



3070 Palms Road, Casco 48064  
Phone (810) 326-9000 Fax (810) 326-9100  
[www.hitech.net](http://www.hitech.net)

## Quote

Date	Quote No.
06-01-25	HTSQ17896

SOLD TO:	SHIP TO:
<b>Vienna Township</b> Jennifer Wohlfeill 3400 West Vienna Rd Clio, MI 48420 United States  <b>Phone</b> (810) 686-7580 <b>Fax</b> (810) 564-7078 <b>Email</b> jwohlfeill@viennatwpgc.gov	<b>Vienna Township</b> Jennifer Wohlfeill 3400 West Vienna Rd Clio, MI 48420 United States  <b>Phone</b> (810) 686-7580 <b>Fax</b> (810) 564-7078 <b>Email</b> jwohlfeill@viennatwpgc.gov

SALES REP.	SALES REP. PHONE	SALES REP. EMAIL	PAYMENT TERMS
Rick Keeley	(810) 326-9000 x224	rick.keeley@centaris.com	Net 15 Days

QTY	MANUFACTURER	ITEM DESCRIPTION	UNIT PRICE	EXT. PRICE
1	Hi-Tech	TechCare Support Agreement Professional (Annual)	\$0.00	\$0.00
1	Hi-Tech	TechCare Remote Monitoring & Management Pro Server		
14	Hi-Tech	TechCare Remote Monitoring & Management Pro User		
1	Hi-Tech	TechCloud Intercept X Advanced for Server with XDR (Annual)		
20	Hi-Tech	TechCloud Central InterceptX Advanced with XDR (Annual)		
28	Hi-Tech	TechCloud Email Filtering		
28	Hi-Tech	TechCloud PhishThreat		
		TechCloud Disaster Recovery/Backup		
1	Hi-Tech	TechCloud Backup SVR License+Cloud (Annual)		
28	Hi-Tech	TechCloud Backup Office 365 (Annual)		

<b>SubTotal</b>	\$13,872.00
<b>Tax</b>	\$0.00
<b>Shipping Estimate</b>	\$0.00
<b>Total</b>	<b>\$13,872.00</b>
<b>Recurring</b>	<b>\$0.00</b>

PRICES SUBJECT TO CHANGE - PRICES BASED UPON TOTAL PURCHASE - ALL DELIVERY, TRAINING OR CONSULTING SERVICES TO BE BILLED AT PUBLISHED RATES FOR EACH ACTIVITY INVOLVED - GENERALLY ALL HARDWARE COMPUTER COMPONENTS PROPOSED ABOVE ARE COVERED BY A LIMITED ONE YEAR WARRANTY, COVERING PARTS AND LABOR FOR HARDWARE ONLY AND ON A DEPOT BASIS - WE SPECIFICALLY DISCLAIM ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR WITH REGARD TO ANY LICENSED PRODUCTS. WE SHALL NOT BE LIABLE FOR ANY LOSS OF PROFITS, BUSINESS, GOODWILL, DATA, INTERRUPTION OF BUSINESS, NOR FOR INCIDENTAL OR CONSEQUENTIAL MERCHANTABILITY OR FITNESS OF PURPOSE, DAMAGES RELATED TO THIS AGREEMENT. MINIMUM 25% RESTOCKING FEE WITH ORIGINAL PACKAGING.



# Master Service Agreement

This MASTER SERVICE AGREEMENT ("Agreement") is effective as of the Effective Date identified in the signature block below by and between **Hi-Tech System Service, Inc.** ("Service Provider") and **Vienna Township** ("Client").

## 1. Scope of Agreement

- a. This Agreement serves as a Master Service Agreement and applies to purchases of services ("Services"), as well as licenses for software, hardware, support, and maintenance services, and/or subscription services (collectively, "Product") from Service Provider by the Client.
- b. No Products or Services will be provided under this Master Service Agreement alone but will instead be delivered via and governed by the Statements of Work that contain terms relating to this Agreement, and when executed by both parties will be considered incorporated in this Master Service Agreement.
- c. Multiple Statements of Work may be incorporated under this Master Service Agreement.
- d. Should there be any conflict between the terms of any Statement of Work and those of this Master Service Agreement, the terms of the Statement of Work will prevail.

## 2. Term of Agreement

- a. This Agreement will begin on the Effective Date and will continue as long as the Client is doing business with the Service Provider or until each Statement of Work expires or is terminated. This Agreement and any Statement of Work may be terminated by the Client upon ninety (90) days written notice if the Service Provider:
  - Fails to fulfill in any material respect its obligations under this Master Service Agreement and/or any Statement of Work and does not cure such failure within thirty (30) days of receipt of such written notice.
  - Breaches any material term or condition of this Master Service Agreement and/or any Statement of Work and fails to remedy such breach within thirty (30) days of receipt of such written notice.
  - Terminates or suspends its business operations unless it is succeeded by a permitted assignee under this Agreement.
- b. This Master Service Agreement and/or any Statement of Work may be terminated by the Service Provider upon ninety (90) days written notice to the Client.
- c. If either party terminates this Agreement, Service Provider will assist Client in the orderly termination of Services, including timely transfer of the Services to another designated provider. The client agrees to pay the Service Provider the actual costs of rendering such assistance.

## 3. Fees and Payment Schedule

Fees will be invoiced by the 15<sup>th</sup> day of the prior month to Client (unless other arrangements have been made) and will become due and payable on the first day of each billing cycle for the current month. Services will be suspended, and Products recovered if payment is not received within 5 days following date due. If payment is not received on or before any invoice due date, interest shall accrue at the rate of one and one-half percent (1.5%) per month from the date due until paid in full.



#### 4. Assignment

Client may not assign its rights and obligations under this Agreement to any third party without the prior written consent of Service Provider. Furthermore, this Agreement is fully transferable from Service Provider to any entity that may purchase, merge, or absorb the Service Providers business.

#### 5. Independent Contractor

The relationship of the parties established by this Agreement is that of independent contractors. Nothing in this Agreement shall be construed to create any agency or employment relationship between the parties or any of their employees. Neither Party shall have any right, power, or authority to assume, create or incur any expense, liability, or obligation, express or implied, on behalf of the other.

#### 6. Taxes

It is understood that any Federal, State or Local Taxes applicable shall be added to each invoice for Services, Products or materials rendered under this Agreement. The Client shall pay any such taxes unless a valid exemption certificate is furnished to the Service Provider for the state of use.

#### 7. Non-Solicitation

During the term of this Agreement and for a period of twenty-four (24) months after the termination of this Agreement, the Client shall not directly, or indirectly through any other party, solicit for employment any employees of the Service Provider. Because of the difficulty and inconvenience of attempting to establish the loss to the Service Provider if a Client were to employ or hire as an independent contractor a current employee or any individual that was an employee with Service Provider within the past twenty-four (24) months, the Client shall pay the Service Provider as liquid damages and not as a penalty, the sum of \$25,000.00. This is the reasonable estimate of fair compensation for the foreseeable losses that may result from such a breach.

#### 8. Confidentiality

Service Provider and its agents will not use or disclose Client information, except as necessary to provide consistent support services, and will protect against unauthorized use. The Client and its agents will not use or disclose any Service Provider confidential information and will protect against unauthorized use.

#### 9. Insurance

Service Provider will maintain Insurance during its rendition of the Services, but only for losses arising out of Service Providers work for Client: (a) Worker's Compensation; (b) employer's liability insurance; (c) comprehensive/commercial general liability insurance; (d) comprehensive motor vehicle liability insurance; (e) professional liability insurance covering the effects of cyber incidents/errors and omissions in the performance of professional duties. **IT IS HIGHLY RECOMMENDED THAT EACH CLIENT PURCHASE THEIR OWN CYBER INSURANCE POLICY TO ENSURE COVERAGE FROM SUCH AN INCIDENT.**

#### 10. Disclaimer of Damages

Neither party, nor its affiliates and licensors, are liable to the other party, or its affiliates or licensors, for any special, indirect, incidental, punitive or consequential damages arising out of or relating to this Agreement, Products, or Services (including without limitation to lost profits, lost computer usage, and damage or loss of data), even if that party has been advised of the possibility of such damages, and irrespective of the negligence of either party or whether such damages result from a claim arising under tort or contract law.



#### 11. Mutual Indemnity

Each party will indemnify, defend and hold harmless the other party from all claims, liabilities, or expenses from physical damage to real property or tangible personal property and bodily injury, including death, to the extent caused by gross negligence or willful misconduct of the indemnifying party or its employees or contractors, arising out of this Agreement and while at the Clients premises. The foregoing indemnities are contingent upon the party seeking indemnity giving prompt written notice to the indemnifying party of any claim, demand, or action, and cooperating with the indemnifying party in the defense or settlement of any such claim, demand, or action.

#### 12. NO WARRANTY

**EXCEPT FOR WARRANTIES PROVIDED BY THE PRODUCT OWNER IN THE OEM AGREEMENT, THE PRODUCTS ARE PROVIDED "AS IS", WITH ALL FAULTS. SERVICE PROVIDOR SPECIFICALLY DISCLAIMS ALL WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND QUIET ENJOYMENT. THE SERVICE PROVIDOR DOES NOT WARRANT THAT THE OPERATION OF PRODUCTS WILL BE UNINTERRUPTED OR ERROR FREE, OR THAT ALL PRODUCT DEFECTS CAN BE CORRECTED.**

#### 13. Miscellaneous

This Master Service Agreement and all associated Statements of Work shall be governed by the laws of the State of Michigan and constitutes the entire agreement between Client and Service Provider. The terms and conditions of this Agreement shall prevail should there be any variance with the terms and conditions of any order submitted by Client. Service Provider will not be in breach of this Agreement and will not be responsible for failure to render Services due to circumstances beyond its control. These circumstances may include, but is not limited to acts of God, storms or natural disasters, emergencies, governmental restrictions, and labor disputes.

#### 14. Acceptance of Master Service Agreement

This Master Service Agreement and all associated Statements of Work associated with it constitute the entire agreement between Client and Service Provider and will supersede all prior agreements, negotiations, or understandings.

IN WITNESS WHEREOF, the parties hereto have caused this Master Service Agreement to be signed by their duly authorized representatives as of the date set forth below.

#### Accepted by:

##### Hi-Tech System Service, Inc.

Address: 3070 Palms Road  
Casco, MI 48064

Date: 6/1/2025

Name: Rick Keeley

Title: Account Manager

Signature: *Rick Keeley*

##### Vienna Township

Address: 3400 West Vienna Rd  
Clio MI 48420

Date: 6/1/2025

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_



# MSP Statement of Work

Addendum to the Master Service Agreement

**PREPARED FOR** Vienna Township | 6/1/2025

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## Statement of Work

This STATEMENT OF WORK ("SOW") supplements the Master Service Agreement (the "Agreement") as of the Effective Date identified in the signature block below by and between **Hi-Tech System Service, Inc.** ("Service Provider") and **Vienna Township** ("Client"). This SOW consists of the terms below, the signature page, and any unique attachments to this SOW, which are all incorporated into the Agreement by this reference and are made a part of the Agreement by all intents and purposes.

Capitalized terms used herein, unless otherwise defined, will have the meanings given to them in the Agreement.

### 1. Services Description

The Service is designed to provide pro-active support services that anticipate and prevent IT problems before they occur. The Service is built upon the successful installation and configuration of technologies that Service Provider's Helpdesk Team, Professional Services Team, and Network Operations Center ("NOC") Team utilize to monitor and maintain critical technology systems.

### 2. Deliverables Description

#### A. Service Delivery

Service Provider will deliver the Service pursuant to the terms of this SOW. This SOW will serve to describe the on-going Services in detail.

#### B. Help Desk Support and Network Monitoring

Remote Help Desk for Client's IT Network will be provided through remote means by Service Provider to Client between the hours of 8:00AM to 5:00PM Monday through Friday EST, excluding holidays. Access to the Service Provider Help Desk by authorized personnel is made by opening a service request via Service Provider's online portal at: <https://hitech.myportallogin.com>, or emailing support at [support@hitech.net](mailto:support@hitech.net), or calling Service Provider's Dispatch Desk at 810.326.9000 option 2. Network Monitoring Services will be provided 24/7/365. All services qualifying under these conditions and those that do not will fall under the provisions of Section 6 of this SOW.

#### C. Support Tickets and Escalation

Service Provider will respond to Client's Support Tickets under the provisions of Section 4, and with best efforts after hours or on holidays. Support Tickets will be opened by the Service Provider's Dispatch. They will be assigned to the Helpdesk Team which will manage Level 1 and 2 Support Tickets. If the Helpdesk Team is unable to remediate the issue, the Support Ticket is escalated to Level 3 at which time the Service Provider Professional Services Team will take over. Each Client Issue will be assigned a Support Ticket number for tracking purposes.

#### D. Hardware and Software Licensing and Support

Service Provider shall provide support of all hardware and systems specified in Appendix A, provided that all hardware is covered under a currently active Vendor Support Contract and all software is Genuine, Currently Licensed and Vendor-Supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this Service Agreement. Should 3rd Party Vendor Support Charges be required in order to resolve any issues, these will be passed on to the Client after first receiving the Client's authorization to incur such charges.

#### E. Virus Recovery for Current, Licensed Antivirus Protected Systems

Attempted recovery from virus infection not detected and quarantined by the latest Anti-Virus definitions is covered under the terms of this Agreement. This Service is limited to those systems protected with a Currently Licensed, Vendor-Supported Anti-Virus Solution.

#### F. Monitoring Services

Service Provider will provide ongoing monitoring and security services of all critical devices as indicated in attached Appendix A. Service Provider will provide monthly reports as well as document critical alerts, scans, and event



resolutions to Client. Should a problem be discovered during monitoring, Service Provider shall make every attempt to rectify the condition in a timely manner through remote means.

**G. Services Delivered Outside of Standard Business Hours**

Emergency services performed outside of the hours of 8:00AM – 5:00PM Monday through Friday EST excluding holidays shall be subject to provisions of Appendix B.

**3. On-Boarding – Provisioning, Training and Go-Live**

**A. On-Boarding Phases**

Service Provider will On-Board the Client to receive Services utilizing a scheduled, 3 phase approach. Service Provider will provide services on a best-effort basis until Client's infrastructure is properly provisioned (Phase 1) and all of Client's resources are trained to request and receive services (Phase 2). Once this is accomplished, an official Go-Live date will be agreed upon by Service Provider and Client (Phase 3), after which Service Provider will deliver services in accordance with the Service Level Agreement (SLA) in Section 4.

**4. Service Terms**

**A. On-Boarding Process Overview**

The On-Boarding process will vary in terms of the required actions within, and the duration of each of its phases, based upon multiple factors; including size of the Client environment, amount of work needed to upgrade same to meet our minimum standard of Service Compliance, and is initiated upon Client's signature of the Master Services Agreement and this SOW.

**Phase 1: Provisioning**

1. On-Boarding Project Manager conducts kick-off call with Client and schedules On-Boarding activities.
2. The Professional Services Team visits Client facility for Network Assessment.
3. The Professional Services Team initiates Services provisioning including monitoring, patching, and updating technologies.
4. The Professional Services Team initiates any and all necessary infrastructure upgrades and modifications prior to Phase 2.
5. All required Client provisioning information is gathered, Professional Services Team knowledge transfer to Helpdesk & NOC Teams.
6. Client is set up in Service Provider's incident management, monitoring, unified communications and accounting systems.
7. All automated alerting, ticket creation, communication and response functions are tested and verified.
8. The provisioning Phase is complete once all required activities and results have been signed off by the Project Manager.

**Phase 2: Training**

1. Client and its staff are trained via onsite or remote sessions on how to engage Service Provider for support, open tickets, and the incident management process, from incident management documentation, prioritization, assignment, escalation, and remediation, along with SLA response expectations.
2. Service Provider's NOC, Helpdesk and Professional Services Teams are trained on Client's infrastructure, staff, VIPs, SLAs, and support system configurations.
3. Training Phase is complete once all required activities and results have been signed off on by Project Manager.

**Phase 3: Go-Live**

1. Client and Service Provider agree upon a Go-Live date which is the date that service is delivered against the agreed-upon SLA.
2. Helpdesk, NOC, and Professional Service Team go live against SLA.



## B. Minimum Service Compliance Standards

In order for Client's existing environment to qualify for Service Provider Services, the following requirements must be met:

1. All Servers with Microsoft Windows Operating Systems must not be in an End of Life state and have the latest Microsoft Service Packs and Critical Updates installed.
2. All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must not be in an End of Life state and have the latest Microsoft Service Packs and Critical Updates installed.
3. All Server and Desktop Software must be Genuine, Licensed and Vendor supported.
4. The environment must have a currently licensed, up-to-date and Vendor supported Anti-Virus Solution protecting all Servers, Desktops, Notebooks/Laptops, and Email.
5. The environment must have a currently Licensed, Vendor supported Backup Solution.
6. The environment must have a currently Licensed, Vendor supported Hardware Firewall between the Internal Network and the Internet.
7. Any Wireless data traffic in the environment must be secured with a minimum of 128bit data encryption.

*Note: Costs required to bring Client's environment to Minimum Standards are not included in this SOW and will be billed separately.*

## C. TechCare Agreement Plan Description

Services Included	TechCare Basic Co-Managed Agreement	TechCare Professional Agreement	TechCare Premium Agreement	TechCare Staffing Agreement
24/7/365 Remote Monitoring	X	X	X	
Remote Support 8:00AM to 5:00PM Monday-Friday EST		X	X	X
Onsite Support 8:00AM to 5:00PM Monday-Friday EST			X	X
Network Analysis		X	X	
Quarterly Backup and Restore Check		X	X	
Support Portal Access	X	X	X	X
TechCloud Basic Security Bundle (See Table Below)	X	X	X	
Microsoft and 3 <sup>rd</sup> Party Patch Management	X	X	X	
Acceptable Use Policy		X	X	
Password Security Policy		X	X	
Active Directory Management		X	X	
Email Management		X	X	
Daily Data Backup/Remote Backup Monitoring		X	X	
Executive Monthly Health Reports		X	X	
Business Strategy Meetings/Road Map		X	X	
IT Consulting Services		X	X	

*\*TechCare Staffing is based upon the number of hours in the Agreement*





**Not Included in the SOW Agreement:**

- Parts, equipment, software, or users not covered under this SOW.
- Parts, equipment, or software not covered by vendor/manufacturer warranty or support.
- The cost of any parts, equipment, or shipping charges of any kind.
- The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
- The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind.
- The cost to bring Client's environment up to minimum standards required for Service Compliance.
- Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.
- Service and repair made necessary by the alteration or modification of equipment other than that authorized by Service Provider. This includes alterations, software installations or modifications of equipment made by Client's employees or anyone other than Service Provider.
- Maintenance of Application software packages, whether acquired from Service Provider or any other source.
- Programming (modification of software code) and program (software) maintenance.
- Travel costs not specifically included in this SOW.
- Services performed outside of the hours of 8:00AM – 5:00PM Monday through Friday EST, or during holidays. All other Services shall be subject to the provisions of Appendix B.

**D. TechCloud Agreement Plan Description**

Service Included	TechCloud Basic Security Bundle	TechCloud Advanced Security Bundle	TechCloud Disaster Recovery Bundle	TechCloud Email/Application s Bundle
Anti-Virus/Malware/Ransomware	X			
Extended Detection Response XDR	X			
Anti-SPAM	X			
Web Content Filter	X			
Phishing	X			
Microsoft & 3 <sup>rd</sup> Party Patch Management	X			
TechCloud 24x7 SOC+SIEM		X		
TechCloud Mobile Security		X		
TechCloud MFA		X		
Managed Threat Response MTR		X		
TechCloud DR Backup Local/Cloud			X	
TechCloud Backup Workstation			X	
TechCloud M365 Backup			X	
Microsoft M365 Business Basic (Email Only)				X
Microsoft M365 APPs for Business (Apps Only)				X
Microsoft M365 Business Standard (Email/Apps)				X



#### E. Service Level Agreement (SLA)

The SLA for TechCare Basic Co-Managed Agreement, TechCare Staffing Agreement, and TechCloud Bundles are Best Effort (Business Hours). The SLA for TechCare Professional and Premium Agreements are listed below:

Trouble	Priority	Response time	Resolution Plan	Resolved
Critical services not available (all users and functions unavailable).	1	Within 2 Hours	Within 4 Hours	24 Hours Best Effort
Significant degradation of service (large number of users or business critical functions affected).	2	Within 2 Hours	Within 4 Hours	24 Hours Best Effort
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 2 Hours	Within 4 Hours	24 Hours Best Effort
Small service degradation (business process can continue, one user affected).	4	Within 2 Hours	Within 4 Hours	24 Hours Best Effort

#### F. Support Tiers

The following table details and describes our Support Tier levels:

Support Tier	Description
<b>Tier 1 Support</b>	All support incidents begin in Tier 1, where the initial trouble ticket is assigned, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
<b>Tier 2 Support</b>	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
<b>Tier 3 Support</b>	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 <sup>rd</sup> Party (Vendor) Support Engineers to resolve the most complex issues.

#### G. Travel Costs

Travel expenses outside those included in this SOW. For instance, Airfare, Hotel and Car Rental will be billed at cost, and Per Diem Expenses will conform to GSA standards at <http://www.gsa.gov/perdiem>. These expenses require Client approval.





## 5. Services and Fee Schedule

Fees for the Service shall be \$0.00 per month and will be invoiced by the 15<sup>th</sup> day of the prior month for upcoming month. Services will begin on 6/2/2025, will run for a full year, and automatically renew on anniversary date. The first invoice will include a prorated charge from the date of signature to the end of the month. Services will be suspended if payment is not received within 5 days following date due. Refer to Appendix A for which services plans are included in this agreement. Additional Services may be added at any time by Client signing another Service Provider SOW Agreement outlining additional services.

### A. Terms of Service

The term of the service will be 12 months beginning the first full month of service following the date of signature block below. The services will be reviewed monthly to address any necessary adjustments or modifications to the agreement. This agreement will automatically renew on an annual basis unless notification is sent in writing by either party and received 90 days before the end of term. The Service Provider reserves the right to increase Agreement Fees up to 5% annually to cover increases in doing business. If the Service Provider decides to increase rates, they will be applied on January 1<sup>st</sup> of each year.

### B. Termination

This Agreement may be terminated by the Client upon ninety (90) days written notice if the Service Provider:

1. Fails to fulfill in any material respect its obligations under this Agreement and does not cure such failure within thirty (30) days of receipt of such written notice.
2. Breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days of receipt of such written notice.
3. Terminates or suspends its business operations unless it is succeeded by a permitted assignee.
4. This Agreement may be terminated by the Service Provider upon ninety (90) days written notice to Client.
5. If either party terminates this Agreement, Service Provider will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. The Client agrees to pay the Service Provider the actual costs of rendering such assistance.

## 6. Assignment

Service Provider may assign its rights and obligations hereunder to any person or entity that succeeds all or substantially all of Service Provider's business. Client may not assign their rights and obligations under this Agreement without the prior written consent of Service Provider.

This SOW is effective only upon execution by Service Provider and Client. Each party hereto warrants and represents that this SOW, the Agreement constitutes the legal, valid, and binding obligation of such party as of the SOW Effective Date.

### Hi-Tech System Service, Inc.

Name: Rick Keeley

Title: Account Manager

Date: 6/1/2025

Signature: *Rick Keeley*

### Vienna Township

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: 6/1/2025

Signature: \_\_\_\_\_



## Appendix A: Support Plan Selection and Number of User/Devices

### SUPPORT PLANS SELECTED FOR THIS AGREEMENT

TechCare Basic Co-Managed Agreement	TechCare Professional Agreement	TechCare Premium Agreement	TechCare Staffing Agreement	TechCloud Basic Security Bundle	TechCloud Advanced Security Bundle	TechCloud Disaster Recovery Bundle	TechCloud Email Applications Bundle
	14			X			

**Note: Check all that apply to this Agreement**

### SUPPORTED USERS AND DEVICES

Hardware/Users	Quantity
Managed Users	15
Managed Desktops/Notebooks/Tablets	15
Managed VoIP Handsets	
Managed Servers	1
Managed Switches	
Managed Firewalls	
Managed Network Printers	
Managed Wireless Access Points	
Managed BDR/NAS	
Managed SANS	
Managed UPSs	
Staffing – Number of hours per week	
TechCloud Advanced Security – Number of Network Devices Monitored	
TechCloud Advanced Security – Number of Mobile Devices	
TechCloud Disaster Recovery – Number of Virtual/Physical Servers to be Backed up	
TechCloud Disaster Recovery – Number of Workstations to be Backed up	
TechCloud Disaster Recovery – Number of M365 Accounts to be Backed up	28
TechCloud Email/Applications – Number of Microsoft M365 Business Basic Licenses	
TechCloud Email/Applications – Number of Microsoft M365 APPs for Business Licenses	
TechCloud Email/Applications – Number of Microsoft M365 Business Standard Licenses	X



## Appendix B: Service Rates

### SERVICE RATES

SERVICE	RATE
Remote/Help Desk Support Services 8:00AM-5:00PM Monday-Friday EST	INCLUDED
Onsite Support Services 8:00AM-5:00PM Monday-Friday EST	*INCLUDED
Out of Scope Remote Support Services 8:00AM-5:00PM Monday-Friday EST	\$42.50/Quarter Hour
Out of Scope Onsite Support Services 8:00AM-5:00PM Monday-Friday EST	\$170.00/Hour + Travel
After Hours Remote Support Services	\$63.75/Quarter Hour
After Hours Onsite Support Services	\$255.00/Hour + Travel

*\* Note: Included only on TechCare Premium Agreements*