Effective July 16, 2026. These Service Descriptions supersede and replace all prior versions.

# Schedule of Services

## THIRD-PARTY PROVIDERS

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.

## MONITORED & 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.

**smplRMM Proactive End Point Monitoring –** Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per device and then bills monthly for the per device service. Per Client request, and/or as additional devices are added to the Client network and RMM is installed a Time & Material setup fee will be billed per current labor rates. **smpl**RMM includes assistance with reporting, and minimal technical support coverage – support is only provided at no cost to the device user when there is a technical issue with the third-party RMM agent itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

### Help Desk Services – Remote Only

**smpl**8x5 PST Help Desk (Remote Only) – This service is billed monthly per user. Provider will provide remote help desk support via e-mail, and phone during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except on federal holidays. Provider has the ability to remotely control desktops to support Client and Client's employees. Unless otherwise included in an order, all help desk services will include unlimited remote support with a 4-hour response time as required during the days and time listed above. Configuration of new desktops or laptops will be billed Time & Material at Providers current labor rates.

**smpl**24x7 Help Desk (Remote Only) – This service is billed monthly per user. Provider will provide help desk support via e-mail, and phone. Tier 1 and Tier 2 support is provided 24 hours a day, seven days a week. Issues unresolved by Tier 1 or Tier 2 will be escalated to Tier 3 support which will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday. Provider has the ability to remotely control desktops to support Client and Client's employees. Unless otherwise included in an order, all help desk services will include unlimited remote support with a 4-hour response time as required and detailed above. Configuration of new desktops or laptops will be billed Time & Material at Providers current labor rates.

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**Help Desk Services – Remote & Onsite**

**8/5 – Monday through Friday 8am to 4pm PST**

**Gold 8/5 Help Desk Server (Remote & Onsite) –** This service is billed monthly per device (physical or virtual). Currently available to Clients in Southern California during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except federal holidays. Provider will perform server monitoring and management including alert monitoring and management of servers, periodic reporting and performance tuning. Provider will also perform remote and onsite remediation services as deemed necessary by Provider. The Service Fee does not include major hardware / software upgrades or replacements or new server installations. Provider will provide help desk support via e-mail, and phone during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except on federal holidays. Provider has the ability to remotely control desktops to support Client and Client's employees. Unless otherwise included in an order, all Gold help desk services will include unlimited remote and onsite support with a 4-hour response time as required during the days and time listed above. Remote or onsite configuration labor of new server hardware or software is not included. Configuration of new server hardware or software will be billed Time & Material at Providers current labor rates.

**Gold 8/5 Help Desk Workstation (Remote & Onsite) –** This service is billed monthly per device. Currently available to Clients in Southern California during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except federal holidays. Provider will perform desktop monitoring and management including alert monitoring & management of desktops, remote and onsite remediation services as needed. The Service Fee does not include hardware replacement or new hardware installations. Provider will provide help desk support via e-mail, and phone during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except on federal holidays. Provider has the ability to remotely control desktops to support Client and Client's employees. Unless otherwise included in an order, all Gold help desk services will include unlimited remote and onsite support with a 4- hour response time as required during the days and time listed above. Configuration of new desktops or laptops will be billed Time & Material at Providers current labor rates.

**Gold 8/5 Help Desk Firewall (Remote & Onsite) –** This service is billed monthly per device. Currently available to Clients in Southern California during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except federal holidays. Provider will perform firewall monitoring and management including, constant ping monitoring, remote and onsite remediation services as needed, periodic database backup, and periodic software/firmware updates when appropriate. The Service Fee does not include manufacturer security services renewals, hardware replacement or new hardware installations. Provider will provide help desk support via e-mail, and phone during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except on federal holidays. Provider has the ability to remotely control firewall to support Client. Unless otherwise included in an order, all Gold help desk services will include unlimited remote and onsite support with a 4-hour response time as required during the days and time listed above. New or upgraded firewall installation and/or configuration will be billed Time & Material at Providers current labor rates.

**Gold 8/5 Help Desk Peripherals (Remote & Onsite) –** This service is billed monthly per device. Peripheral devices are considered Printers, Switches, and WAPs. Currently available to Clients in Southern California during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except federal holidays. Provider will perform RMM monitoring of peripheral devices including remote and onsite remediation services as needed, and periodic software/firmware

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updates when appropriate. The Service Fee does not include printer maintenance services, hardware replacement or new hardware installations. Client must maintain printer maintenance services with another vendor. Provider will provide help desk support via text, e-mail, and phone during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except on federal holidays. Unless otherwise included in an order, all Gold help desk services will include unlimited remote and onsite support with a 4-hour response time as required during the days and time listed above. New or upgraded hardware or software installation and/or configuration will be billed Time & Material at Providers current labor rates.

**24/7 – 24x7 Remote, 8/5 Onsite**

**Gold 24/7 Help Desk Server (Remote & Onsite) –** This service is billed monthly per device (physical or virtual server). Currently available to Clients in the Southern California area. Provider will perform server monitoring and management including alert monitoring and management of servers, periodic reporting and performance tuning. Provider will also perform remote and onsite remediation services as needed. The Service Fee does not include major hardware / software upgrades or replacements or new server installations. Provider will provide help-desk support via e-mail, and phone. Tier 1 and Tier 2 support is provided 24 hours a day, seven days a week. Issues unresolved by Tier 1 or Tier 2 will be escalated to Tier 3 support which will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday except on federal holidays. Onsite support as needed will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except on federal holidays. Provider has the ability to remotely control desktops to support Client and Client's employees. Unless otherwise included in an order, all Gold help desk services will include unlimited remote and onsite support with a 4-hour response time as required and detailed above. Remote or onsite configuration labor of new server hardware or software is not included. Configuration of new server hardware or software will be billed Time & Material at Providers current labor rates.

**Gold 24/7 Help Desk Workstation (Remote & Onsite) –** This service is billed monthly per device. Currently available to Clients in the Southern California area. Provider will perform desktop monitoring and management including, alert monitoring & management of desktops, remote and onsite remediation services as needed. The Service Fee does not include hardware replacement or new hardware installations. Provider will provide help desk support via e-mail and phone. Tier 1 and Tier 2 support is provided 24 hours a day, seven days a week. Issues unresolved by Tier 1 or Tier 2 will be escalated to Tier 3 support which will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday. Onsite support as determined by Provider will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday. Provider has the ability to remotely control desktops to support Client and Client's employees. Unless otherwise included in an order, all Gold help desk services will include unlimited remote and onsite support with a 4- hour response time as required and detailed above. Remote configuration labor of new Dell desktops or laptops purchased from Provider are included in the monthly fee. Remote configuration of new desktops or laptops not purchased from Provider are not covered and will be billed Time & Material at Providers current labor rates.

**Gold 24/7 Help Desk Firewall (Remote & Onsite) –** This service is billed monthly per device. Currently available to Clients in the Southern California area. Provider will perform firewall monitoring and management including, constant ping monitoring, remote and onsite remediation services as needed, periodic database backup, and periodic software/firmware updates when appropriate. The Service Fee does not include manufacturer security services renewals, hardware replacement or new hardware installations. Provider will provide help- desk support via e-mail, and phone. Tier 1 and Tier 2 support is provided 24 hours a day, seven days a week.

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Issues unresolved by Tier 1 or Tier 2 will be escalated to Tier 3 support which will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday except on federal holidays. Onsite support as needed will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday except on federal holidays. Provider has the ability to remotely control firewall to support Client. Unless otherwise included in an order, all Gold help desk services will include unlimited remote and onsite support with a 4-hour response time as required and detailed above. New or upgraded firewall installation and/or configuration will be billed Time & Material at Providers current labor rates.

**Gold 24/7 Help Desk Firewall (Remote & Onsite) –** This service is billed monthly per device. Peripheral devices are considered Printers, Switches, and WAPs. Currently available to Clients in the Southern California area. Provider will perform RMM monitoring of peripheral devices including, remote and onsite remediation services as needed, and periodic software/firmware updates when appropriate. The Service Fee does not include printer maintenance services, hardware replacement or new hardware installations. Client must maintain printer maintenance services with another vendor. Provider will provide help-desk support via e-mail, and phone. Tier 1 and Tier 2 support is provided 24 hours a day, seven days a week. Issues unresolved by Tier 1 or Tier 2 will be escalated to Tier 3 support which will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday except on federal holidays. Onsite support as needed will be provided during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday except on federal holidays. Unless otherwise included in an order, all Gold help desk services will include unlimited remote and onsite support with a 4-hour response time as required and detailed above. New or upgraded hardware or software installation and/or configuration will be billed Time & Material at Providers current labor rates.

**Time & Material Labor Services**

**Remote and On-site Support** - Upon request and subject to the limitations identified in the Order, for Services that are described/detailed and/or within the scope of this Schedule of Services, Provider may also deliver/provide support Services either remotely or on-site at your location during normal business hours, and after hours as specifically agreed to by Client and Provider. For on-site or remote support that is not included in the Order, Client will pay Provider's then-prevailing hourly rates.

**MANAGED SECURITY 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.

**smplDNS Protection -** filtering increases your organization's security posture against online security threats by working to block users' access to malicious websites in real-time, as well as phishing, viruses, and other cyber threats (including zero-day attacks) by intelligently identifying malicious domains. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per device and then bills monthly for the per device service. Per Client request, and as additional devices are added to the Client network and thus smplDNS is installed a Time & Material setup fee will be billed. smplDNS includes minimal technical support coverage – support is only provided at no cost to the device user when there is a technical issue with the third-party DNS agent itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

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**smplEP Endpoint Protection - smpl**EP incorporates an advanced next-gen AV engine, including real-time anti-phishing protection, behavioral heuristic and machine learning analysis, and automated threat remediation. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per domain and then bills monthly for the per device service. Per Client request, and as additional devices are added to the Client network and thus **smpl**EP is installed a Time & Material setup fee will be billed. **smpl**EP includes minimal technical support coverage – support is only provided at no cost to the device user when there is a technical issue with the third-party endpoint agent itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplEDR Endpoint Detection & Response –** Increases an organizations security posture against malware, Trojans, hacking tools, ransomware, memory exploits, script misuse, rouge macros, and more. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per domain and then bills monthly for the per device service. Per Client request, and as additional devices are added to the Client network and thus EDR is installed a Time & Material setup fee per device will be billed. **smpl**EDR includes assistance with reporting, and minimal technical support coverage – support is only provided at no cost to the device user when there is a technical issue with the third-party EDR agent itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplMDR Managed Detection & Response –** Adds third-party provided 24x7x365 Security Operations Center (SOC) live technician monitoring, managing and resolving of threats to the EDR solution in real-time as detailed by the third-party. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per domain and then bills monthly for the per device service. Per Client request, and as additional devices are added to the Client network, and thus MDR is installed, a Time & Material setup fee per device will be billed. **smpl**MDR includes assistance with reporting, and minimal technical support coverage – support is only provided at no cost to the device user when there is a technical issue with the third-party MDR service itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplPassword Manager –** Provider will deploy a third-party best-in-class password management solution that reduces employee password friction without compromising security. **smpl**Password Manager enables the storage of all app and web logins in a single location, separates work and personal account credentials while supporting the enforcement of complex password generation and eliminating insecure storage of passwords in spreadsheets or Word documents where they may be subject to loss/theft. This solution provides each user with a secure and transportable method of accessing and automatically entering credentials while on your PC, laptop, or mobile device, and continually scans the dark web for indications of compromise of either usernames or passwords currently stored within the password vault. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per account and then bills monthly for the per user service. Per Client request, and as additional users are added to the Client network and thus **smpl**Password Manager is deployed a Time & Material setup fee per user will be billed. **smpl**Password Manager includes minimal technical support coverage – support is only provided at no cost to the device user when there is a technical issue with the third-party **smpl**Password Manager agent itself. Technical IT support or

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Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplSEAT Security Education & Awareness Training -** Provider will acquire and will assign an appropriate number of licenses to support the Client's environment. The Service will provide Client with access to schedule phishing campaigns to send at random times during a specified period. The campaigns are trackable, fully customizable and designed to keep track of every user's participation, making all cybersecurity education accountable and measurable. Based upon details in the order Client can either pay Provider to perform campaigns and training or Client can procure the service from Provider and Client's own staff perform the campaigns and training.

**smplShield Email & Collaboration Security –** An advanced email security platform that shields against spoofing, ransomware, and phishing attacks. **smpl**Shield quickly identifies and quarantines potential email threats, allows suspicious links to be opened safely in the cloud, and continuously learns, detects, and remediates threats as they reach your mailbox and before they are delivered to the user. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per domain and then bills monthly for the per user account service. Per Client request, and as additional users are added to the Client network and thus **smpl**Shield is installed a Time & Material setup fee per user account will be billed. **smpl**Shield includes assistance with reporting– regular IT support is only provided at no cost to the user when there is a technical issue with the third-party **smpl**Shield agent itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**Advanced Email Filtering** – An advanced email security platform which significantly reduces exposure from unwanted and malicious email threats today, and tomorrow, with the latest in artificial intelligence. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per domain and then bills monthly for the per user account service. Per Client request, and/or as additional users are added to the Client network and thus Advanced Email Filtering is installed a Time & Material setup fee per user account will be billed. Advanced Email Filtering includes assistance with reporting– regular IT support is only provided at no cost to the user when there is a technical issue with the third-party Advanced Email Filtering application itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplVPN Threat Protection –** Industry-leading smplVPN technology providing secure internet access over unencrypted public Wi-Fi with the following advanced features: 1. Threat protection for blocking malware, viruses, ad tracking, and infected websites; 2. Multiple device support for up to 6 devices; 3. Access to over 8,200 servers in over 165 countries; 4. Dark web monitoring, Double IP masking, Device encryption for mobile. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per account and then bills monthly for the per user service. Per Client request, and as additional users are added to the Client network and thus **smpl**VPN is deployed a Time & Material setup fee per user will be billed. **smpl**VPN includes minimal technical support coverage – support is only provided at no cost to the device user when there is a technical issue with the third-party **smpl**VPN agent itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**SonicWall Firewall Subscription Service / Sophos Firewall Subscription Service –** Provider will provide/own firewall hardware, install, and configure firewall traffic policies,

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maintain and procure active firewall security services, apply critical updates and updated firmware as applicable when new firmware is proven stable. Configuration changes when needed will be billed Time & Material at then current labor rates. Upon termination of these Services, Provider will request return of the firewall hardware. Ownership and title to firewall hardware shall remain with Provider. Failure to return equipment will result in charges for equipment.

**Firewall Security Subscription Service –** Client will provide/own firewall hardware. Provider will install and configure firewall traffic policies, maintain and procure active firewall security services, apply critical updates and updated firmware as applicable when new firmware is proven stable. Configuration changes when needed will be billed Time & Material at then current labor Rates.

**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.

**smpl365BU Email/1Drive/SharePoint/Teams Cloud Backup –**

Provider will use a third-party provider to provide backup and data retention for Microsoft Exchange Online mailboxes, OneDrive, SharePoint, and TEAMs. smpl365BU allows for the rapid restoration of individual emails, calendars, contacts, tasks, notes, and (if required) an entire user mailbox. The solution also supports the point-in-time restoration of a user's exchange mailbox and allows for the as specified retention (typically 5 years) and restoration of deleted items. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per 365 tenant and then bills monthly for the per user service. Per Client request, and as additional users are added to the Client network and thus smpl365BU is requested, a Time & Material setup fee per user will be billed. smpl365BU services include minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the third-party service. At no cost to Client, Provider will provide one remote retrieval/recovery of a lost item per month per Microsoft tenant. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplG-WorkspaceBU Email/G-Drive/Meet Cloud Backup -** Provider will use a third-party provider to provide backup and data retention for Google Workspace, Gmail mailboxes, G-Drive, Shared Drive, Contacts, Calendars and tasks. **smpl**G-WorkspaceBU allows for the rapid restoration of individual emails, calendars, contacts, tasks, notes, and (if required) an entire user mailbox. The solution also supports the point-in-time restoration of a user's exchange mailbox and allows for the as specified retention (typically 5 years) and restoration of deleted items.

Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per G-Workspace account and then bills monthly for the per user service. Per Client request, and as additional users are added to the Client network and thus **smpl**G-WorkspaceBU is requested, a Time & Material setup fee per user will be billed. **smpl**G-WorkspaceBU services include minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the third-party service. At no cost to Client, Provider will provide one remote retrieval/recovery of a lost item per month per G- Workspace account. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

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**smplBackup Infinite Cloud Retention -** Provider offers this service for both workstations and servers. Provider, through its Third-Party Service provider will make its best effort to ensure the protection and recovery of Client's information. Data 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, unless the Client provides an Order for the optional and additional "**smpl**Backup Onsite Device Retention". Data files can be restored from the cloud, but the server itself cannot be recovered or "booted" in the cloud. Therefore, this service is not considered a disaster recovery solution. Cloud encrypted backup providing recovery for Windows files, folders, and full-system images with the option for bare-metal recovery onto dissimilar hardware. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per device and then bills monthly for the per device service. Per Client request, and as additional users are added to the Client network and thus **smpl**Backup is requested, a one-time setup fee per device will be billed. **smpl**Backup services include minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the third-party service. At no cost to Client, Provider will provide one remote retrieval/recovery of a lost item per month. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**Datto Backup Service** - Provider, through its Third-Party Service Provider Kaseya datto 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, and then sent to a third-party owned storage server at the third-party service provider's data center facility (Kaseya). Provider will monitor the status of 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 otherwise in Order. Upon termination of these Services, Provider will request return of the backup hardware and remove the Application from Client system

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## IMMUTABLE ARCHIVING 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.

**smplArchiver Email Archiving -** Real-time journaling of all inbound and outbound emails including regulatory compliant archiving of message metadata, email headers, subject line, and body of emails, as well as any email attachments. Provider will contract on Client's behalf with a third-party archiving solution. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per domain and then bills monthly for the per email account service. Per Client request, and as additional email accounts are added to the Client network and thus archiving is requested, a Time & Material setup fee per email will be billed. **smpl**Archiver services include minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the third-party archiving solution. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplArchiver Call Voice Recording, SMS Text & Messaging Archiving -** Real-time journaling of all inbound and outbound call recordings, SMS text and Messaging services including regulatory compliant archiving of message. Messages are indexed immediately upon ingestion, and custom keyword/lexicon policies are supported to alert your compliance team to any forbidden words or questionable phrases. Provider will contract on Client's behalf with a third-party archiving solution. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per messaging service provider and then bills monthly for the per user account service. Per Client request, and as additional users are added to the Client network and thus archiving is requested, a Time & Material fee per user will be billed.

smplArchiver services include minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the third-party archiving solution. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplArchiver Social Media and Website Archiving -** smplArchiver provides a single- pane of glass archival solution to meet all of your web and social retention and e-discovery requirements. Provider will contract on Client's behalf with a third-party archiving solution. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per website/social media account and then bills monthly for the per account service. Per Client request, and as additional website/social media accounts are added to the Client network and thus archiving is requested, a Time & Material setup fee per account will be billed. smplArchiver services include minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the third-party archiving solution. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

## CLOUD AND HOSTING SERVICES

**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, private and AWS. 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

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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 or 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.

**smplCloud & smplCoLo -** Provider will provide as detailed in an Order services to include providing a physical or virtual server housed in our smpl colocation data center and/or host a Client owned server and associated hardware in our smpl colocation data center for a monthly fee. Installation and maintenance of these server(s) and associated software applications and hardware will be billed on a Time & Material basis.

## OTHER DATA NETWORK RELATED SERVICES

**Cloud Controller –** Provider utilizes a third-party provider for Ubiquiti Unifi Cloud Controller services in order to keep Client's Ubiquiti systems secure and to maximize uptime and management capabilities. Controller configurations are backed up nightly, including a security firewall, hardened operating system, patch management and 24/7 monitoring of the controller. Unless specifically detailed in an Order, Provider installs this Controller service for either an agreed upon fee or a Time & Material fee and then bills monthly for the per device controller service. Per Client request, and/or as additional Ubiquiti devices are added to the Client network these devices will be billed monthly. All services and support related to the Cloud Controller are provided by Provider as part of the monthly service fee.

**Disaster Recovery -** Provider may work with Client at Client's request by Order 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.

**Internet SD-WAN –** Provider resells SD-WAN service provided by a third-party vendor . While Provider offers these services such that Client is able to accumulate services onto one monthly bill, 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. Provider as SD-WAN reseller will provide remote Tier 1 support to Client regarding this service at no cost to Client.

Upon termination of these Services, Provider will request return of the SD-WAN router hardware. Ownership and title to firewall hardware shall remain with smplsolutions. Failure to return equipment will result in charges for equipment.

**Internet Service Provider (ISP) –** Provider resells Internet service provided by other third parties including but not limited to carriers Spectrum, Verizon, GeoLinks, StarLink, T-Mobile and others. While Provider offers these services such that Client is able to accumulate services onto one monthly bill, 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. Provider as ISP reseller will provide remote Tier 1 support to Client regarding these services at no cost to

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Client. Upon termination of these Services, Provider will request return of the carrier hardware as necessary. Ownership and title to hardware shall remain with carrier. Failure to return equipment will result in charges for equipment.

**Network Scan with Security Assessment Reports –** Provider deploys third-party Network and Security Assessment scanning software as detailed in an Order to perform a range of non-invasive network, vulnerabilities, and network security scans. The network discovery provides information on the number of servers, workstations, printers, etc. along with information from active directories and more. The security assessment expands upon how the assets are being protected within the given network. This service includes the scan and the associated reports only per specified pricing in a Client Order, it does not include any remediation. Scanning and reporting is often contracted to be a quarterly, semi- annual or annual recurring event with Provider per Order. Remediation can either be performed by Client's staff or contracted under an additional Order to have Provider perform remediation.

**smplAsset Infrastructure Monitoring –** Provider deploys an advanced network discovery and asset inventory tool designed for the more complex networked environment. This solution provides both a detailed and continuously updated inventory of networked connected devices, their SNMP status and device characteristics, as well as captures critical device configuration settings, while monitoring the health and performance of each device. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per network and then bills monthly for the per network service. **smpl**Asset includes assistance with reporting, and minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the Asset agent itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplFax Analog Fax with Encryption** – Provider deploys a third-party service and encryption device provided by Pangea in order to provide the Client with encrypted faxing over Internet. Unless specifically detailed in an Order, Provider will install a Pangea ATA for a set one-time installation cost/fee per device and then bills monthly for the per analog fax line service. Analog fax with encryption includes periodic monitoring of devices and management of firmware updates, and minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the Pangea ATA. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplOffice powered by Microsoft 365–** Provider will resell Microsoft licensing and services as requested by Client and approved in an Order. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per user and then bills monthly for the per user service. Per Client request, and as additional users are added to the Client network and thus MS licensing is requested, a Time & Material setup fee per user will be billed. **smpl**Office services include minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the initial installation. This service does not include training on use of the Microsoft applications, nor ongoing support of the licensing usage. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**smplRemote - Remote PC Login Control –** Industry-leading smplRemote technology provides customers with the ability to log into their main work PC from a remote connection

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and work as if they are right there on their main PC. Many users are familiar with similar products like GoToMyPC, RemotePC, and TeamViewer. Our solution is extremely capable, secure, easy to use, and in many cases costs less than the competition. Unless specifically detailed in an Order, Provider installs this service for a set one-time fee per device and then bills monthly for the per device service. **smpl**Remote includes assistance with connectivity troubleshooting, and minimal technical support coverage – additional support is only provided at no cost to the device user when there is a technical issue with the **smpl**Remote agent itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**SonicWall and Sophos Firewall Hardware Only –** Provider will ascertain through proper channels as an Authorized SonicWall and Sophos partner the firewall with active services as detailed in an Order from Client. Provider will install the firewall and services in accordance with the scope of work as detailed in the Order. One-time sale of a SonicWall or Sophos firewall does not include any ongoing assistance with reporting, programming changes, nor periodic firmware updates. Ongoing technical IT support services are outside the scope of this type of sale but are available at additional cost according to Providers current labor rates. Client may also consider a more inclusive plan such as Providers SonicWall or Sophos Firewall Subscription Service.

**Managed Switch Hardware (rental) –** Unless specifically detailed in an Order, Provider will provide a switch managed rental service for a set one-time installation cost/fee per device and then bills monthly for the per managed switch device rental service. Provider will provide remote maintenance and possible onsite replacement of switch if it becomes inoperable under the Rental Service at no cost to Client. Switch Rental includes periodic monitoring of device and management of firmware updates, and minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the switch itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**WAP (Wireless Access Point) Rental –** Unless specifically detailed in an Order, Provider will provide a WAP rental service for a set one-time installation cost/fee per device and then bills monthly for the per WAP device rental service. Provider will provide remote maintenance and possible onsite replacement of WAP if it becomes inoperable under the Rental Service at no cost to Client. WAP Rental includes periodic monitoring of device and management of firmware updates, and minimal technical support coverage – support is only provided at no cost to the Client when there is a technical issue with the WAP itself. Technical IT support or Help Desk services are outside the scope of this service but are available at additional cost according to Providers current labor rates.

**Technician 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.

## VOIP AND COLLABORATION SERVICES

Provider will deliver Voice over Internet Protocol ("VoIP") and associated telephony, fax and collaboration services specified on the Order or Proposal. Additional Services may be added during the agreement term as requested by Client or as detailed in new or additional Order(s).

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The VoIP Services will be provided or delivered by Provider through the use of third-party service providers listed in the Schedule of Third-Party Services. Use of the VoIP Services are subject to any applicable third-party vendor agreements. Client acknowledges and agrees to be bound by those third- party vendor agreements. Provider shall not be responsible for any third-party vendor service failures when accessing or using the Services. Client agrees to be bound by any applicable third-party vendor's agreements regarding terms and conditions or end user licensing, and Client understands that any applicable agreement regarding terms and conditions or end user licensing is subject to change by any third-party vendor without notice.

Network cabling, conduit, electrical, rack space, and any other required construction or trenching are additional charges and are not included with the Service.

Provider may or may not provide internet connection. Client is responsible for providing internet connection to use the Service in instances where Provider is not providing internet connectivity.

**VoIP SUPPORT SERVICES**

In connection with the VoIP Services that are within the scope of this Service Attachment, we will provide support services during normal business hours, during the hours of 8am and 4pm Pacific Standard Time, Monday through Friday, except federal holidays. Any Support Services provided on Client's systems shall be performed at an additional fee, at Provider's then-current rates unless Client has subscribed to Voice Maintenance Services.

**Voice Maintenance - Remote (per user/ device):** All voice devices for a Client must all be covered under maintenance, partial equipment coverage is not allowed. Maintenance M-F 8-4 PST includes remote programming changes, remote training, holiday scheduling, and greeting recordings at no additional labor charges, except for; moving to a new office building, new or replacement phone installation being billable labor charged at our current rate. Desktop phones purchased from smpl will be repaired or replaced at no cost to Client as long as the phones have been under paid maintenance support since purchase and damage is not due to misuse or liquid damage.

**Voice Maintenance – Onsite (per location):** Adds M-F 8-4 PST onsite trip charge and labor coverage to "Voice Maintenance – Remote". As necessary, all onsite visits for warranty, programming, troubleshooting and setup at no additional charge, except for moving to a new office building.

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

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