

**24 HourTek, Inc.**  
**Schedule for Managed Services**

This Schedule for the Managed Services and any third-party services available from Provider as described under this Schedule (the "Plan Details") is made pursuant to and governed by the Master Service Agreement ("MSA") located at <https://www.24HourTek.com/MSA> between the Client named in an Order ("Client") and 24 HourTek, Inc. ("Provider"), each of which may be referred to in the singular as "Party" or in the plural as "Parties."

**Managed Services**

This Schedule describes the Managed Services offered by Provider under its Managed Service Plans. Client will choose from Providers Managed Service Plans illustrated in Exhibit A. Managed Service Plans may be modified at Providers sole discretion. The Service Plans will be delivered subject to the Problem Response Times illustrated in Exhibit B. Client and Provider may agree to modify the provided Services by using the Change Log attached to an Order. The Duration, Fees, Covered Locations and number of Covered Devices for chosen Services are listed in an Order. Managed Services (except for Hourly Support) are only offered for Covered Locations and for Covered Devices which includes workstations and servers with a Provider Remote Monitoring and Management ("RMM") Agent installed.

Unless otherwise specified in an Order or this Schedule, all Managed Services are delivered remotely and provided only during Provider's Business Hours. Managed Services are subject to Service Plan Exclusions, Technology Requirements and Additional Services listed in this Schedule.

**Technology Requirements**

Provider will collaborate with Client to ensure that Client's location meets the minimum standards for the Services as determined by the Technology Requirements, described in this Schedule. Client agrees to maintain the environment at least the minimum specifications required for Provider to perform the Services. In order for Provider's to provide Managed Services, the following minimum requirements must be met and maintained:

1. **Supported Software Versions.** Providers Managed Services related to software is limited to the versions currently supported by the publisher.
2. **Remote Access.** Each supported computer must have a Provider RMM Agent installed. Provider will attempt to resolve issues remotely. Provider may request an onsite visit if an issue cannot be resolved remotely.
3. **Operating Systems.** Each server with Microsoft Windows Operating Systems must be running Windows 2012 Server or later and have all of the latest Microsoft Service Packs and Critical Updates installed. Each personal computer with Microsoft Windows Operating Systems must be running Windows 10 Pro or later and have all of the latest Microsoft Service Packs and Critical Updates installed.
4. **Software Licenses and Support.** All computer software must be genuine, licensed and supported by the publisher.
5. **Network and Internet.** Client's locations must have currently licensed, vendor-supported hardware firewalls, switches and Wireless Access Points. All wireless data traffic in the environment must be securely encrypted. Internet connection must be of sufficient speed and reliability to provide internet access for Client's workstations, servers, applications and backup.

Support for systems that fail to meet minimum requirements will be subject to Hourly Support listed in this Schedule.

**Onboarding**

Upon initiating a Service Plan and before Provider can be held accountable to the times in Exhibit B, Provider will be given an opportunity to complete customary onboarding processes within a commercially reasonable time, which may entail:

1. Evaluation of existing IT infrastructure and internet connection, determine if upgrades are needed
2. Installation and configuration of required software to provided managed services, such as security software, remote management and monitoring software, antivirus software, backup software, etc.

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3. Documenting Client setup, network, servers and workstations
4. Documenting passwords or creating new accounts to manage all supported systems and 3rd Party Applications
5. Ensure Client's location meets the minimum standards for the Services as determined by the Technology Requirements described in this Schedule
6. Importing all Client's end users into the managed helpdesk system
7. Meeting with Client to determine new user and computer activation and deactivation process
8. Basic end user training on the helpdesk system and support process

**Documentation**

Provider will collaborate with Client to produce documentation for all Client supported systems to the extent Provider deems necessary to provide the agreed upon services. Provider will keep documentation updated when information changes including changes made by Client when notified of those changes. Provider will grant access to Client and/or Client's designated contacts to view documentation during the term of the service engagement. Provider will export a copy of the documentation upon Client's request. Access to documentation will be secured by 2-factor authentication.

**Application Management**

Provider will remotely manage business applications (ie. 3<sup>rd</sup> Party Services such as Google Apps, Office 365 and other cloud provided business services). Non-business applications (ie. photo, music and gaming applications) and applications specifically excluded in an Order will be subject to Hourly Support listed in this Schedule.

Application Management includes:

1. Managing users, permissions and passwords
2. Installation of application software on Covered Devices
3. Troubleshooting application issues on Covered Devices
4. Escalation of application issues to 3<sup>rd</sup> Party Services provider

Unless otherwise specified in the Order, application software license costs are not included with Application Management.

**Workstation Management**

Provider will remotely manage Covered Workstations specified in an Order and perform preventative maintenance activities for managed workstations which may include:

1. Patch Management and Installation
2. Asset Management and Reporting
3. Temp and Junk File Removal
4. Executive Reports
5. Endpoint Security (license required)
6. Basic Application Support
7. New Computer Setup
8. Remote Remediation
9. Coordination of warranty repairs (warranty service required)

Unless otherwise specified in the Order, software license costs and warranty costs are not included with Workstation Management.

**Server Management**

Provider will remotely manage Covered Servers specified on an Order to detect and report problems, prevent data loss, mitigate downtime, and avoid repair problems which may include:

1. Performance Server Monitoring: CPU, Disk Space, Memory, Network Utilization, and Threshold Alerting

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2. Event & Error Log Monitoring
3. Internet Connectivity / Availability Monitoring
4. Windows Services Monitoring
5. Server Security Monitoring
6. Backup Monitoring (license required)
7. Patch Management
8. Executive Reports
9. Trend and Performance Analysis
10. Virus / Spyware Prevention, Detection, and Removal (license required)
11. Remote Remediation
12. Coordination of warranty repairs (warranty service required)

Unless otherwise specified in the Order, software license costs and warranty costs are not included with Server Management.

**Network Management**

Provider will remotely manage Client's network devices including firewalls, switches and wireless access points for Covered Locations. Network Management may include the following:

1. Content Filtering (requires license)
2. Virus Filtering and Updates (requires license)
3. Internet Failover (requires second ISP connection and compatible hardware)
4. Executive Reporting
5. Configuration changes, backup and restoration
6. Firmware updates
7. Remote Remediation
8. Coordination of warranty repairs (warranty service required)

Unless otherwise specified in the Order, Network Management DOES NOT include the following:

1. Hardware, license, warranty and 3<sup>rd</sup> party support costs
2. Support for users or computers which are unable to connect to the network
3. Cabling support

Network Management issues which are not included in the Managed Service Plan will be subject to Hourly Support listed in this Schedule.

**Network Monitoring**

Provider will remotely monitor Client's network devices including firewalls, switches and wireless access points for Covered locations. Network Monitoring may include the following (depending on features supported by the manufacturer):

1. Uptime monitoring
2. Log monitoring
3. Alert Monitoring
4. Dispatch and Scheduling
5. Firmware Updates (cloud enabled devices only)
6. Monthly reporting (requires license)

Network Monitoring does not include remote support. Any remote support for firewalls, switches and wireless access points will be subject to Hourly Support listed in this Schedule.

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**Antivirus Management**

Provider will provide remote Antivirus Management for Covered Devices. Antivirus Licensing cost may be included or billed per Covered Device as specified in an Order. Antivirus Management may include the following:

1. Installation of antivirus software
2. Monitoring and alerting for antivirus events
3. Antivirus Reports
4. Virus removal
5. Software and definition updates
6. Troubleshooting software errors

**Vendor Management**

Provider will manage communications with technology vendors as agreed between the Parties. Voice over Internet Protocol ("VOIP") phone issues are to be handled directly by the vendor. Provider is an escalation point when vendor cannot resolve an issue or needs assistance with network changes.

**Backup Management**

Provider will provide remote Backup Management for Covered Devices. Backup Licensing cost will be billed per Covered Device at Fees specified in an Order. Additional backup hardware and licensing is required for Covered Servers and will be specified on an Order. Backup Management may include the following:

1. Installation of backup software
2. Monitoring and alerting for backup events
3. Backup Reports
4. Software updates
5. Troubleshooting server backup errors (automatically for Covered Servers)
6. Troubleshooting workstation backup errors (when requested by end user for Covered Workstations)

Backup Management does not include data recovery. All data recovery will be subject to Hourly Support listed in this Schedule.

**Ordering and Provisioning**

Provider will collaborate with Client to establish an ordering and provisioning process for hardware, software licensing, applications, warranties, 3<sup>rd</sup> party support contracts and peripherals for Covered Devices. Provider will provide quotes and establish an approval process when requested. Client is responsible for all ordering and provisioning costs. Options for payment of ordering and provisioning costs may include:

1. Use of Client's credit card
2. Net Terms account setup between Client and 3<sup>rd</sup> Party
3. Payment by Provider and invoiced to Client

Ordering and provisioning which is not for Covered Devices will be subject to Hourly Support listed in this Schedule.

**Printer Management**

Provider will provide remote Printer Management for printers at Covered Locations. Printer Management may include printer setup, installing drivers on Covered Devices, troubleshooting printer errors, and troubleshooting connectivity issues. Printer Management does not include printer cleaning, maintenance, repair, toner ordering or toner installation. A printer which Provider determines is not worth troubleshooting due to age or state of disrepair will not be supported.

**Activation and Deactivation**

Provider will collaborate with Client to establish an Activation and Deactivation process for Computers and Users for Covered Devices. This process may include use of an online form to open a ticket for each activation and deactivation

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request. Client agrees to follow the Activation and Deactivation process in order to notify Provider of any changes in user or computer status. Client agrees to give Provider reasonable time to process an activation or deactivation request. If reasonable time is not provided, the request may be subject to a delay.

**Unlimited Remote Support**

Provider will provide remote support for Covered Devices, Covered Applications and Covered Locations. This includes support delivered by phone, email, chat or remote access. Support for Covered Devices at a Non-Covered Location (ie. a location not specified in an Order) is limited to supporting the device only and does not include support for the network at the non-covered location (ie. support for a work computer at a home network). Remote Support for any Non-Covered Devices, Applications or Locations will be subject to Hourly Support listed in this Schedule. If Provider determines an issue cannot be resolved remotely, Provider may request an onsite support visit which may be subject to Hourly Support listed in this Schedule.

**Unlimited Onsite Support**

Provider will provide onsite support for Covered Devices and Covered Applications at Covered Locations. Onsite support includes any services delivered in-person at a Covered Location by Provider. Provider will first attempt to resolve an issue remotely before scheduling onsite support. Provider will schedule onsite support based on Provider's availability. There is no SLA or guarantee for onsite support. Provider may schedule weekly or monthly visits to perform onsite support services. Onsite Support for Covered Devices at a Non-Covered Location will be subject to Hourly Support listed in this Schedule. Onsite Support for any Non-Covered Devices, Applications or Locations will be subject to Hourly Support listed in this Schedule.

The following services are NOT included in Onsite Support and will be subject to Hourly Support listed in this Schedule.

1. Transportation of Covered Devices from one Covered Location to another
2. Picking up or dropping off hardware for repairs
3. Pickup up new hardware or software from vendors
4. Moving or rearranging computers and equipment (ie. internal office move)
5. Non-technical services that Client is capable of doing with simple instructions (ie. plug/unplug equipment)

**Unlimited After-Hours Support**

Provider will provide remote support outside of Provider's Business Hours (After-Hours) for Covered Devices subject to the following limitations:

1. Client must report After-Hours Support issues by phone call. Provider does not monitor emails, tickets or alerts after-hours unless otherwise specified in an Order.
2. Issues which are non-urgent (ie. user has a reasonable work-around) will be handled during Provider's Business Hours
3. Unlimited After-Hours Support does not include onsite support outside of Provider's Business Hours. An onsite visit will be schedule at the first available time during Provider's Business Hours.

**Incident Support**

Provider will provide remote Incident Support for Covered Devices during specified coverage hours. An Incident is defined as an unplanned interruption or event that causes a service disruption. All support requests that require more than 1.5 total hours of Provider time per Incident will be escalated for review during Provider's Business Hours. Escalated tickets are subject to Hourly Support listed in this Schedule.

Incident Support may include the following:

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1. Technical support and remediation
2. Dispatch services
3. Patch management
4. Hardware Driver installation
5. Basic configuration and diagnostic of network connectivity
6. Basic OS error diagnosis
7. Connectivity to printers
8. Connectivity to servers
9. Credential support
10. Spyware, virus removal, remediation, and containment
11. File permissions
12. Core Application Support (listed in this Schedule)

Incident Support for Covered Devices is limited to workstation devices only and does not extend to support for network appliances and servers. Support for any Non-Covered Devices or Applications will be subject to Hourly Support listed in this Schedule. If Provider determines an issue cannot be resolved remotely, Provider may request an onsite support visit which may be subject to Hourly Support listed in this Schedule.

The following services are NOT included in Incident Support and will be escalated for review during Provider's Business Hours. Escalated tickets are subject to Hourly Support listed in this Schedule.

1. OS reinstallation and imaging.
2. Mass Installation of software. Mass Installation is defined as manual installation of software on 3 machines or more at the same time or within a 30-day period.
3. Activation and Deactivation of devices. Activation includes installation of individual software applications and peripherals within the first 3 days of a new computer setup.
4. Provider time spent exceeds 1.5 total hours. Incidents should generally be resolvable in 60 minutes. Extended time may be reasonable, but these issues will still be escalated for review and are subject to Hourly Support.
5. Troubleshooting wide-spread Spyware or Virus infections or attacks.
6. License management and compliance.
7. Backup support and coordination beyond the scope of individual file or folder restores.
8. VOIP system support and coordination beyond the scope of end user connectivity and credential-related issues.
9. Support for non-desktop operating systems or OS versions that are end of life.

The following industries are also excluded from receiving the Incident Support Managed Service Plan:

1. Logistics/Transportation
2. Education
3. Restaurants
4. Hotels/Hospitality
5. Point-of-sale
6. Gyms/Fitness Studios
7. Medical Clinics/Hospitals

**Core Application Support**

Core Application Support is basic Application Support for Core Applications. Core Applications are workstation software applications considered by Provider as software applications that are used by all Clients.

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Core Applications may include the following applications:

1. Internet Browsers (Firefox/Chrome/Internet Explorer/Safari)
2. Google Workspace/G Suite
3. Microsoft 365 Suite (Word/Excel/Outlook/PowerPoint)
4. Antivirus software
5. Adobe Acrobat

**Hourly Support**

Provider will provide Remote and Onsite Hourly Support for all services performed outside the scope of the Managed Service Plan specified in an Order. If no Managed Service Plan is specified in an Order, all support will be subject to Hourly Support. Hourly Support will be billed at the Hourly Rates specified in an Order based on whether the service is being performed during Provider's Business Hours or After-Hours. Unless otherwise specified in an Order, travel time to and from Client's site will be billed at the Hourly Rates specified in an Order.

**Service Reviews**

Provider will coordinate periodic discussions called Service Reviews based on monthly reporting which include:

1. Workstation and Server Count
2. Workstation OS Report
3. Recommendations
4. Monthly Service Summary
5. Ticket Trends
6. Open Tickets
7. Open Projects
8. Tickets by Type
9. Most Active Users Trend
10. Service Response Time

**Strategic Planning**

Provider will coordinate with Client to formulate strategic IT goals, plan the IT budget, analyze and rework business processes, and facilitate technology changes. Strategic Planning is provided as needed and may be subject to Hourly Support depending on the scope of work and Client requirements.

**1-Hour SLA for Emergencies**

Provider will provide 1-Hour Service Level Agreement (SLA) for emergencies reported during Provider's Business Hours for Covered Networks and Covered Servers. Emergencies are defined as issues affecting an entire office such as a server down or network outage. Provider will begin troubleshooting an emergency issue within 1 hour of being reported by Client. Client must report emergencies by phone call and clearly notify Provider that an issue should be treated as an emergency. Emergency issues reported After-Hours may not be addressed until the first hour of the following Business day. Unless included in a Managed Service Plan, After-Hours Emergencies will be subject to Hourly Support listed in this Schedule.

**Additional Services**

Services not included under a Managed Service Plan may be available as an additional Service at additional then-current Fees. Additional services and equipment may be ordered through an Order. The following are expressly excluded from a Managed Service Plan:

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1. **Project Services.** Examples of project services include without limitation:
  - a. Setting up new servers
  - b. Turning up new applications
  - c. Building-out a new location
  - d. Disaster recovery planning and testing
  - e. Deploying multiple workstations or laptops
  - f. Network Cabling
2. **After-Hours work.** Any onsite or remote work conducted from 6PM to 8AM Pacific time, on weekends, or on Provider Observed Holidays may incur an additional hourly surcharge (depending on Managed Service Plan).
3. **Hardware and software.** Except for noted hardware and software, 3<sup>rd</sup> party hardware and software is not included.
4. **3rd-party support costs.** Required 3rd party vendor support for application, service, or device support, including Provider time spent resolving the issue with the vendor.
5. **Training.** Instruction related to using a software program or how to configure an application to perform specific tasks.
6. **Restore.** Services required due to client changing configurations, new software installations, or disabling Provider's management or security software.
7. **SaaS.** Provider will administer Software as a Service administration support for adds, removes, and changes. All other issues will be escalated directly to vendor.

**Service Plan Exclusions**

Provider is not responsible for failures to provide Services that are caused by the existence of any of the following conditions or otherwise that occur during any period of time that any of the following conditions exist:

1. **Aged Hardware.** Hardware which is no longer under either a manufacturer or third-party extended warranty covering hardware problems.
2. **Problems Resulting from Client Hardware.** There is a defect or malfunction in any hardware or software that adversely affects Provider's ability to perform the Services.
3. **Client Personnel Problems.** Provider's ability to resolve issues is due to problems with Client's personnel not under Provider's control.
4. **Unapproved Network Modifications.** Provider's ability to resolve problems results from intentional or accidental network changes neither communicated, nor approved by Provider. Assistance with changes such as office moves, server installs, hardware and software deployments may be provided as Project Services.
5. **Client Resolution Priority.** Provider's ability to resolve problems due to Client re-prioritizing Provider's recommendations.
6. **Force Majeure Factors.** Problems resulting from force majeure factor.
7. **Client Interference.** Problems that arise from the action or inaction of Client that are contrary to Provider's commercially reasonable recommendations or in conflict with Client's obligations under this Agreement.
8. **Power and Connectivity.** Loss of power or internet connectivity to Client's location.

Support for issues related to Service Plan Exclusions will be subject to Hourly Support listed in this Schedule.



**Exhibit A**  
**Managed Service Plans**

<b>Plan Name</b>	<b>Included Managed Services</b>
Essential Server	Documentation Server Management Backup Management Unlimited Remote Support 1-Hour SLA for Emergencies
Network Monitoring	Network Monitoring 1-Hour SLA for Emergencies
Network Management	Documentation Network Monitoring Network Management Unlimited Remote Support 1-Hour SLA for Emergencies
Essential Partner Standard	Documentation Monthly Reporting Remote Monitoring Software Remote Security Software Service Reviews Strategic Planning 1-Hour SLA for Emergencies
Essential Partner Plus	Documentation Monthly Reporting Remote Monitoring Software Remote Security Software Service Reviews Strategic Planning Core Application Support Incident Support (Business Hours) 1-Hour SLA for Emergencies
Essential Partner Premium	Documentation Monthly Reporting Remote Monitoring Software Remote Security Software Service Reviews Strategic Planning Core Application Support Incident Support (Business Hours) Escalation Support 1-Hour SLA for Emergencies Systems Management <ul style="list-style-type: none"> <li>- Application Management</li> <li>- Workstation Management</li> <li>- Server Management</li> <li>- Network Management</li> <li>- Antivirus Management</li> </ul>

**Exhibit A**  
**Managed Service Plans**

	<ul style="list-style-type: none"><li>- Vendor Management</li><li>- Backup Management</li><li>- Printer Management</li></ul> Activation and Deactivation Ordering and Provisioning

**Exhibit B**  
**Problem Response Times**

<b>Ticket Priority</b>	<b>Description</b>	<b>Remote Support</b>	<b>Onsite Support</b>
Priority 1 Emergency Response	Issue Affects Entire Company (Internet, network, or server down)	> 1 hour	> 8 hours
Priority 2 Quick Response	Issue Affects Single User (Computer down and no workaround)	> 4 hours	> 24 hours
Priority 3 Normal Response	Non-Critical Issue (Computer error but still able to work)	> 8 hours	> 7 days
Priority 4 Maintenance Request	Low priority issue (Non-Critical errors or updates needed)	> 48 hours	> 14 days

**All response times are based on Business Hours offered by Provider.**