT education	As Needed	
Provide as needed IT services on per-request basis	As Needed	Includes any services defined within this agreement.
Serviceable Technologies	**Supported Versions and Releases**	
Windows	7, 8.1, and greater	

Microsoft Windows Server	2008, R2, Essentials, and greater
Common Windows Software Applications	Products and applications for Adobe, Intuit, ConnectWise and Google
Microsoft Office Suite	Latest two releases

Coverage Exclusions & Exceptions

Services will only be provided on covered IT assets, users, client sites, and will not exceed the scope of the services defined within this agreement.

The cost of any hardware, software, or licenses necessary to the successful resolution of Client requests are not included. Given this becomes necessary, the Service Provider will draft a quote and seek appropriate approvals.

Service Levels & Performance Goals

General service levels apply

Service Level & Performance Exceptions

Priority 1 issues must be reported via telephone by the on-site technical contact or site's primary contact. Service levels on priority 1 issues reported any other way are exempt from defined service levels and will be best effort.

*Dependent on the Technology being utilized and may not be available

Group 12 – Email Management Coverage

Service Provider Activities	Frequency	Detailed Description
Assessment and troubleshooting of mail flow issues	As Needed	
Exchange server maintenance	As Needed	
Monitors & Service Monitoring*	**Frequency**	**Detailed Description**
EV - BlackListed Events - Exchange Server **<Critical>**	Continuous	
Perf - Active Mailbox Delivery Queue **<Critical>**	Continuous	
Perf - Active Non-SMTP Delivery Queue	Continuous	

Perf - Active Remote Delivery Queue Length **\<Critical\>**	Continuous	
Email Services Monitors **\<Critical\>**	Continuous	
TCP - SMTP External Connections	Continuous	
TCP - SMTP Port 25	Continuous	
TCP - SMTPAUTH Port 587	Continuous	
Service Onboarding Activities	**Frequency**	**Detailed Description**
Email configuration assessment	Once Per Client	On Boarding
Email configuration standards set	Once Per Client	On Boarding
Serviceable Technologies	**Supported Versions and Releases**	
Microsoft Office 365		
Microsoft Exchange	Latest two releases	
Serviceable Conditions		
Access to the exchange server and/or office 365 management portal are current and provide adequate permission levels.		
Any licensing or subscription fees associated to the cloud service		
Coverage Exclusions & Exceptions		
Any licensing or subscription fees associated to the cloud service		
The cost of any software or software licenses.		
Vendor support charges or fees.		

Service Levels & Performance Goals
Email uptime is at least 99% - (Contingent upon vendor and cloud provider's turnaround.)
Service Level & Performance Exceptions
In the event an outage is caused by fault in the product or service, outside of the control of the Service Provider, promised service levels cannot be guaranteed.

*Dependent on the Technology being utilized and may not be available

Group 13 – Vendor Management Coverage

Service Provider Activities	Frequency	Detailed Description
Act as the single point of contact for Client Requests and interact with vendors to address IT problems and problems with applications on the Client's behalf.	As Needed	
Service Onboarding Activities	**Frequency**	**Detailed Description**
Vendor Assessment and Documentation	Once Per Vendor	
Establish official relationship with each vendor	Once Per Vendor	
Serviceable Conditions		

Service and support contracts or agreements must be in place between the Vendor and the Client.

Coverage Exclusions & Exceptions

Any and all service or support fees with the managed vendors.

Service Levels & Performance Goals

The general service levels apply but are contingent upon the Vendor's defined service levels. (The lengthier levels will take precedence)

Service Level & Performance Exceptions

When the service from the vendor and their defined service levels exceed that of the Service Providers. The vendor's service levels will take precedence.

*Dependent on the Technology being utilized and may not be available