

Exhibit A-1

Net56, Inc. (“Net56”) and Winfield School District 34 (“Client”) (together, the “Parties”) hereby agrees to the Master Service Agreement – Exhibit A-1 executed by the Parties on _____, 2026 (“Agreement”) as follows:

Section 1 Net56 Service Offering

Scope of Services – Managed IT Production Services

- Network Design, Maintenance, and Monitoring
 - Configure, manage, and maintain network infrastructure, including routers, firewalls, switches, Local Area Networks (LANs), Virtual LANs (VLANs), wireless systems, and remote access solutions. Ensure proper configuration, performance monitoring, and regular backups.
 - Provide support for web filtering solutions.
 - Deliver Tier II and Tier III systems engineering support.
- Information Services
 - Provide Tier II and Tier III support for client-used software and applications.
 - Manage and maintain Windows Server environments.
- 24/7 Service Desk
 - Deliver around-the-clock live service desk support, including a comprehensive ticketing system.
 - Provide client access to the ticketing portal for real-time tracking and updates.
 - Offer Tier I support for end users.
- Tier Definitions
 - Tier 1 (Basic Support) - This level is the first point of contact for users seeking help with basic issues like password resets, software installation problems, and general troubleshooting. Tier 1 technicians have access to knowledge bases and resources to quickly resolve common problems.
 - Tier 2 (Intermediate Support) - When Tier 1 cannot resolve an issue, it's escalated to Tier 2. This level involves technicians with more specialized knowledge and skills to diagnose and fix more complex technical problems. They may use remote tools and solutions to identify and remediate issues.
 - Tier 3 (Advanced Support) - This is the highest level of technical expertise within an organization. Tier 3 technicians handle the most complex and critical technical issues, often requiring advanced troubleshooting and specialized knowledge. They may also work with external vendors and developers.

Scope of Services – On Site Field Services

To ensure seamless technology integration and support across the district, the on-site team will include the following roles:

- Certified Field Technicians
 - Technicians are trained to deliver immediate, hands-on support for troubleshooting, system maintenance, and rapid issue resolution. Their responsibilities include:
 - Availability: On-site 8 hours a day, 5 days a week.
 - Tier 1 Support: Serve as the first point of contact for users, managing initial support requests via the district’s ticketing system.



- Troubleshooting: Conduct multi-layered diagnostics to resolve issues efficiently, considering both short- and long-term impacts.
- Technology Maintenance: Inspect, maintain, and repair all classroom technology to align with the district's vision. This includes:
 - Mobile Devices (iPads, Chromebooks, laptops)
 - Computers (iMacs, Mac Minis, Windows devices)
 - Projectors and Interactive Flat Panels
 - Apple TVs and Chromecasts
 - Classroom Sound Systems
- Asset Management: Oversee the enrollment, retention, and decommissioning of district-owned devices in accordance with district policies.
- Assessment Support: Configure and manage technology to support district-wide assessments.
- Deployment Assistance: Support district technology rollouts and initiatives.
- Vendor Coordination: Act as the on-site liaison for vendor representatives, ensuring smooth collaboration and issue resolution.
- Corporate-Level Engineering Support
 - The district will also have access to Net56's senior engineering team, offering:
 - Expertise in network security, infrastructure management, and advanced diagnostics.
 - Support for complex technical challenges beyond the scope of on-site personnel.

Scope of Services – Network Monitoring Service

- Enterprise Network Monitoring - Net56 will provide continuous 24/7/365 remote monitoring of the Client's entire network infrastructure. This includes real-time oversight of:
 - Servers
 - Switches
 - Routers
 - Wide Area Networks (WANs)
 - Local Area Networks (LANs)
 - Wireless infrastructure
- Monitoring will be conducted across all relevant systems at the Client's location to ensure optimal performance, rapid issue detection, and proactive response to potential disruptions.

Scope of Services – EndPoint Detection & Response (EDR) Service

- EDR monitors all endpoints in real time for suspicious activity. If an attack is detected, Net56 will automatically respond to neutralize the threat and protect the endpoint.
- Net56 utilizes Microsoft Defender Enterprise as its EDR solution to protect the following devices:
 - IOS Devices
 - Mac OS Devices
 - Windows OS Devices
 - Servers

Scope of Services – Disaster Recovery & Ransomware Service

- Disaster Recovery Services - Net56 will provide comprehensive disaster recovery solutions to ensure the continuity of the Client's operations in the event of a cyber incident, ransomware attack, or system failure. Services include:



- Automated, scheduled backups
- Secure off-site cloud storage tailored to the district's data volume
- Veeam licensing for full-system restoration
- These services are designed to minimize operational disruption and protect critical data infrastructure.
- Data Backup and Recovery Strategy - Regular data backups are performed on redundant servers equipped with redundant power supplies to ensure high availability. Net56 employs the industry-standard 3-2-1 backup strategy, which includes:
 - Three (3) total copies of the data
 - Two (2) copies stored on different types of media (one copy housed in Net56's secure data center)
 - One (1) off-site "frozen" backup stored in a secure, isolated location, serving as a last-resort recovery option

Scope of Services – Server Hosting Service

- Windows Server Licensing and Management
 - Provision virtual machine instances to meet the Client's server hosting requirements.
 - Perform regular updates and maintenance of the server operating system to ensure stability and security.
 - Manage all aspects of Windows Server licensing, including monitoring, renewals, and compliance.
- b) Domain-Wide Firewall Protection
 - Net56 will maintain robust two-way firewall security, continuously monitoring all inbound and outbound network traffic to detect and prevent unauthorized access.
 - Ensure the firewall environment includes integrated antivirus protection, spam filtering, and secure encryption protocols to safeguard the network domain.

Holidays

Net56 will not provide the Client with any services that are not 24/7/365 during the Client's holidays that coincide with Net56's observed holidays. These observed holidays include:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Day



Section 2 Terms and Conditions

- **Term:** The Services provided under this Exhibit shall be for five years, effective July 1, 2026, and shall continue through June 30, 2031.
- **Payment:** In consideration of the services performed by Net56, Client shall pay Net56 the following Monthly fees:

Monthly Managed Services

Description	Qty	Price	Ext. Price
Managed IT Production Services Managed IT Production Services: - Network Operation Services - Information Systems Services - Service Delivery Services	1	\$7,150.00	\$7,150.00
On Site Technician On Site Field Technician	1	\$6,940.68	\$6,940.68
Endpoint Detection and Response Service Endpoint Detection and Response Managed Service	1	\$700.00	\$700.00
VM Instance - Standard Server Hosting Service - VM Instance - Standard	6	\$118.00	\$708.00
VM Instance - Large Server Hosting Service - VM Instance - Large	2	\$236.00	\$472.00
Server Hosting Storage Server Hosting Storage Fee (GB)	1000	\$0.22	\$220.00
Disaster & Recovery Ransomware Storage Usage Disaster & Recovery Ransomware Service - Storage Usage (TB)	7	\$43.00	\$301.00
Subtotal:			\$16,491.68



Annual Fees

Description	Qty	Price	Ext. Price
Network Monitoring Licenses Licenses: - Orion Network Monitoring Licensing (Annual)	37	\$128.00	\$4,736.00
Microsoft Defender for Endpoint P2 for EDU License (Annual) Microsoft Defender for Endpoint P2 for EDU (Annual)	50	\$30.00	\$1,500.00
Microsoft Defender for Endpoint Server EDU License (Annual) Microsoft Defender for Endpoint Server EDU (Annual)	10	\$65.00	\$650.00
Disaster & Recovery Ransomware Service License Disaster & Recovery Ransomware Service License (Annual)	22	\$160.20	\$3,524.40
Subtotal:			\$10,410.40

- Storage Usage for Service Hosting Service and Disaster Recovery and Ransomware Service shall be audited quarterly and adjusted to reflect current usage.
- Disaster Recovery and Ransomware restoration services requested by clients are time and material based.
- Licensing fees shall be based on the price from our vendors. Any price increase from our vendors shall result in a corresponding license price increase for our client.
- Escalation Clause: Each calendar year on July 1st, monthly service fees and published labor rates per hour shall be adjusted by a percentage amount equal to the percentage change in the U.S. Department of Labor, Bureau of Labor Statistics Consumer Price Index ID: CUUR0000SA0, for the twelve (12) months ending the preceding December 31st, with a maximum of 5%.
- Additional Provisions:
 - MSA Service
 - If Client requests MSA service to be done outside of the standard business hours, that service therefore becomes a project and is billable at non-standard hours.
 - Additional charges could also be incurred if the work constituted a change in the production environment.
 - Onsite Work & Travel:
 - MSA-based onsite service work is included in the monthly Managed IT Services Subscription fees.
 - Mileage Reimbursement: Client will reimburse Net56 at the current IRS rate for its staff's travel between sites during the workday. This excludes travel such as to and from the office or to and from lunch. Travel will be itemized and included on Client's monthly statement.
 - Non-MSA billable service work will be measured in fifteen (15) minutes increments with a minimum fifteen (15) minutes billed for each occurrence.
 - Non-MSA billable service work is assessed mileage cost using the current IRS Standard Mileage Rate and labor rates using the current market (CPI), Published Labor Rates with the Regulatory Standards table metrics in (1a).
 - Discount: A 20% discount on Published Labor Rates will be applied for any billable services rendered



outside the scope of the current MSA contract.

Service Labor Rate Information

Business Hours	Published Labor Rates (PLR per Hour)	Weekdays 8:00 am - 5:00 pm
Overtime	1.5 x PLR	Weekdays 5:00 pm - 8:00 am and Saturdays
Double Time	2 x PLR	Sundays and Holidays



In Witness Whereof, the Parties hereto have caused this Exhibit A-1 to the Master Services Agreement to be executed by their authorized representative, effective _____, 2026.

Net56

Net56, Inc.
21805 W Field Pkwy, Suite 125
Deer Park, IL 60010

Client

Winfield School District 34
0S150 Winfield Rd

Winfield, IL 60190

Acceptance

Net56

Signature

Bruce Koch

Name

President & CEO

Title

01/28/2026

Date

Winfield School District 34

Signature

Name

Title

Date