



Guaranteed Networks (GN) Services Guide

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WELCOME TO TRUE DIGITAL SECURITY GN MANAGED SERVICES

Welcome to the True Digital Security (TRUE) Guaranteed Networks (GN) Managed Services Provider (MSP) Program.

The success of your company's IT functions depends upon the professional service, integration and support you receive from True Digital Security. Our goal is to provide our clients with the best in operational excellence and attain the highest levels of client satisfaction. Everything we do in the operation of our business is directed by these goals.

We appreciate the opportunity to serve your organization and look forward to making your experience with us a positive one.

PROGRAM OVERVIEW

OVERVIEW OF SHARED RESPONSIBILITY

The TRUE Managed Service Program is a shared responsibility between TRUE and you. This shared model can help relieve you of the operational IT burden as TRUE provides you with Help Desk Support, Network Administration, Technical Account Management, Proactive Monitoring and Remediation, and, as needed, access to Security Operations Center and Professional IT Services for projects. To facilitate an integrated and *shared responsibility*, TRUE will establish certain responsibilities or roles for you to establish and maintain.

This document is intended to provide clarity and direction around these responsibilities and to establish reasonable expectations around TRUE's responsibilities.

MANAGED ENDPOINTS

This program bases monthly fees on the number of covered endpoints, as defined by whether a Remote Monitoring & Management (RMM) is or can be deployed to the device. These devices are typically, but not limited to, Workstations (PCs), Laptops, Desktop as a Service, Physical or Virtual Servers, & Host Servers.

Devices that may not be able to receive an RMM agent, such as, but not limited to, switches, firewalls, and routers, are generally included in this program as supported devices as defined herein.

As noted in the section titled "Possible Billable Events," there are limitations to the scope of coverage we can or will offer under this program for some devices that cannot receive an RMM agent or are generally outside the scope of IT services.

CLIENT COMPLIANCE REQUIREMENTS FOR PROGRAM

| Requirement | CLIENT Obligation |
|---|---|
| Moves, Adds & Changes | CLIENT has an obligation to inform via service ticket, of any moves, adds or changes to the Client environment that will impact the services described herein and to do so in a timeframe that does not put undue burden on TRUE. |
| Maintenance Window(s) | CLIENT has an obligation to provide TRUE with daily maintenance window outside of normal business hours, to perform maintenance, adjustments, deployments, installations, reboots to its network. CLIENT has an obligation to inform, in a timely manner, TRUE when this maintenance window will conflict with other business operations and considerations. |
| Managed Endpoint Operating System & Third-Party Applications | All Managed Endpoints must have a current, supported version of the operating system and third-party application, as defined by the respective manufacturer(s). TRUE reserves the right to refuse work on any device or platform using an Operating System or Application that has exceeded the manufacturers support window and/or to offset costs incurred by TRUE at the agreed upon rate hourly rate. |
| Remote Monitoring and Management Agents | All Managed Endpoints must have a Remote Monitoring and Management Agent deployed to be covered under this program. It is the Client's responsibility to review agent inventories to identify units that are not accounted for. Our ability to deliver our services is based upon our Monitoring and Management agents. |
| Hardware Age | All Managed Endpoints, firewalls, switches, UPS, monitors, routers and other critical devices must be identified and scheduled for life-cycle management (LCM). This schedule should be adhered to over the lifetime of the program. Units that fail due to exceeding LCM recommendations that subsequently require support may be viewed as out of coverage and applicable hourly rates will apply. |

| | |
|--|--|
| Hardware Warranty – Business Critical Devices | All Managed Endpoints deemed critical by TRUE must include a Next Business Day Hardware Support Agreement from the manufacturer that includes replacement parts. This warranty coverage should include, but is not limited to, Servers, Firewalls, Routers, Switches, and any other device whose labor costs would be covered under this program that is deemed mission critical by the Client or TRUE. TRUE cannot be expected to provide replacement hardware for these devices, nor can we be held accountable for any delays and subsequent, corresponding costs incurred by your business stemming from protracted outages that require the procurement of replacement hardware and/or devices. |
| Hardware Warranty – Non-Critical Devices | All Managed Endpoints deemed non-critical by CLIENT or by TRUE must include a Hardware Support Agreement from the manufacturer that includes “replacement parts”. This warranty coverage should include workstations, printers/copiers/scanners, UPS devices, monitors, and ancillary equipment deemed necessary for business operations. |
| Mobile Device Management Policy | CLIENT should have an acceptable use policy regarding mobile devices and their access to corporate data. If such a policy does not exist, TRUE can be engaged to help design by opening a ticket with the TAM. This policy must describe actions taken in the event of Device Loss, Data Theft, Malware, Compliance and Termination and must be communicated to TRUE in writing. |
| Software Warranty | All applications deemed a requirement to business operations require a 24x7x365 (or equivalent) support agreement with the manufacturer. |
| Firewall Protection (Sites) | All sites must have a firewall specifically configured to manage all inbound & outbound traffic, with a current 24x7x365 support agreement with the manufacturer |
| Broadband Internet | All sites must have an “always on” high speed internet connection commensurate with the requirements of each site. For sites without a VoIP phone system, TRUE requires a minimum of 256kbps up and download speeds per connected device. For sites with VoIP, TRUE requires a minimum of 512kbps per connected device and segmentation of cabling or networking between network traffic and VoIP traffic. |
| Phone Systems | CLIENT should have a 24x7x365 support agreement (or equivalent) with a provider approved and certified by the phone system manufacturer. TRUE does not provide direct support for phone systems, associated phones or applications. |
| Network Printers & Scanners | CLIENT should have a 24x7x365 support agreement (or equivalent) with a provider approved and certified by the printer/scanner manufacturer. TRUE does not provide direct support for network printers or scanners. TRUE does not stock nor provide toner or other supplies for these devices. |
| Machines left “on” | From time to time, TRUE DIGITAL SECURITY will need to access endpoints remotely, after standard business hours, and as such, will require machines be left “on” – logged out or “locked” meets this requirement. |
| Environment Maintenance | All CLIENT physical environments with managed endpoints and/or devices to be covered under this program must be maintained according to manufacturer specifications. |
| Cabling | TRUE requires CLIENT to have and/or maintain a minimum CAT5e cabling for all managed endpoints and/or devices to be covered under this program. TRUE strongly recommends all cabling be segmented based upon utilization, with phone system cables being on separate physical cables where possible. |

PROGRAM MANAGEMENT

To ensure this program is efficiently implemented, administered and provides the highest quality of ongoing service possible, we ask that you designate one or more individuals to take on specific roles in managing this program each, an *Authorized Contact*. Each Authorized Contact shall be a point of contact for TRUE and be assigned a role to the program: Program Manager, Purchasing Approver, Accounting/Invoices, and Executive Sponsor. Each role shall be authorized to provide, modify and approve, on CLIENT’s behalf, Work Direction, Statements of Work, Billable Events, Product Orders or Purchases and other Program considerations. If during the term of this program, CLIENT wishes to add or remove an Authorized Contact, or modify an Authorized Contact’s information or role, CLIENT must notify TRUE using the Change Request process contained herein. Any changes to an Authorized Contact, must include Authorized Contact’s name, address, email address, title, telephone number and specify which role the Authorized Contact will be assigned.

CLIENT RESPONSIBILITIES

| Role | Responsibility |
|----------------------------|---|
| Program Manager | <ul style="list-style-type: none"> Individual Responsible for the day-to-day operation of the Managed Service Program Will receive all monthly reporting Will be notified of Service-related issues, including, but not limited to, Service Ticket Creation, status changes, after-hours or emergency alerts & calls, other program related communications Responsible for facilitating collection of and distribution of information to allow for Annual Budgeting & Quarterly Review of budgets |
| Purchasing Approver | <ul style="list-style-type: none"> Individual who has the authority to approve purchases on behalf of the Client Quotes, Scopes of Work, and other requests for approval of funding will be directed to this person Note: This may be the same as the Program Manager |

| | |
|----------------------------|---|
| Accounting/Invoices | <ul style="list-style-type: none"> Individual or Team to whom invoices, inquiries and potential dispute resolutions should be directed regarding cost of Program |
| Executive Sponsor | <ul style="list-style-type: none"> Primary Executive Level individual who can act as the final decision maker on all matters relating to the Client |

TRUE RESPONSIBILITIES

| Role | Responsibility |
|----------------------------------|---|
| Technical Account Manager | <ul style="list-style-type: none"> Individual Responsible for the day-to-day operation of the Managed Service Program Will deliver all monthly reporting Will act as a Technical Account Manager, providing periodic proactive and as needed guidance on all technical matters facing the Client Responsible for creating and managing the Annual Budgeting & Quarterly Review of Budgets Acts as an escalation point for internal oversight of all matters relating to the program, including, but not limited to, Billing invoicing related matters |
| Lead Engineer | <ul style="list-style-type: none"> TRUE will assign a Lead Engineer to the TRUE to facilitate a comprehensive understanding of the IT environment The Lead Engineer will provide expert technical guidance on IT decisions specific to This individual will NOT <ul style="list-style-type: none"> Act as a primary contact for service inquiries or requests Respond to requests or communications outside of standard practices, regardless of the severity or importance Be assigned to or expected to resolve all Technical Matters |
| Service Manager | <ul style="list-style-type: none"> Individual who will act as an escalation manager for new, pending, or previously “closed” service matters |
| Executive | <ul style="list-style-type: none"> Primary Executive Level individual who can act as the final decision maker on all matters relating to TRUE Executive should be contacted in extreme cases |

SERVICE TICKETS

OVERVIEW

We will provide you with access to the TRUE’s ticketing portal where service tickets can be created, updated, assigned, closed and/or reopened for remediation requests, provisioning requests, general information, billing inquiries, and technical guidance. This system will contain all program related inquiries and will serve as the de facto change request tool.

SERVICE TICKETS AS REQUESTS

All requests, whether made by phone, email or chat, must be directed to approved channels (documented herein). When correctly communicated, each request, regardless of manner, will create, append or re-open a service ticket with a unique service ticket number. All valid requests will be governed by the program Service Level Agreement and/or the company prioritization chart.

SERVICE TICKETS AS CHANGE REQUESTS – CHANGE MANAGEMENT

From time to time, business needs will change and/or programmatic changes to the network will be required. All changes, of any kind, must be tracked through the ticketing system, unless an agreed upon framework is documented in the MSP Schedule. It is the Client’s responsibility to utilize this system to ensure all change requests are effectively captured and codified in this system.

STATEMENTS OF WORK

From time to time, we will need to write a Statement of Work for efforts covered by this program or out of scope for this program. In the event the effort is inclusive of our ongoing service, it is our policy to write zero dollar statement of work to ensure that we identify all relevant components of the upgrade so that we can identify any additional hardware requirements or excessive labor costs.

TRUE MAINTENANCE WINDOW

Establishing a known, consistent maintenance window to apply patches, updates, snapshot backups, and/or reboot servers is a best practice that TRUE subscribes to. The MSP Schedule will establish an agreed upon window of time for TRUE to perform maintenance **without** prior authorization from the Client. TRUE will make every effort to inform the Client’s Program Manager before and after any work is to take place. If a conflict is known to you, it is your responsibility to communicate to TRUE that a conflict exists.

BACKUP, RECOVERY & ARCHIVAL

OVERVIEW

TRUE applies a standard template to all servers managed under this program. This template is intended to provide what TRUE views as the minimum acceptable standards for backup and recovery. Unless otherwise documented in an executed addendum or schedule, all managed servers will be governed by this program. This program is not intended to serve as a formal Disaster Recovery Plan (DRP), although those services are available separately from TRUE. Instead, backup and recovery exceptions should be documented in the MSP Schedule to bring this program into compliance with your Disaster Recovery Plan.

REQUIREMENTS

For Client-Provided Backup Solutions:

- Must have accurate, up-to-date licensing per managed server
- Must have sufficient data capacity on acceptable media or mediums
- Must allow for requested or required RPO and RTO to be met
- Must include an offsite component and a reasonable methodology for restoration in the event of a disaster
- Must include pass/fail reporting in a reasonably accessible manner

RECOVERY POINT OBJECTIVES (RPO) & RECOVERY TIME OBJECTIVES (RTO)

TRUE applies the following policies as described below:

| Server Role | Recovery Point Objective* | Retention Window | Recovery Points | Recovery Time Objective** | | Offsite Replication |
|----------------------|---------------------------|------------------|-----------------|---------------------------|-----------------|---------------------|
| Domain Controller | Every 12 hours | 30-days | 60 | File: 1 Hour | Server: 2 Hours | Ongoing |
| File Server | Hourly, 24 hours per day | 30-days | 720 | File: 1 Hour | Server: 4-hours | Ongoing |
| Application Server | Hourly, 24 hours per day | 30-days | 720 | File: 1 Hour | Server: 2-hours | Ongoing |
| Database Server | Hourly, 24 hours per day | 30-days | 720 | File: 1 Hour | Server: 8-hours | Ongoing |
| Remote Access Server | Every 12 hours | 30-days | 60 | File: 1 Hour | Server: 2-hours | Ongoing |
| Web Server | Every 12 hours | 30-days | 60 | File: 1 Hour | Server: 2-hours | Ongoing |
| Utility Server | Every 12 hours | 30-days | 60 | File: 1 Hour | Server: 2-hours | Ongoing |
| Jump Box | Every 12 hours | 30-days | 60 | File: 1 Hour | Server: 2-hours | Ongoing |

*Recovery Point Objective (RPO) describes the maximum interval of time that might pass during a disruption before the quantity of data lost during that period exceeds the Business Continuity Plan's maximum allowable threshold.

**The Recovery Time Objective (RTO) describes the maximum duration of time required to restore an object or instance from backup before exceeding a TRUE's Business Continuity Plan's maximum allowable threshold.

ARCHIVAL

Data archiving is the process of moving data that is no longer actively used to a separate storage device for long-term retention. Archive data consists of older data that is still important to the organization and may be needed for future reference, as well as data that must be retained for regulatory compliance.

TRUE does not provide an archival template policy for the Managed Services Program.

BACKUP & RECOVERY EXCEPTIONS – CLOUD PLATFORMS

This program defers all backup policies and procedures to Cloud Platform policies. If your servers are hosted in a Cloud Provider, the platform provider or the Cloud Services Guide will outline the scope of responsibility and will supersede this program.

PORTAL ACCESS

OVERVIEW

TRUE's Managed Service Program includes a portal for the creation and tracking of service tickets, invoices, projects and other program related activities. TRUE will provide portal access to any and all employees TRUE deems eligible to receive. This is a free feature that can improve ticket resolution and status updates.

MOVES, ADDS, & CHANGES

MOVES & CHANGES

Moves and Changes to the environment must be communicated via service ticket. This program covers most moves and changes made to the environment unless the moves and changes requested will create an undue burden on the resources of TRUE (i.e., moving an office). TRUE, at its sole discretion, will determine if such moves and changes will be considered a project, requiring a scope of work and cost outside the scope of this program.

ADDS

Net New equipment introduced to the environment will incur a flat fee labor cost and may require a scope of work (i.e., new computers, networking devices).

LIFE CYCLE MANAGEMENT OF COVERED ENDPOINTS

The labor costs for Life-cycle Management of covered workstation-level (i.e., PC's, Laptops, Desktop's as a Service) endpoints are covered under this program. If and when these endpoints are identified for replacement, TRUE will perform all actions required to replace an existing endpoint provided that these requests do not exceed five (5) in any 30-day period. Requests greater than five (5) may require a Scope of Work and corresponding labor costs.

This program feature does **not** cover the costs of the hardware.

SECURITY AND DATA PRIVACY

As a security and compliance first company, TRUE applies a rigid standard to granting access to your network to perform remediation. Unless otherwise instructed, TRUE will always grant least privilege permissions, based upon our understanding of the necessary work. Further, TRUE maintains monitoring tools to capture remote access activity into the network.

GLOBAL ADMINISTRATOR

TRUE requires ownership of an account with Global Administrator rights with for the duration of this program.

YOUR ACCESS

TRUE will provide you and anyone you identify in your organization with access to your network. To align your request with TRUE's stated approach to granting least privilege permissions, you will need to provide us with what level of access should be granted and for how long should this access to granted. TRUE will further establish minimum standards for passwords and where possible, enable multi-factor authentication. If you are unsure what rights should be granted, contact your Technical Account Manager for assistance.

PROGRAMMATIC ACCESS

TRUE will provide you and anyone you identify outside of your organization (i.e., third party software provider) with access to the network for programmatic purposes. To align your request with TRUE's stated approach to granting least privilege permissions, you

will need to provide us with what level of access should be granted and for how long should this access to granted. TRUE will further establish minimum standards for passwords, and, where possible, enable multi-factor authentication. If you are unsure what rights should be granted, contact your Technical Account Manager for assistance.

TRUE ACCESS

TRUE will establish what internal resources it deems necessary for the support of this program and allocate accordingly. TRUE will align these accounts with our stated approach to granting least privilege permissions, ensuring we only create accounts for TRUE employees to access areas of the network that are *required for those individuals*. TRUE will further establish minimum standards for passwords, multi-factor authentication, and a consistent rotation of security keys, where applicable.

THIRD PARTY ACCESS

Unless otherwise directed by using the change request process found herein, TRUE will **not** grant nor provide third party access to the network unless that request is made by you through the Change Management process (below), reviewed by TRUE, and approved by you. If such a request is made and approved, TRUE will align your request with TRUE's stated approach to granting least privilege permissions, you will need to provide us with what level of access should be granted and for how long should this access to granted. TRUE will further establish minimum standards for passwords and where possible, enable multi-factor authentication. If you are unsure what rights should be granted, contact your Technical Account Manager for assistance.

PERIODIC REVIEWS

From time to time, TRUE will perform, at its own discretion and at its own cost, an audit of all accounts active and available to access the platform. Accounts that have not accessed the platform in >60 days will be flagged for review. TRUE may work with you to review these accounts or may exercise, at its sole discretion, the termination or deletion of these accounts, as best practices approach to securing the network.

TRUE SYSTEMS AND PROCESSES

TRUE's managed offerings are designed for security and compliance. TRUE maintains secure systems and processes for providing the services described in this Schedule, as validated by an independent third-party auditor

BLOCK TIME

Block Time is a supplemental deposit of funds intended to facilitate the delivery of services that are deemed out-of-scope for this agreement. When approved by you, the Client, TRUE will perform work at the agreed upon billable rate whose funds will be paid in all or partially from the Block Time account. This Block Time account will, as needed, be replenished via standard invoicing.

For our most current Block Time Rates, please contact your Technical Account Manager.

TRANSITION OF SERVICES

In the event this program is terminated for any reason whatsoever, and the Client requests TRUE Digital Security's assistance to transition to a new service provider, TRUE Digital Security shall do so provided that any and all requirements defined in the MSA, Schedule or Addendum are met.

TRANSITION OF SERVICES: AGENT REMOVAL

Upon termination of this program for any reason, and during a mutually agreeable window of time that may or may not correspond with the maintenance window, TRUE will remove all remote monitoring and management agents, if deployed, from the environment. This excludes any Platform specific agents; you or the new service provider will assume responsibility for these agents as they may be required for production purposes.

TRANSITION OF SERVICES: DEVICE REMOVAL

Upon termination of this program for any reason, we will remove all TRUE-owned equipment from your premises (if any).

TRANSITION OF SERVICES: IDENTITY AND ACCESS MANAGEMENT

Upon termination of this program for any reason, TRUE and the new service provider will coordinate the creation, transfer or elimination of accounts created by TRUE to support your environment. TRUE will work with the new service provider to ensure no impact to business operations during this transfer; during this process the ability of TRUE to support your environment may be compromised as access and required “rights” may be eliminated.

TRANSITION OF SERVICES: REPORTING

Upon termination of this program for any reason, TRUE will produce a final utilization report. No further reports will be available for generation. Details and Description of Services

TRANSITION OF SERVICES: CLIENT DATA RETENTION

TRUE Digital Security will remove, destroy or otherwise expunge all Client data in TRUE Digital Security’s possession or control after fifteen (15) calendar days following the completion of service transition.

THIS GUIDE

Technology is moving faster than ever these days and supporting it can sometimes seem like a moving target. For that reason, we want to inform you that this guide and the services contemplated herein will change over time. You can find the most current version of this guide and its contents at any time here: www.truedigitalsecurity.com/legal

PROGRAM PRIORITIZATION & RESPONSE TIMES

*Internet outage qualifies as an emergency, however, in most cases, the resolution path will require a third party (the ISP) to resolve.

| Priority | Definition | Example | Response Time | Resolution Plan |
|------------------------------|--|--|---|--|
| EMERGENCY RESPONSE | All Users at a location or site are unable to work | Server Failure Primary Line of Business Application globally unavailable Network Device Failure Site-wide Virus Outbreak Internet Outage* | 1-Hour: TRUE will assign (a) technical representative(s) to the ticket within 1 business hour of ticket creation Technical representative(s) will remain assigned to ticket until conclusion | 2 Hours: TRUE will develop and execute a resolution plan within 2 hours from ticket being assigned to technical representative |
| QUICK RESPONSE | 1 User unable to work or all users greatly inconvenienced | Single User Computer Crash Line of Business Application operating in a degraded state Printing issue Restoration of file/data from backup for multiple users Email delivery/receipt issues Employee Termination (unscheduled) | 4 Hours: TRUE will assign (a) technical representative(s) to the ticket within 4 business hours of ticket creation Technical representative(s) will be assigned to the ticket and will only be altered for exigent circumstances | 2 Hours: TRUE will develop and execute a resolution plan within 2 hours from ticket being assigned to technical representative |
| NORMAL RESPONSE | 1 user unable to perform a single function or generally inconvenienced | Application errors that do not prevent usage File or network resource unavailable General slowness Restoration of file/data from backup impacting one user Employee Termination (scheduled) | 1 Business Day: TRUE will assign a technical representative to the issue within 1 Business Day Technical representative may be reassigned to the ticket based upon prioritization of other tickets, skill set match and/or exigent circumstances | 2 Hours: TRUE will develop and execute a resolution plan within 2 hours from ticket being assigned to technical representative |
| SCHEDULED MAINTENANCE | General question, inquiry or problem that generally can be worked around | Can you update...? How do I...? I need a quote for... Inventory & Accounting Requests Adding new employee | 1 Business Days: TRUE will assign a technical account manager to the ticket within 1 Business Day Technical Account Manager may be reassigned based on prioritization, skill set and/or exigent circumstances | 3 Days: TRUE will develop and execute a resolution plan within 3 days from ticket being assigned to technical representative |

PROGRAM DELIVERABLES

SUPPORT DESK & NETWORK OPERATIONS CENTER

| Description | Action(s) | Frequency and/or Response Times | Deliverable | Exceptions |
|----------------------------------|--|---|---|--|
| GLOBAL SUPPORT DESK | Call, Email, or Chat Agent Requests for Desktop support. | M-F 8x5 ET | Basic to intermediate desktop networking support, including follow-ups and reschedules for primary line of business application support, productivity tools (e.g., MS Office), printing and other issues necessary for conducting business. | End point does not have an active monitoring agent installed. Device and/or application is not business critical; generally used for personal purposes. |
| NETWORK OPERATIONS CENTER | The Network Operations Center will monitor systems, services or processes. | 24x7x365 Monitoring 8x5 M-F ET Remediation | Network Operations Center (NOC) will monitor covered servers, workstations and other business critical devices and respond during non-holiday business hours when issues are identified. In the event an issue occurs outside of normal business hours, the NOC will respond on the next business day. | Endpoint does not have an active monitoring agent installed. |

| | | | | |
|--|--|---|---|--|
| REVIEW OF EVENT, SYSTEM & SECURITY LOGS | TRUE will review Event, System, & Security Logs for errors or alerts | 24x7x365 Monitoring M-F Review of Actionable Issues and remediated via Prioritization chart. | TRUE's Network Operations Center reviews Event Log, System Log, & Security Logs for errors and alerts. When the NOC identifies an actionable error or alert, the NOC generates a service ticket for review. | End point does not have an active monitoring agent installed. |
| GPO POLICY MANAGEMENT | Network Admin will develop, manage & review the client GPO's. | Monthly, as required | Network Admin to review applied Group Policy Objects (GPO) to assess the policy's application and verify the accuracy of the intended outcome. TRUE will amend policies as needed and will inform the CLIENT on an as needed basis. | End point is not covered by an active agent. |
| VIRTUAL HOST MONITORING | TRUE will deploy a remote monitoring agent or other tool to virtual hosts servers to deliver a "heartbeat" to the host device. | 24x7x365 Monitoring | TRUE will deploy a remote monitoring agent or other tool to the Virtual Host Server to create a digital connection to the Network Operations Center (NOC). This connection, or "heartbeat" sends information to the NOC informing the NOC as to the up/down status of the Virtual Host. If the connection, or heartbeat, stops or is otherwise disconnected, the NOC will assume an outage, open a service ticket, and begin remediation per SLO policies. | No virtual server host exists. Internet outage, planned or unplanned, will impact reporting to the NOC. |
| DNS MANAGEMENT | TRUE may provide CLIENT with ability to host DNS records. | 24x7x365 | To mitigate against any disruption in Domain Naming Services (DNS), TRUE may host CLIENT DNS records with a global third-party hosting company and provide a tertiary hosting solution with TRUE's preferred vendor. | CLIENT has a tertiary DNS architecture. CLIENT declines DNS Management. |
| ONSITE VISITS | TRUE will deploy an asset to resolve a documented issue or to perform a review of the environment. | As required based upon issue prioritization | TRUE will deploy a Network Administrator or comparable resource to the primary site to perform technical services to resolve documented issues and, from time to time, to review the environment for technical management | Exigent circumstances exist that do not permit onsite visit. An issue occurs requiring prioritization of resources away from site visit (i.e., server failure elsewhere). A previously scheduled appointment conflicts with outstanding tasks. |
| EMPLOYEE HIRE/SUSPENSION/TERMINATION POLICY | TRUE will execute a corporate policy for the hiring, suspension and/or termination of CLIENT employees. | At program launch, executed as requested by CLIENT | TRUE will follow CLIENT policy regarding the addition of new employees to the CLIENT environment, the suspension of employee access to the network, application or devices, and/or the termination of employees as directed by the CLIENT in a service ticket. | CLIENT must provide or otherwise inform TRUE as to policy specifics. TRUE may follow a generic approach in the absence of CLIENT guidance. |

BACKUP, RETENTION, AND RECOVERY MANAGEMENT

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|-----------------------|---|--|---|---|
| LOCAL BACKUP | TRUE will configure, monitor, administer and otherwise remediate any issues with the local backup solution. | See RPO section in this guide and the MSP Schedule for per server Recovery Points. 24x7x365 Monitoring of Backup Server or Device for offline/online status. Monthly Review of Hard Disk Space Consumption by Backup Images. | TRUE will configure, monitor, administer and remediate the CLIENT and or TRUE provided backup solution. This includes establishing CLIENT approved Recovery Point Objectives (RPO), per server, and Recovery Time Objectives (RTO), per server, and reviews of failed or missed backups. TRUE will perform restores as needed or as requested, based upon the Prioritization and Response table. | Servers are offline. Backup device failure. Servers or Instances are hosted in the Cloud, public or private. |
| OFFSITE BACKUP | TRUE will monitor and otherwise remediate the ingestion of local backup data to an alternative site for persistent storage. | Data will be scheduled for offsite on an as required basis M-F, once daily Success/Fail reviews of offsite transport. | TRUE will configure, monitor, administer and remediate the CLIENT and or TRUE provided backup solution to ensure secure offsite transport of backup data is successful. TRUE will perform restores as needed or as requested, based upon the Prioritization | Client has not agreed to or otherwise purchased a backup solution or product that allows for the transfer of data to a tertiary location for storage. Sufficient bandwidth must be available to export the data. |

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| | | | and Response table. | Servers are offline. |
| ARCHIVAL | TRUE will review, administer and otherwise maintain CLIENT provisioned or provided Archival policy for data retention. | Monthly Review of CLIENT's mandated data archival policy. | TRUE will review, administer and otherwise remediate the CLIENT's defined Archival policy. | CLIENT declines or otherwise does not require an Archival policy. TRUE will not develop the CLIENT Archival policy or otherwise assume responsibility that policy meets any governance standards. |
| BACKUP REVIEW | TRUE will perform a manual review of the local backup and offsite replication of data | Once Daily, M-F except holidays. | TRUE will review the backup solutions to ensure valid backups are completed locally and replication offsite is successful. If an error is discovered, the issue will be pursued until a resolution is found. TRUE will provide a periodic report on the success/fail status of backups. | Weekends, Holidays. |

MANAGED ENDPOINT PATCHING AND UPDATES

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|---|--|--|--|---|
| GENERAL OPERATING SYSTEM PATCHING | TRUE will deploy Microsoft Operating System updates to managed endpoints | Monthly, quarterly or as needed | Using the agreed upon maintenance window and upon NOC approval, TRUE will download and deploy Microsoft Operating System Patches to managed endpoints. | Managed endpoints must remain on and connected to the internet. |
| CRITICAL OPERATING SYSTEM SECURITY UPDATES | TRUE will deploy Microsoft Operating System Security Updates | As required based upon security impact | Using the agreed upon maintenance window and upon NOC approval, TRUE will download, prioritize & deploy Microsoft Operating Security Updates to managed endpoints. | Managed endpoints must remain on and connected to the internet. |
| MICROSOFT OFFICE PRODUCTIVITY SUITE | TRUE will deploy Microsoft Office updates to managed endpoints | Monthly, quarterly or as needed | Using the agreed upon maintenance window and upon NOC approval, TRUE will download and deploy Microsoft Office Updates to managed endpoints. | Managed endpoints must remain on and connected to the internet. |

PRIMARY LINE OF BUSINESS PATCHING & UPDATES

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|---|---|---|---|--|
| PRIMARY LINE OF BUSINESS APPLICATION | TRUE will deploy version upgrades to identified primary lines of business applications. | As required but scheduled as a project. | As new application versions become available, TRUE will work with you and your application vendor to develop a scope of work. | TRUE will not perform upgrades unless a signed Scope of Work is executed. Failure to upgrade or otherwise bring systems into an acceptable state may result in this upgrade being uncovered. Does not include net-new solutions. |
| THIRD-PARTY BUSINESS REQUIRED APPLICATIONS | TRUE will deploy version upgrades to business required third party applications. | As required but scheduled as a project. | As new application versions become available, TRUE will work with you and your application vendor to develop a scope of work. | TRUE will not perform upgrades unless a signed Scope of Work is executed. Failure to upgrade or otherwise bring systems into an acceptable state may result in this upgrade being uncovered. Does not include net-new solutions. |

PRODUCTIVITY SUITE & OFFICE 365

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|------------------------------------|---|---------------------------------|---|--|
| OFFICE 365 MANAGEMENT TASKS | TRUE will provide management of the Office 365 Account | As requested via Service Ticket | TRUE will: <ul style="list-style-type: none"> • Create New Office 365 Account • Disable Office 365 Account • Look-up Office 365 Account Details • Reset User Passwords • Change a User Name • Delete Office 365 Account • Modify Passwords • Add/Change/Delete User Application Assignments for Outlook, Word, Excel, PowerPoint, OneNote, Access, & Publisher • Add/Change/Delete Applications on covered end-points for Outlook, Word, Excel, PowerPoint, OneNote, Access, & Publisher • Deploy and otherwise manage Multi-factor Authentication tools • Provide reporting on utilization as requested | Client denies or otherwise prohibits participation in TRUE’s Cloud Solution Provider Program TRUE will not makes changes without a valid service ticket request. Adds, Changes, or Deletions of Application assignments or Applications generally, not described in the deliverable section, may be excluded from coverage under this agreement TRUE is not responsible for Microsoft licensing costs incurred. TRUE does not provide user-training nor guidance on client-specific business process/workflows |
| EXCHANGE MANAGEMENT TASKS | TRUE will provide management of the Exchange (email) portion of the Office 365 Account or On-premise Exchange | As requested via Service Ticket | TRUE will: <ul style="list-style-type: none"> • Create New Mailbox Account • Disable Mailbox Account • Modify Mailbox Passwords • Create/Add/Change/Delete Global Email Policies • Edit Mailbox Permissions • Change Mailbox Settings • Edit Mailbox Folder Permissions • Forward Mail to an Alternative Mailbox • Create a Shared or Resource Mailboxes • Modify Group Membership • Export Mailbox to PST file • Apply Legal Hold on approved mailboxes • Provide ad-hoc reports on mailbox usage, size/weight, security settings & forwarders • Provide “best effort” mailbox setup & support on Apple, Android, and other mobile devices • Provide “best effort” configuring and remediating email-specific plugins | Client denies or otherwise prohibits participation in TRUE’s Cloud Solution Provider Program TRUE will not makes changes without a valid service ticket request. Adds, Changes, or Deletions of Application assignments or Applications generally, not described in the deliverable section, may be excluded from coverage under this agreement TRUE is not responsible for Microsoft licensing costs. TRUE does not provide user-training nor guidance on client-specific business process/workflows |

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| ONEDRIVE MANAGEMENT TASKS | TRUE may provide technical support and management of OneDrive | As requested via Service Ticket | TRUE will: <ul style="list-style-type: none"> Provision OneDrive Change OneDrive Settings on managed end-points Make OneDrive available to approved users as defined by the client | Client denies or otherwise prohibits participation in TRUE's Cloud Solution Provider Program TRUE will not makes changes without a valid service ticket request. TRUE does not provide user-training nor guidance on client-specific business process/workflows Client does not utilize OneDrive |
| SHAREPOINT MANAGEMENT TASKS | TRUE may provide technical support and management of Client's SharePoint site | As requested via Service Ticket | TRUE will: <ul style="list-style-type: none"> Add/Change/Delete SharePoint Permissions | Client denies or otherwise prohibits participation in TRUE's Cloud Solution Provider Program TRUE will not makes changes without a valid service ticket request. TRUE does not provide user-training nor guidance on client-specific business process/workflows Client does not utilize SharePoint |

FIREWALL MANAGEMENT

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|---------------------------------------|---|------------------------------|--|---|
| FIREWALL RENEWAL(S) | TRUE will maintain subscription service renewal dates on all firewalls under management. | Annual | TRUE will maintain subscription renewal dates and prior to expiration, provide CLIENT with a proposal for renewal. | Client procures through another provider OR TRUE cannot procure firewall renewal for logistical reasons. Firewall is not identified as under TRUE management. |
| FIREWALL PATCHES & UPDATES | TRUE will deploy patches and updates to the firewall(s). | As Required | TRUE will review each firewall to perform updates of the base operating system, associated modules and/or firmware. TRUE will utilize the agreed upon maintenance window to deploy these updates. | TRUE may determine through industry research and partnership with Firewall vendor that a patch or update will have an adverse effect on normative operations. TRUE will delay deployment of said patch until TRUE is assured of intended outcome. |
| FIREWALL MANAGEMENT | TRUE will actively monitor, manage, and otherwise remediate issues with the CLIENT firewall(s). | As Required, Monthly reviews | TRUE will actively monitor and remediate CLIENT's firewall(s) for up / down status, change tracking and rollback, feature key tracking and updating, firmware updates, policy management and certificate updates or upgrades to ensure proper functions. | CLIENT does not identify firewall during assessment. Firewall manufacturer is not supported by TRUE. |

QUALITY ASSURANCE

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|------------------------|---|-----------------------------------|--|---|
| SURVEYS | TRUE will deploy surveys for completed tickets. | Upon completion of service ticket | TRUE requires information on the delivery of its services and will, from time to time, deploy a short survey of questions pertaining to the capabilities of the engineers, satisfaction of the ticket generator, and overall satisfaction with TRUE. | Client may request this not be performed. |
| NETWORK REVIEWS | TRUE will perform a holistic review of all systems to ensure alignment with expected and/or preferred approaches. | Monthly | Assigned Network Engineer will perform a holistic review of the environment, assessing the deliverables in this program to ensure and/or identify for remediation any gaps in coverage. This list includes, but is not limited to, the following: <ul style="list-style-type: none"> Review Client Reports for trends in disk utilization and space availability, patching issues, memory utilization, CPU utilization on servers on a 30/60/90-day basis Review Database status and resource consumption Peer Review of Environmental Standards Review Monitoring Agent's deployed across domain for additions or removals. | None. |

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| | | | <ul style="list-style-type: none"> Review Active Directory including removal of unused accounts, objects or otherwise unnecessary aspects Review CLIENT employees are aligned with TRUE CRM Review Network Documentation (e.g., Visio diagrams) and amend to ensure current reflection of environment Verify all covered devices have approved Anti-virus deployed and up to date Review of service ticket history for trend analysis of recurring or similarly reported issues | |
| MANAGED ENDPOINT INVENTORY | TRUE will provide Client with a report. | Monthly | TRUE will generate and deliver a monthly report to Client describing all endpoints covered under this program. | None |

PROACTIVE ENDPOINT & NETWORK SECURITY

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|---------------------------------------|--|--|---|---|
| ANTI-SPYWARE ACTIVE PROTECTION | TRUE will provide and maintain an active anti-spyware application. | 24x7x365 Monitoring 24x7x365 Pattern Updates | TRUE will deploy to all managed endpoints an anti-spyware application and ensure that all managed endpoints receive pattern updates. | Client must ensure that units are turned on and have access to the internet. From time to time, some endpoints will refrain from downloading and applying pattern updates due to utilization of the managed endpoint – this will appear as though the unit is unprotected. |
| ANTI-VIRUS ACTIVE PROTECTION | TRUE will provide and maintain an active anti-virus application. | 24x7x365 Monitoring 24x7x365 Pattern Updates | TRUE will deploy to all managed endpoints an enterprise class anti-virus application and ensure that all managed endpoints receive pattern updates. | Client must ensure that units are turned on and have access to the internet. From time to time, some endpoints will refrain from downloading and applying pattern updates due to utilization of the managed endpoint – this will appear as though the unit is unprotected. |
| ANTI-SPAM SOLUTION | TRUE will manage CLIENT's enterprise SPAM reduction service. | As required | TRUE will manage and maintain CLIENT provided SPAM solution. TRUE will deploy SPAM solution for new users to the network as part of a new user deployment process. | Client has a solution in place. |
| DESKTOP SECURITY POLICY | TRUE will, in conjunction with the client, establish or maintain a desktop security policy for client environment. | At Launch & Annually | TRUE will work with the client to develop a desktop policy for client employees governing what actions can be taken by staff members in the client environment. These policies will be reviewed and amended annually or when exigent circumstances exist. | If client has an existing policy in place that TRUE cannot manage. |
| NETWORK SECURITY AUDIT | TRUE will perform a Network Security Review | At or near program inception, monthly thereafter | TRUE will perform base-line Security Audit of the Microsoft environment that will produce a baseline security report. TRUE will develop a remediation plan based upon findings. Items that are considering out of scope or that require a purchase, will be addressed through the SOW process. | Client requests analysis not be performed. All devices must be on and connected to the network during the assessments. |

WIRELESS ACCESS POINTS

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|--------------------------------------|--|----------------------------|--|--|
| <p>WIRELESS ACCESS POINTS</p> | <p>TRUE will provide ongoing support for wireless access points for corporate and guest networks</p> | <p>As required</p> | <p>TRUE will provide general maintenance, remediation & RMA services for your wireless solution for both corporate and guest networks.</p> | <p>Unless otherwise stated on the Managed Services Schedule, this service covers up to three (3) wireless access points per location.</p> <p>True does not proactively monitor devices unless otherwise stated in an executed addendum.</p> <p>Net-new devices will require a scope of work.</p> <p>TRUE does not physically install devices – TRUE will work with client for installation services.</p> |

TECHNICAL ACCOUNT MANAGEMENT SERVICES

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|---|--|--|--|--|
| IT STRATEGY | TRUE will develop an Information Technology Strategy | Initial effort will occur within 120 calendar days of program inception. Updated annually or as required | In coordination with the client, TRUE will produce and maintain an IT governance document titled "Technology Review for Executives". | Client declines to participate or otherwise provides insufficient information to establish a framework or complete the identified document. |
| TECHNOLOGY ROADMAP | TRUE will develop an Information Technology Roadmap | Initial effort will occur within 120 calendar days of program inception. Updated annually or as coordinated between TRUE and Client | In coordination with client, or as part of the IT Strategy, TRUE will develop and maintain a Technology Roadmap that evaluates core IT infrastructure that may include: <ul style="list-style-type: none"> • Server Infrastructure • Network • Backup • Software • Collaboration tools (O365) • Web • Security & Compliance Standards • Spare Devices • General IT Policies & Procedures | Client declines to participate or otherwise fails to provide input required to develop, implement and manage. |
| IT FORECASTING | TRUE will provide IT Forecasting that generally provides cost and justification for IT investments | Initial effort will occur within 120 calendar days of program inception. Updated annually or as coordinated between TRUE and Client | In coordination with client, or as part of the IT Strategy, TRUE will develop an IT Forecasting model that evaluates core IT infrastructure to provide: <ul style="list-style-type: none"> • Common description for item(s) • A grade that describes the health of an item using visual markers • Status of item or a description of the tool utilized by client • Risk or impact of failure of item • Recommended or proposed solution (if necessary) • Anticipated quarter in which item should be added, replaced or otherwise addressed • Target year for execution • Anticipated budget allocation for item | Client declines to participate or otherwise fails to provide input required to develop, implement and manage. |
| BEST PRACTICES GUIDANCE | TRUE will provide best practices guidance as requested or when identified in the course of delivering this program | As identified by TRUE or as requested by client | TRUE will communicate recommendations to better align IT practices, Security practices, and general business practices to all areas covered by the program. | Client declines to participate or otherwise fails to execute on guidance provided. |
| AGREEMENT MANAGEMENT | TRUE will provide general oversight and guidance of IT-related agreements. | Annually | TRUE Technical Account Manager(s) will inquire about agreements for services and products. If sufficient information is provided, TRUE will monitor renewal dates and provide assistance in negotiation of renewals or replacement agreements | Client is unable or unwilling to provide necessary data points to perform. Agreements outside the general scope of IT are excluded from management. |
| PROCUREMENT SUPPORT | TRUE will provide technical insight to assist client in the development of a business case for IT expenditures. | As required | TRUE will provide procurement support by: <ul style="list-style-type: none"> • Assessing a proposed technical solution for requirements integration into client environment | Procurement outside the general scope of IT are excluded from management. |
| PROJECT INITIATION & LIAISON | TRUE TAM will assist client in the development of project charters, | As required | TRUE may assist the client in coordinating TRUE & Third-Party resources to facilitate the completion of | Projects that fall outside the general scope of IT Projects that create an undue burden on TRUE resources, as determined by TRUE, may |

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| | business case, and scope of work. | | non-TRUE originated or sold projects for IT-specific projects initiated outside of the TRUE SOW process. | |
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ADHOC SERVICES – POSSIBLE BILLABLE EVENTS

| Description | Actions | Frequency or Response Time | Deliverable/Outcome | Exceptions |
|---|---|--|--|--|
| APPLICATION DEPLOYMENT & MANAGEMENT | TRUE will assess, deploy and where possible, manage third party applications. | As required within the context of the Prioritization Chart | TRUE will be responsible for the deployment of all third-party applications and their ongoing management | <p>Products are deemed as not integral to business operations (i.e., iTunes)</p> <p>Products present a conflict with existing applications or products</p> |
| VOIP PHONE SYSTEMS | TRUE will liaison with VoIP or other Phone System manufacturers and/or third-party vendors. | As required within the context of the Prioritization Chart | TRUE will assist CLIENT in the deployment of new or replacement equipment and provide liaison services with client vendor(s) when disruptions occur. | <p>TRUE does not directly support hardware or software.</p> <p>Client is responsible for the physical deployment of phones, including, but not limited to, cabling, power adapters, etc.</p> <p>TRUE does not provide RMA services for failed devices</p> <p>TRUE does not resell equipment.</p> |
| PRINTERS, MFPS & FAX UNITS | TRUE will ensure that network printers, MFP's and Fax units have access to the local area network, wide area network, or internet for business use. | As required within the context of the Prioritization Chart | TRUE will assist CLIENT in the selection of new or replacement equipment, deployment services to ensure products can, where necessary, access the local network, WAN network and the internet. TRUE will also provide liaison services with clients' vendor(s). | <p>TRUE does not provide RMA Services for printers, MFP's and Fax units.</p> <p>TRUE is not responsible for perishable items, such as paper, ink/toner, etc.</p> <p>TRUE will make a best effort maintain records of these devices.</p> |
| CABLING | TRUE will provide client with direction on cabling requirements. | As required within the context of the Prioritization Chart | TRUE will, as required, review the cabling at clients' site to ensure it meets minimum standards. TRUE will provide recommendations for cabling and where needed, interview potential cabling vendors, plans, and recommendations to ensure acceptable outcomes. | <p>TRUE does not actively monitor nor maintain records for cabling.</p> <p>If TRUE deploys a patch cable, it does not warrant said cable.</p> |
| MOBILE PHONES, PDAS, IPADS AND SIMILAR DEVICES | TRUE may provide support for mobile devices at its discretion. | As required within the context of the Prioritization Chart | TRUE may provide technical support for mobile devices if the support request is tied to a business-critical function, i.e., business email. Requests for support that are not business critical may be denied, rescheduled or billed as out of scope work. | TRUE does not actively monitor nor maintain records for mobile devices except or unless a Mobile Device Management solution is in place. |