



Effective July 28, 2025. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

MANAGED SERVICES

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

SERVICES

GENERAL DESCRIPTION

Updates & Patching

Tier 3 IT will review, approve, and install approved service packs, security updates and firmware updates as deemed necessary on all Microsoft Windows based devices that are covered by the management agreement. For clarity, the team at Tier 3 IT will “hold” available updates until they are verified and approved for deployment, only highly critical patches will be deployed immediately.

Device Health Monitoring

Software agents will be installed on Covered Equipment (defined below) to monitor, and report status and events on a 24×7 basis; alerts are generated and responded to in accordance with the Service Levels described below. Unless otherwise noted Tier 3 IT does not monitor, respond, or remediate identified issues outside of regular business hours.

Scheduled Maintenance Windows

Operating system patching will be scheduled to occur outside of your regular business hours or within an agreed upon maintenance window. Certain patches or updates may be scheduled within business hours, generally so that a technician from Tier 3 IT is available to monitor and remediate any issues that may arise.

Firewall Patching and Updates

Tier 3 IT will periodically review and apply firmware updates and other definition updates to your managed firewall devices.

Proactive On-Site Technology Reviews

One of our Technology Alignment Managers (TAM) will focus on your business periodically to review the state of your technology against our current configuration standards. The TAM will use these reviews to help identify areas of risk within the technology environment to be added to the strategic plan for future

remediation. This is not a support visit, although the TAM will assist the support team in resolving minor issues, or those that require on-site assistance during the visit.

We will perform technology alignment reviews to help evaluate the health of your network and to compare it's configuration against our current standards and best practices. These visits may include an on-site visit, or they may be completed remotely according to the attending technicians priorities and current requirements.

These reviews are performed by our Technology Alignment Manager(s) and are designed to provide both parties with valuable information about the health and performance of the network. The TAM will have a list of priorities for each review and the findings will be shared with your Business Alignment Manager so that any deficiencies can be addressed in your technology plan.

We will schedule these visits in advance with your Primary IT Contact so that they are able to review the agenda and prepare any questions in advance.

These visits are not intended to be focused on technical problem resolution or issue escalations, however the attending technician may opt to provide assistance on a case by case basis as is in the best interest of both parties.

Commercial Grade Antivirus

Tier 3 IT will select and install a commercial grade antivirus solution to all managed devices in your environment. While Tier 3 IT aims for 100% coverage, there may be technical reasons that full deployment has not been achieved. Tier 3 IT will monitor for these discrepancies and aims to resolve any shortcomings during their periodic visits and reviews.

Commercial Grade Anti-Ransomware

Tier 3 IT will select and install a commercial grade anti-ransomware solution to all managed devices in your environment. While Tier 3 IT aims for 100% coverage, there may be technical reasons that full deployment has not been achieved. Tier 3 IT will monitor for these discrepancies and aims to resolve any shortcomings during their periodic visits and reviews.

Internet Content Filtering

Tier 3 IT will select and install a commercial grade internet content filtering solution to all managed devices in your environment. While Tier 3 IT aims for 100% coverage, there

	may be technical reasons that full deployment has not been achieved. Tier 3 IT will monitor for these discrepancies and aims to resolve any shortcomings during their periodic visits and reviews.
Commercial Grade Firewall and Managed Wifi	Tier 3 IT will select and install a commercial grade firewall appliance at your primary location. Tier 3 IT will provide one managed wireless access point at your primary location. Additional devices are available and subject to additional monthly fees under the Hardware As A Service (HAAS) terms.
Daily Off-Site File Level Backup	Tier 3 IT will install a file backup program on your primary server with the aim of protecting your business critical files through daily off-site backups. Your Data Selection, Encryption, and Retention settings will be reviewed during your periodic TAM visits to align with our current standards. If your agreement excludes TAM visits then it is the clients' responsibility to notify Tier 3 IT of any significant changes (new software, new folders, new staff, new data) that should be adjusted in the backup set.
Daily On-Site Disaster Recovery Backup	Tier 3 IT will install a Virtual Machine backup program on your primary server and will provide local storage to house the backup files. The backups will run daily.
Daily Off-Site Replication of Disaster Recovery	Tier 3 IT will provide off-site storage and replication of your Virtual Machine backups.
Enhanced Application Control	Tier 3 IT will install an application on all managed devices to allow for "Application Whitelisting". This is a practice that allows Tier 3 IT to identify and allow only approved applications to execute on those devices.
Security Operations Centre	Tier 3 IT has contracted with an outside third-party Security Operations Centre provider to install an additional monitoring agent to your managed devices. They will monitor for, identify, and take mitigating action for an active cyber incident or threat. This provider operates 24 hours per day, 365 days per year and will utilize escalation routes to engage the Tier 3 IT staff in the case of an active incident on your network.

Email Phishing Simulations

Tier 3 IT will send email phishing tests to your staff on a periodic basis. You will be given access to a monthly and quarterly report of the activities and their results.

End User Security Awareness Training

Tier 3 IT will send Cyber Security Awareness training information to your staff on a periodic basis. This content will include videos and short quizzes. You will have access to reports on a monthly and quarterly basis.

Office 365 Backups

Tier 3 IT will configure a backup solution to run daily for Office 365 accounts that have been identified by the client. Backups will not be configured for all staff.

Office 365 “hardening” and monitoring

Tier 3 IT will periodically review the security configurations on your Office 365 tenant and will work with you to improve your overall security posture by enabling and configuring the included security options.

End User Password Manager

Tier 3 IT will provide your staff with a password manager to be used to securely store passwords for work related websites and software.

Designated Technicians

Tier 3 IT will assign a “primary” technician to your account. This technician will not necessarily handle all of your support requests, however they will build an awareness of your business and technology operations and will work with our other teams to improve stability and security on your network over time.

Regular Hours Remote Helpdesk

All of your staff can call, email, or submit tickets through our client portal and will receive helpdesk support according to the Master Services Agreement service level agreements. Helpdesk will assist in resolving errors, answering questions, and generally supporting your network “as is”. Moves, Additions, and Changes may be considered as projects and will be quoted separately.

Emergency After Hours Support

If your business is experiencing a significant technology problem outside of our regular business hours your staff may call and receive assistance from one of our “on call” technicians. For clarity, Tier 3 IT does not operate a 24/7 helpdesk and as such calling our technical team outside of business hours should be reserved for true emergencies. Clients who regularly call outside

	of business hours for non-emergency support may be subject to additional charges.
On-Site Support	If there is a helpdesk related support task that requires an on-site visit from a technician Tier 3 IT will send a technician on site at no additional charge. Client requested on-site visits are billable.
3rd Party Vendor Support	Tier 3 IT will interact with your third party vendors (Internet Service Providers, Copier Companies, Software Companies, etc.) to coordinate installations, troubleshoot problems, or to grant access as needed. Moves, Additions, and Changes may be considered as projects and will be quoted separately.
Detailed Documentation	Tier 3 IT and it's staff will continuously update our network documentation system to include up to date information and configuration details to help our staff more quickly resolve technical issues within your network.
Automated Documentation and Change Reviews	Tier 3 IT will deploy a documentation management tool to automatically update our documentation system as devices and configurations are updated.
	Tier 3 IT will provide a client service portal for all your staff to access. This portal serves many functions including creating and updating tickets, accessing training and documents, as well as reviewing devices and configurations.
Client Services Portal	General staff will have the ability to create tickets and to check the status of their requests, while administrators will be able to view much more detailed account information including equipment lists, invoices. Our technology team will refer you to the client portal for many of your requests and we are happy to help you navigate through it to learn more about how it can help you and your staff.
Technology Strategy Sessions	You will be assigned a Business Alignment Manager (BAM) who will meet with you on a periodic basis to review your business objectives, challenges, and technology priorities. The BAM will coordinate with your primary contact person to schedule these sessions in advance and we would like to encourage you to avoid rescheduling these sessions, except in the case of extraordinary circumstances.

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

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

These sessions are most effective when we are able to schedule 1.5 hours with you to allow for appropriate discussion, investigation, and explanation of any topics that may arise.

Technology Investment Roadmap

Your Business Alignment Manager will work with your leadership team to develop a 12 month budget that is focused on technology replacements, updates, and projects.

Hardware as a Service (HaaS)

If your agreement includes any “Hardware As A Service” Tier 3 IT will purchase, provision, configure, install, and support the identified hardware for the life of the agreement.

Additional Description of Services

The following additional details further explain and define the scope of the Services.

Hardware as a Service (HaaS)

HaaS Equipment We will provide you with the HaaS Equipment described in the Quote or, if no hardware is expressly designated as HaaS Equipment in the Quote, then a complete list of HaaS Equipment will be provided to you under separate cover.

Deployment. We will deploy the HAAS Equipment within the timeframe stated in the Quote, provided that you promptly provide all information that we reasonably request from you to complete deployment. This deployment guaranty does not apply to any software, other managed services, or hardware devices other than the HAAS Equipment. If you wish to delay the deployment of the HaaS Equipment, then you may do so provided that you give us written notice of your election to delay no later than five (5) days following the date you sign the Quote. Deployment shall not extend beyond two (2) months following the date on which you sign the Quote. You will be charged at the rate of fifty percent (50%) of the monthly recurring fees for the HaaS-related services during the period of delay. Following deployment, we will charge you the full monthly recurring fee (plus other usage fees as applicable) for the full term indicated in the Quote.

Equipment Hardware Repair or Replacement. Tier 3 IT will repair or replace HAAS Equipment as soon as is reasonable when a problem is identified by, or reported to, Tier 3 IT and has been determined by Tier 3 IT to be incapable of being remediated remotely. Tier 3 IT depends on outside parties, hardware vendors, suppliers, and cannot be held liable for losses incurred as a result of failures, delays, or other outages as a result of hardware or software failures. See our Master Services Agreement for full liability limits and details.

Periodic Replacement of HaaS Equipment. From time to time and in our discretion, we may decide to swap out older HaaS Equipment for updated or newer equipment. (Generally, equipment that is five years old or older may be appropriate for replacement). If we elect to swap out HaaS Equipment due to normal, periodic replacement, then we will notify you of the situation and arrange a mutually convenient time for such activity.

Return of HaaS Equipment. Unless we expressly direct you to do so, you will not remove or disable, or attempt to remove or disable, any software agents that we installed in the HaaS Equipment. Doing so could result in network vulnerabilities and/or the continuation of license fees for the software agents for which you will be responsible, and/or the requirement that we remediate the situation at our then-current hourly rates, for which you will also be responsible. Within ten (10) days after the termination of HaaS-related Services, Client will provide Tier 3 IT access to the premises at which the HaaS Equipment is located so that all such equipment may be retrieved and removed by us. If you fail to provide us with timely access to the HaaS Equipment or if the equipment is returned to us damaged (normal wear and tear excepted), then we will have the right to charge you, and you hereby agree to pay, the replacement value of all such unreturned or damaged equipment.

Covered Equipment / Hardware / Software

Managed Services will be provided to the equipment listed in the Quote or Services Agreement, or that has our management tools installed ("Covered Hardware").

The Services will apply to the software listed in the Quote or Services Agreement ("Supported Software") provided, however, that all Supported Software must, at all times, be properly licensed, and under a maintenance and support agreement from the Supported Software's manufacturer. In this Service Statement, Covered Hardware and Supported Software will be referred to as the "Environment" or "Covered Equipment."

Physical Locations Covered by Services

Services will be provided remotely unless, in our discretion, we determine that an onsite visit is required. Onsite visits will be scheduled in accordance with the priority assigned to the issue (below), and are subject to technician availability. Unless we agree otherwise, all onsite Services will be provided at Client's primary office location listed in the Quote. Additional fees may apply for onsite visits: Please review the Service Level section for more details.