

Submitted By:

Tim Gawlik, Technical Account Manager 210-369-0357

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Effective Date: 09/01/2025

Version:

Contract #: 000719

NetWatch Service Agreement

Laredo College





NetWatch Services Agreement Overview

This Agreement, entered into by and between Computer Solutions and Sample Customer (Customer), details the NetWatch Managed Services to be provided by Computer Solutions. This Agreement is structured as follows:

- Monthly Services: A description of monthly managed services (pricing, devices, users, etc.) included under this Agreement.
- Summary of Selected Payment Options: A summary of the total agreement pricing, with signatory page accepting this Agreement.
- Terms and Conditions: All terms applying to this Agreement.
- Appendix A: Service Catalog: A detailed description of all managed services offerings.
- Appendix B: Supported Assets, Sites and 3rd party Applications: A list of assets, sites, and if applicable 3rd party supported applications that will be supported by this Agreement.
- Appendix C: Maintenance Windows and Backup Schedules: A list of agreed-upon maintenance windows and backup schedules if in scope.
- Appendix D: Points of Contact: Customer's points-of-contact for reference.
- Appendix E: Priority Level: A reference describing how NetWatch will evaluate and remediate support tickets.
- Appendix F: Support Methods: The methods Customer may use to contact NetWatch for support tickets.
- Appendix G: Computer Solutions Observed Holidays: Computer Solutions Observed Holidays for reference purposes.
- Appendix H: Environment Recommendations: A list of recommendations requiring remediation for the proper support of this Agreement (only included if applicable).
- Appendix I: Change of Asset/Service Form: An example form used for any change in assets, employee counts, or services managed under this
 agreement.



NetWatch Agreement - Services Summary

Description		Recurring	Qty	Ext. Recurring
NWFWLMM	Firewall Monthly Monitoring and Management Firewall Monthly Monitoring and Management	\$357.30	2	\$714.60
NWNGFMM	NextGen Firewall Application Monitoring and Mgmt IDS/IPS NextGen Firewall Application Monitoring and Management (IDS/IPS)	\$357.30	1	\$357.30
NWWCCMM	Wireless Cloud Controller Monitoring and Management Supported Cloud Controllers:	\$291.80	1	\$291.80
NWISEMM	Cisco ISE Appliance Monitoring and Management Supported Devices:	\$357.30	4	\$1,429.20
NWDCHVVM	Managed ESX Host Managed ESX Host	\$275.60	9	\$2,480.40
NWSBAMM	Base Server Infrastructure Monitoring and Management Supported Windows Servers:	\$275.28	5	\$1,376.40
NWVCNTR	vCenter Management vCenter Management	\$214.39	1	\$214.39
		Recurring S	Subtotal:	\$6,864.09



Laredo College - NetWatch Contract 2025 - 2026 DIR-5034

Prepared by:

Computer Solutions Texas

Tim Gawlik 210-369-0357 tgawlik@comsoltx.com Prepared for:

Laredo College

West End Washington Street Laredo, TX 78040 Albert Chavez (956) 721-5316 albert.chavez@laredo.edu **Quote Information:**

Quote #: 000719

Version: 1

Delivery Date: 06/25/2025 Expiration Date: 08/31/2026

Recurring Expenses Summary

Description	Amount
NetWatch Agreement - Services Summary	\$6,864.09
Recurring Total:	\$6,864.09

Payment Options

Description		Payments	Interval	Amount
Contract Term				
	12 Month	12	Monthly	\$6,864.09

Summary of Selected Payment Options

Description		Amount
Contract Term: 12 Month		
	Selected Recurring Payment	\$6,864.09
	Total of Recurring Payments	\$82,369.08

This Agreement will take effect 09/01/2025, the "Effective Date." By signing below, Customer accepts this Agreement in its entirety and recognizes its finality. Customer accepts all service conditions and acknowledges the incorporation of this Agreement into the Master Services Agreement between Customer and Computer Solutions.



Computer Solutions Texas		Laredo C	Laredo College		
Signature:		Signature:			
Name:	Tim Gawlik	Name:	Albert Chavez		
Title:	Technical Account Manager	Date:			
Date:					



Terms and Conditions

1. NetWatch Services:

NetWatch services may be purchased as a combination of Standard Packages and Supplementary Services.

- 1.1 Standard Packages: NetWatch Standard Packages include:
 - 1.1.1 **NetWatch IT** (Inclusive of the following sub-services)

NetWatch Datacenter Management

- Hyper-Visor Management
- vCenter Management
- Server Chassis Management
- Server Base or Azure VM Management
- Storage SAN Management
- Backup and Disaster Recovery Management
- General Appliance Management (i.e., Web Filter)
- Uninterrupted Power Supply Management

NetWatch End User

• End User Help Desk

NetWatch Security

- Standard Security Package
 - Advanced Security Package
 - Incident Response Plan
 - Security Assessment
 - Penetration Testing

NetWatch Network

- Access Switch Management
- Core Switch Management
- Chassis Switch Management
- Small Router Management
- Large Router Management
- Firewall Management
- Next Generation Firewall Application Management
- Wireless Controller (On-Premises) Management
- Wireless Controller (Cloud) Management
- · Access Point Management
- Identity Services Engine Management

NetWatch Unified Communications (Cisco UC, WebEx Calling, or 8x8)

- Call Processor Publisher/Subscriber/Backup/Telepresence Management
- Unity Management
- UCCX Management
- Voice Router Management
- 3rd Party Voice Application Management
- Telco/Internet Service Provider Management
- Cloud Calling (Location and End User)

NetWatch Application

- Active Directory Management
- 3rd Party Line of Business Application Management
- On-Premises Exchange Management
- Cloud Mail (O365, Gmail) Management
- Vendor Management





- 1.2 Supplementary Services: NetWatch Supplementary Services include: 24/7 On-Call Response, Onsite Scheduled Support, and NetWatch SIEM Monitoring Tool Response
- 1.3 Service Catalog: Service descriptions for all Standard Packages and Supplementary Services are stated within Appendix A: Service Catalog.
- 1.4 Purchased Services: Services purchased in this Agreement are reflected in the Service Summary
- 1.5 **Addenda:** This Agreement constitutes the standard NetWatch Services Agreement. Any modifications will be communicated through addendums to this document

2. Devices, Users, and Sites:

Customer assets, users, and sites are categorized as follows:

- 1.1 **Supported Devices, Sites, and Users**: Customer devices, users, and sites supported by this Agreement are defined herein as "Supported Assets" under Appendix B: Supported Assets. Supported Assets are classified as follows:
 - 1.1.1 **Commercial Grade Assets**: All Supported Assets are considered Commercial Grade Assets unless specified otherwise in this agreement. Such assets are represented as those provided by major commercial product manufacturers such as Cisco Systems, Meraki, HPE, Aruba, Dell, EMC, Rubrik, Arctic Wolf, Barracuda, and other products that Computer Solutions represents and sells.
 - 1.1.2 **End-of-Sale or End-of-Life Assets**: For all Supported Assets that are designated as End-of-Sale or End-of-Life by the manufacturer, Computer Solutions will provide Best Effort support to the extent authorized by this Agreement. Computer Solutions reserves the right to terminate support of a Supported Asset if the asset poses a risk to Computer Solutions' delivery of services under this Agreement. Computer Solutions will notify Customer before taking such actions and will work with Customer to develop alternative solutions, if necessary and if mutually agreed.
- 1.2 **Unsupported Assets**: Customer assets, sites, and users that are not defined as a Supported Asset under this Agreement, are defined as Unsupported Assets. Examples of Unsupported Assets include consumer grade devices, surveillance cameras, credit card machines, cash registers, and other atypical IT devices. For all Unsupported Assets, Computer Solutions will provide Best Effort services limited to: (1) verifying connectivity to Customer's supported network; (2) verifying the asset has power; and (3) confirming the capabilities of the asset to detect connectivity. At the discretion of Computer Solutions' technicians and/or engineers, remediation or services beyond the measures stated above can be provided on a time and materials basis. Computer Solutions does not guarantee that the outcome of the Best Effort work will resolve the issue, nor does it assume any level of priority, service level expectations or liability for any such remediation or services. Computer Solutions will provide alternatives for replacing Unsupported Assets with Commercial Grade Asset products and solutions.

3. Service Delivery:

All service requests or scheduled maintenance outages require a support ticket assigned by NetWatch before services can be scheduled or performed. Support tickets may be created using the methods described in the Support Methods Appendix, Appendix F. Direct emails or phone calls to NetWatch for new issues without an assigned support ticket will be routed to NetWatch support staff for assistance in opening a ticket. Escalation of services cannot be performed without a support ticket in place.

- 3.1 **Alerting:** To facilitate monitoring and alerting of Customer's Supported Assets, Computer Solutions will install remote monitoring tools within Customer's network environment. Alerts will be issued and addressed according to the service level objectives established within the Priority Level Appendix. Alerts received after standard business hours, as defined by this Agreement, will be assessed the following business day unless the supplementary service 24/7 On-Call Response has been purchased.
- 3.2 **Priority Level**: Upon receipt of a support ticket, NetWatch will assign a Priority Level according to the guidelines established within the Priority Level Appendix. The established Priority Level will determine the method and response times for remediation. Priority 1 tickets must be opened via phone to the Service Desk. The direct number for this is 210-369-0397 or toll free at 800-326-4304.
- 3.3 **Remote Remediation**: All support tickets will be assessed by NetWatch with initial resolution performed remotely. A NetWatch technician will be dispatched onsite to resolve issues as necessary, according to issue priority and impact to Customer's business operations. If Customer requests on-site support when remote remediation is feasible, time and materials charges will apply at current published rates and the requested on-site visit will be subject to scheduling and availability.
- 3.4 **New Asset Setup**: Workstations purchased from Computer Solutions will be made operational and installed at Customer location (within 50-mile radius of Computer Solutions) for a fixed fee of one-hour current Preferred Operations Technician labor rate per workstation. Workstations purchased from Computer Solutions that are to be installed outside of a 50-mile radius will incur travel and expense charges in addition to the one-hour fee. Workstations that are not purchased from Computer Solutions can be installed by Computer Solutions on an hourly basis (minimum three hours (3) hours at current Preferred Operations Technician labor rate) to include travel and expense if beyond a 50-mile radius. Bulk end user deployments (typically more than 5) will be scoped as a project, with deployment labor and project management charged as either time and materials or fixed fee.
- 3.5 Physical Asset Moves: Computer Solutions will assist Customer with individual workstation relocations at no charge within the same physical





office as part of a standard service request. If more than five concurrent moves are requested, a minimum of three business days' notice is required for scheduling, and labor will be billed at preferred Time and Materials rates.

- 3.6 **Reimaging Older Devices:** Computer Solutions will reimage equipment; current manufacturer warranty must be in place and device must be supportable. Reimaging devices tat do not have a warranty in place are subject to Time and Materials rates.
- 3.7 **Monthly Onsite Support**: If onsite scheduled support is selected, support will be scheduled for a minimum of four (4) hour increments. Unused hours may not be carried over to the next month.
- 3.8 **Tools:** Computer Solutions reserves the right to change internal and customer facing tool sets as necessary and without formal notification in order to provide the best security stack standard and operational practices and processes intact.
- 3.9 **Travel**: Travel during standard business hours for Computer Solutions' technicians and/or engineers is included to and from Customer's site within a 50-mile radius of Computer Solutions' main office. If travel is required outside a 50-mile radius, or outside standard business hours, travel time and mileage will apply. The after-hours charge for travel time and mileage will also apply if the 24x7 On-Call support option is selected. Mileage rates are based on current IRS calculations and travel time is calculated in 15-minute increments.

3.10 Service Hours

- **3.10.1 Service Hours**: Computer Solutions' service hours are defined as Standard Business Hours, After-Hours, and Holidays. Unless taking actions to respond to or remediate Priority I issues with the purchase of 24x7 support, the hours below shall prevail.
- **3.10.2 Standard Business Hours**: Hours between 7:00 a.m. and 7:00 p.m. CST, Monday through Friday excluding Computer Solutions' published holidays as stated in Appendix G: Computer Solutions Observed Holidays
- **3.10.3 After-Hours**: Hours between 7:00 p.m. and 7:00 a.m. CST, Monday through Friday, weekends, and exclude Computer Solutions' published holidays. Services performed during these hours will be subject to rates of one-and-a-half times (1.5x) Computer Solutions' current time and materials rate and must be scheduled for a minimum of two (2) hours
- **3.10.4 Holidays**: Computer Solutions observes the holidays detailed within Observed Holidays Appendix. Services performed during these holidays will be subject to rates two times (2x) the current rate and must be scheduled for a minimum of four (4) hours.
- 3.11 **24/7 On-Call Support**: If 24/7 on-call support is purchased, Computer Solutions will respond to and remediate Priority 1 tickets 24 hours a day, 7 days a week.
- 3.12 **Rate and Service Changes**: Computer Solutions reserves the right to enact rate and services changes as necessary for the continued support of Customer's environment. Such changes may occur monthly or quarterly. Such changes shall only apply when the quantity of Supported Assets or Supported Users or NetWatch Services has been modified during the previous month or quarter and for T & M rates, the one-time annual change in hourly pricing for engineering and technician services. User counts are typically performed on a quarterly basis, but Computer Solutions reserves the right to modify monthly. NetWatch user counts will be mutually agreed upon using unique Microsoft Directory Accounts. Any other rate or service changes shall occur at renewal.
- 3.13 **Service Exclusions**: Any Computer Solutions' services not specifically stated herein are excluded from this Agreement. It is not the intent of Computer Solutions to: 1) provide major release upgrades (full number change) beyond patches or hot fixes; 2) provide minor release upgrades unless they repair known business or technical functions, 3) repair Customer assets that are considered to be serviceable solely by manufacturer authorized sources; 4) develop, modify, or design software or applications such as Contact Center scripting; 5) provide detailed design and planning consultation services; or 6) use any part of this Agreement for services not defined in this Agreement. The decision to include, or not to include release upgrades without additional charges, is to be determined solely by Computer Solutions.
 - **3.13.1 Computer Solutions' Professional Services**: Computer Solutions' Professional Engineering Services are independent of this Agreement and are not subject to the terms and conditions or service level objectives herein.

4. Computer Solutions' Responsibilities:

Computer Solutions shall observe the following responsibilities.

- 4.1 **Communication**: Computer Solutions will communicate service interruptions resulting in scheduled changes, changes in policies or procedures, and any updates that affect service delivery.
- 4.2 **Customer Business Reviews**: Computer Solutions will provide Customer with routine account reviews at intervals requested by Customer or Computer Solutions, with an anticipated frequency of one (1) to four (4) times per year. This review is an opportunity to discuss satisfaction levels, review tickets, discuss business priorities and planning strategies, and determine areas of opportunity. Customer agrees to provide a representative with substantial strategic decision-making authority regarding the agreement defined in this document to attend the business reviews.
- 4.3 **Operations**: Computer Solutions and Customer will mutually agree on policies and procedures such as change control windows and change control documentation, and these procedures will be documented in Appendix "C" Maintenance windows/Change Control Process. These policies shall be established and mutually agreed to prior to the commencement of this Agreement.
- 4.4 Web Based Portal: Computer Solutions maintains an online portal allowing Customer to place and track incidents and service requests.
- 4.5 Warranty Support: Computer Solutions will facilitate coordination with warranty service providers in the repair or replacement of in-warranty





supported assets. Computer Solutions may facilitate with warranty service providers for non-supported assets at agreed upon Time and Materials rates at Computer Solutions' discretion.

- 4.6 **Security Remediation**: Customer agrees that Computer Solutions does not and will not accept responsibility for or otherwise be held liable for security breaches or for damage caused by data breaches, viruses, malware, spyware, ransomware, and other similar disruptions. Computer Solutions will provide Best Effort services to remediate and/or to recover from such issues according to our Cyber Security Incident Response Playbook in effect at the time of the disruption. These security remediation/recovery services will be billable at our current T & M rates.
- 4.7 **Patching Remediation**: Computer Solutions will automatically apply Microsoft Operating System and 3 rd party supported client software plug-in patching and updates that are supported and listed in Appendix B: Supported Assets, Sites and 3rd Party Applications that are deemed critical by the manufacturer, with a target of 90% installation base for connected systems. If systems require manual patching due to application or other dependencies, Computer Solutions will patch on an ad-hoc basis no more than quarterly or other times at the request of customer at applicable Time and Materials rates. Any non-automated patching will need to be identified in advance and listed in Appendix "B". Other patches will be reviewed and approved for the deployment on an as-needed basis. Computer Solutions will not be held liable for problems, incidents, or damages caused by Microsoft patching or 3rd party patching to applications, hardware, devices, or other types in use by Customer.

5. Customer Responsibilities:

For the duration of this Agreement, Customer is obligated to meet certain responsibilities as described herein. Should Customer fail to adhere to said responsibilities thereby impacting Computer Solutions' ability to provide services under this Agreement, Computer Solutions is not responsible for service delays or failures.

- 5.1 **Access**: Customer will: (1) provide Computer Solutions with remote access to Customer's network, (2) grant access to physical sites including restricted areas, and (3) provide Computer Solutions with login credentials as required to provide the services stated herein.
- 5.2 **Multi-Factor Authentication**: Multi-factor authentication is required for all customer employees when accessing email through a website or cloud-based service. Multi-factor authentication is required for all remote access to the network provided to employees, contractors, and 3rd party services providers. In addition to remote access, multi-factor authentication is required for the following, including such access provided to 3rd party service providers:
 - 1. All internal & remote administrator access to directory services (active directory, LDAP, etc.).
 - 2. All internal & remote administrator access to network backup environments.
 - 3. All internal & remote administrator access to network infrastructure (firewalls, routers, switches, etc.).
 - 4. All internal & remote administrator access to the organization's endpoints/servers.
 - 5. All externally exposed applications.
- 5.3 **Password Policy:** Customer must maintain a password policy. Customer password must contain 8 characters and include 3 special characters to include uppercase and lowercase letters, numbers, and special characters. Passwords must be reset every 90 days and cannot reuse the previous 8 passwords.
- 5.4 **Data Backup**: Customer will take necessary precautions to secure and backup sensitive data prior to the start of services. In the event that data loss occurs, Customer agrees that Computer Solutions will not be held liable. Data loss includes but is not limited to corrupt, encrypted, inaccurate, lost, and damaged data or unrecoverable media errors, including but not limited to ransomware or other cyberattacks. If tape or other physical media backup systems are used, Computer Solutions is not responsible for the changing or rotation of Customer's backup media. Customer must adhere to a business continuity solution that has an immutable backup target. Computer Solutions will not create or test a Business Continuity Plan as part of the NetWatch agreement.
- 5.5 **Escalation**: Customer will provide Computer Solutions with Customer's escalation procedure as well as names and multiple methods of contact for Customer personnel, including office, cell phone numbers, and email addresses to be used, in the event that Computer Solutions requires support or escalation beyond the capabilities of Customer's primary Point of Contact. Escalation of tickets may be limited to responsiveness of the Customer's escalation team.
- 5.6 **Hardware and Software**: Customer will provide all hardware, maintenance agreements, software, and licenses required to support all services to be provided pursuant to this Agreement that meets the Computer Solutions' technology stack standardization plan. Customer may request that Computer Solutions procure software and licensing for an additional fee. Customer will set aside funds, and not unreasonably withhold approval for, the procurement, installation, and upgrade of Customer's environment as recommended by Computer Solutions to maintain the sustainability of the environment to adhere to the Computer Solution's technology stack standardization plan. Computer Solutions is not responsible for Office 365 or other application licensing delays due to lack of spare licenses or problems associated with license procurement.
- 5.7 **Materials Charges**: Expenses that result from Customer's need to purchase equipment or materials are Customer's responsibility. As necessary or as requested, Computer Solutions will obtain quotes or provide an estimate for Customer's approval prior to purchase.
- 5.8 **Point of Contact**: Customer will establish business and technical Points of Contact to whom Computer Solutions may address all correspondence regarding this Agreement and associated Computer Solutions' services. The technical Point of Contact must be familiar with all aspects of Customer's information technology environment. The business and technical Point of Contact will: (1) have the authority to act on behalf of Customer for all





matters related to this Agreement; (2) assist Computer Solutions in the scheduling of services; and (3) assist Computer Solutions in evaluating issues and executing diagnostic tests or other procedures as needed for problem resolution.

- 5.9 **Service Changes**: Customer may request changes to the number of assets or employees covered by this Agreement by sending a completed change of assets form as shown in Appendix I. to the Computer Solutions' Account Management team thirty (30) days prior to the desired start date of said changes. This notice must state the requested change(s), the desired start date, and any other relevant technical information regarding said change(s). Any other changes will require an amendment to this Agreement and must be mutually agreed to in writing by Customer and Computer Solutions prior to initiation of any such change.
- 5.10 **Environment Changes**: Customer will notify and consult with Computer Solutions prior to effecting changes to Customer's IT environment or implementing 3rd party vendor changes. Computer Solutions will review the proposed changes and inform Customer if said changes will impact Computer Solutions' ability to support Customer under this Agreement and whether they may interfere with Customer's business operations. Should Computer Solutions determine that said changes will adversely impact Computer Solutions' services and Customer opts to perform said changes through any means, Customer acknowledges and agrees that Computer Solutions does not assume liability for and will not be held liable for any services failures or disruptions. If Computer Solutions' labor is required to correct said disruptions, Customer will be charged Standard time and materials hourly rates associated with remediation.
- 5.11 **Third-Party Vendors**: Customer will provide third-party vendor contacts, contract terms, and a Letter of Agency or Authority as needed if the third-party service or product may adversely affect Computer Solutions' ability to support this Agreement. Customer agrees that Computer Solutions will not be held responsible for the performance of third-party vendors or associated products. However, Computer Solutions will provide Best Effort services to address and resolve issues caused by such vendors or products.
- 5.12 **Third-Party Application Vendor Support**: For those customers purchasing third-party Application Vendor Support through NetWatch, support includes operational support for services delivered by third party applications vendors and is limited to facilitating basic access and functions. Computer Solutions will assist in the coordination of support calls required to restore functionality for the supported applications stated herein. These services are limited to the applications listed in applicable addendums and do not include contract negotiation or billing resolution. Customer will carry active maintenance agreements for any third-party applications included in this Agreement. Applications without vendor provided maintenance agreements will not be covered and any support will be charged at Computer Solutions' current time and materials hourly rates. Computer Solutions shall not perform third-party Line of Business Application upgrades or maintenance. Computer Solutions will facilitate vendor access to perform these functions and provide infrastructure support around network, operating system, and storage. Computer Solutions will partner with 3rd Party Line of Business Application providers to support projects/upgrades at a T & M rate.
- 5.13 **Maintenance Agreements**: Customer will carry active maintenance agreements for all Supported Assets unless a sparing strategy exists to provide standby devices to maintain a reasonable level of availability and supportability. Customer will carry active maintenance agreements for any 3rd party applications included in this Agreement. In the absence of required maintenance agreements, Computer Solutions support will be limited to basic network, operating system, and storage troubleshooting.
- 5.14 **Letter of Authority**: Support of this Agreement may require a Letter of Authority granting Computer Solutions permission to act on behalf of Customer, as necessary. This letter must be provided to Computer Solutions as necessary or reasonably requested in order to facilitate Computer Solutions' provision of support under this Agreement. Failure to provide Computer Solutions with this letter may result in significant service delays.
- 5.15 **Recommended Changes**: Customer agrees to implement any recommended changes stated within the Environment Recommendations Appendix (document may be updated at Business Reviews) according to the timelines specified therein. Customer understands that Computer Solutions reserves the right to increase the monthly fee or terminate the agreement if such changes are not implemented in a timely and agreed upon manner. If Customer declines to move forward on recommendations, Computer Solutions will provide best effort support and Customer may be charged Time and Material rates if Computer Solutions deems the work to be outside of the scope of work on the contract.

6. Payment:

Payment terms shall be in accordance with the terms of the Master Services Agreement (MSA) between Customer and Computer Solutions.

7. Preferred Pricing:

Customers engaged in a NetWatch Agreement are eligible for Preferred Billing Rates for Computer Solutions' Professional Engineering Services. Computer Solutions' Preferred Billing Rates may change on an annual basis.

8. Taxes:

Pricing does not reflect applicable taxes but taxes will be reflected on invoices and are the responsibility of Client.

9. Term:

9.1 Renewal: This Agreement will automatically renew for one (1) year. Computer Solutions will increase the monthly fee by 10% for 1-year





agreements for the services stated herein in addition to any changes in billable device, services, or user counts. Computer Solutions will increase the monthly fee by 6% per year for multi-year agreements for the services stated herein in addition to any changes in billable device, services, or user counts. To terminate or change this Agreement, Customer and/or Computer Solutions must provide 60 days written notice prior to the renewal date to the other party.

9.2 **Agreement Termination**: If Customer decides to terminate the Agreement prior to the end of the then existing term, all monthly fees for the remainder of the contract term will be due upon termination. If Customer decides to terminate the agreement at the end of the term with 60 days' notice, there will be no termination fee. In the event of an Agreement Termination or if Customer does not renew at the end of the term, Computer Solutions will, at customer's request, assist the Customer in transitioning support either to internal staff or to another provider, and these transition charges will be billed on a Time and Materials basis.

10. Master Services Agreement:

By signing this NetWatch Service Agreement, Customer accepts its incorporation into the Master Services Agreement between Customer and Computer Solutions.

11. Confidentiality:

This NetWatch Service Agreement contains privileged information that is critical to the success of Computer Solutions. Customer agrees to maintain the confidentiality of this document at all times.

12. Finality:

This NetWatch Service Agreement is final, and no other written or verbal agreements are binding.

13. Validity:

The terms and pricing of this NetWatch Service Agreement are valid for thirty (30) days from the date of delivery of this NetWatch Service Agreement.



Appendix A: Service Catalog

NetWatch:

- NetWatch services may be purchased as a combination of Standard Packages and Supplementary Services.
 - a. Standard NetWatch Packages:

NetWatch Datacenter

- Hyper-Visor Management
- vCenter Management
- Server Chassis Management
- Server Base or Azure VM Management
- Storage SAN Management
- Backup and Disaster Recovery Management
- General Appliance Management (i.e., Web Filter)
- Uninterrupted Power Supply Management

NetWatch End User

• End User Help Desk

NetWatch Security

- Standard Security Package
- Advanced Security Package
- Incident Response Plan
- Security Assessment
- Penetration Testing

NetWatch Network

- Access Switch Management
- Core Switch Management
- Chassis Switch Management
- Router Management
- Firewall Management
- Next Generation Firewall Application Management
- Wireless Controller (On-Premises) Management
- Wireless Controller (Cloud) Management
- Access Point Management
- **Identity Services Engine Management**

NetWatch Unified Communications (Cisco UC, WebEx Calling, or 8x8)

- Call Processor Publisher/Subscriber/Backup/Telepresence Management
- Unity Management
- **UCCX Management**
- Voice Router Management
- 3rd Party Voice Application Management
- Telco/Internet Service Provider Management
- Cloud Calling (Location and End User)

NetWatch Application

- Active Directory Management
- 3rd Party Line of Business Application Management
- On-Premises Exchange Management
- Cloud Mail (O365, Gmail) Management
- Vendor Management





b. Supplementary Services: NetWatch Supplementary Services

NetWatch Datacenter - Hyper-Visor Management:

VMware or Microsoft Host Management

- 1. Hyper-Visor Monitoring and Management
 - a. Hyper-visor event monitoring, alerting and remediation (minimum up/down alerting for hosts that do not support SNMP)
 - Installation of hot-fixes, patches and other required minor updates for active bug fixes based on Client's maintenance windows as
 defined in **Appendix C** (if determined by NetWatch as a secure and stable version and requested by Customer)
 - c. Configuration of Hyper-Visors to facilitate access to supported network and storage infrastructure.
 - d. Vendor facilitation of warranty replacement of hardware where applicable
 - e. Vendor support case management (requires authorization from Client to utilize an active support contract)
 - f. Note: Customer is required to have support contract with Hypervisor vendor. When vendor support contract is not active and/or vendor is not responsive for customer, NetWatch Engineers will provide best effort for assistance which may incur Time and Materials (T&M) charges

The following breakdown applies to VMWare or Microsoft Hyper-V virtualization hosts which are listed as devices under management in the NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

NetWatch Datacenter - vCenter Management

vCenter Management

- 1. vCenter Management
 - a. vCenter management consists of event monitoring, alerting, and remediation (SNMP must be available)
 - b. Installation of patches and other minor updates (dot updates are included but version updates are not covered under the NetWatch agreement and will incur Time and Materials charges (if determined by NetWatch as a secure and stable version and requested by customer)

Note: Customer is required to have an active support contract with VMware (Broadcom). When vendor support is not active and/or vendor is not responsive for customer, NetWatch Engineers will provide best effort for assistance which may incur Time and Materials charges.

The following breakdown applies to server chassis, vCenter management and interconnectivity which are listed as devices under management in the the NetWatch contract. Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

NetWatch Datacenter - Server Chassis Management:





Server Chassis Administration

- 1. Physical Server Chassis & Interconnect Administration and Management
 - a. Server Chassis event monitoring, alerting and remediation (minimum up/down alerting for chassis' that do not support SNMP)
 - b. Installation of hot-fixes, patches and other required minor updates for active bug fixes based on Client's maintenance windows as defined in **Appendix C** (if determined by NetWatch as a secure and stable version and requested by Customer)
 - c. Vendor facilitation of warranty replacement of hardware where applicable
 - d. Vendor support case management (requires authorization from Client to utilize an active support contract)
 - e. Note: Customer is required to have support contract with Chassis vendor. When vendor support contract is not active and/or vendor is not responsive for customer, NetWatch Engineers will provide best effort for assistance which may incur Time and Materials (T&M) charges

The following breakdown applies to server chassis and interconnectivity which are listed as devices under management in the NetWatch contract. Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

NetWatch Datacenter - Server Base or Azure VM Management:

Physical Server or Virtual Machine with Windows Operating System

- 1. Microsoft Windows Server Administration (Physical and Virtual)
 - a. Automated Installation of Microsoft-deemed critical patches, hot-fixes, and other required updates based on Client's maintenance windows as defined in **Appendix C**
 - i. Automatic patching targeted installation baseline of 90 percent
 - ii. Manual patching required due to application dependencies or other factors will be on a T&M basis and will be performed no more than quarterly
 - b. Operating System troubleshooting for perceived performance issues or automated alerts
 - i. Server-side network connectivity and performance troubleshooting. If datacenter networking components are not managed by Computer Solutions, additional T&M charges will apply for network-side troubleshooting
 - ii. Review of event logs as applicable for alert resolution and troubleshooting
 - iii. Automated alerting and remediation of critical issues, such as low disk space and service stops. Client can request monitoring of critical business application services and event log entries if noted in Appendix C at Time and Materials rates
 - c. File sharing permission management
 - Includes moves/adds/changes for a file server role. If client requests significant folder or share restructuring, additional T&M charges may apply
 - d. Active Directory (AD) monitoring and troubleshooting
 - i. Troubleshooting and remediation of AD features such as replication including SYSVOL, NTFRS, DFS
 - ii. Flexible Single Operations Master (FSMO) role placement as applicable
 - iii. Active Directory user management (user moves/adds/changes/terminations) is a Supplementary Service for an additional charge
 - iv. Customer may utilize the Professional Services department for Active Directory clean up before onboarding for an additional charge
 - e. Windows Server Infrastructure Role monitoring and management
 - i. Internal Domain Name System (DNS)
 - Moves/adds/changes
 - 2. Name resolution troubleshooting
 - ii. DHCP
- DHCP Scope moves/adds/changes including IPAM if configured (major DHCP restructuring or migration may incur additional charges)





- iii. NPS/RADIUS
 - 1. NPS/RADIUS moves/adds/changes in support of wireless, VPN or other remote authentication services
- iv. Group Policy Objects (GPO)
 - 1. Moves/adds/changes for existing GPO's
 - 2. Troubleshooting of GPO enforcement and replication
 - 3. Major GPO restructuring or implementation may incur additional charges
- 2. Vendor support case management (requires authorization from Client to utilize an active support contract)
- 3. Accommodation of vendor access for 3rd party software applications and devices
 - a. Customer is required to have support contract with 3rd party
 - b. Computer Solutions will provide 3rd party vendor access to their application/server/device during NetWatch Business hours for the vendor to apply updates and/or changes. Requests for after-hours access and shadowing may incur additional charges.
 - c. When 3rd party contract is not active and/or 3rd party vendor is not responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges.

The following breakdown applies to Microsoft Windows Physical and Virtual servers which are listed as devices under management in the NetWatch contract. Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

NetWatch Datacenter - Storage SAN Managment:

Storage Area Network (SAN) Management

- 1. SAN Monitoring and Management
 - a. SAN event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
 - i. Includes SAN Vendor support case management (requires authorization from Client to utilize an active support contract)
 - b. Installation of hot-fixes, patches and other required minor updates for active bug fixes based on Client's maintenance windows as defined in **Appendix C** (if determined by NetWatch as a secure and stable version and requested by Customer)
 - c. Datastore moves/adds/changes
 - d. Vendor facilitation of warranty replacement of hardware where applicable
 - e. Vendor support case management (requires authorization from Client to utilize an active support contract)
 - f. Note: Customer is required to have support contract with SAN manufacturer. When support contract is not active and/or manufacturer is not responsive for customer, NetWatch Engineers will provide best effort for assistance which may incur Time and Materials (T&M) charges

1 SAN-specific networking devices, such as iSCSI or Fibre Channel switches, can be managed for a separate charge.

The following breakdown applies to supported major manufacturer SAN arrays which are listed as devices under management in the NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above





NetWatch Datacenter - Backup and Disaster Recovery Management:

Backup and Disaster Recovery (BDR) Management and Administration

- 1. Backup/Restore Appliance or Application Management and Administration
 - a. Backup verification of in-scope servers, files, and local or cloud-based application data as defined in Appendix C
 - b. File/folder restores as necessary based on client request
 - c. Full server restores as necessary based on client request or damaged operating system
 - i. Full server restores assume backup technology supports bare-metal recovery
 - d. Troubleshooting and remediation of alert-based backup failures or errors
 - i. Includes vendor support case management (requires authorization from Client to utilize an active support contract)
 - e. Scheduled test restores as defined in Appendix C
 - i. Disaster Recovery testing and DR Runbook development is not included but can be performed as a standalone project. Labor during an actual Disaster Recovery event as initiated or agreed to by Client, including failing back after an event, will be performed on a Time and Materials basis

The following breakdown applies to Backup and Disaster Recovery managed services of supported BDR appliances or applications which are listed as under management in the NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

NetWatch Datacenter - General Appliance Management:

General Appliance Management (i.e.; Web Filter)

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

NetWatch Datacenter - UPS Management:

Uninterrupted Power Supply Management

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

Data Center exclusions: certificate management, advanced training, and architecting while a ticket is in process

NetWatch End User - End User Device Management:

End user management and Service Desk support for employees on company-owned assets

The following activities apply to all users under management in the NetWatch contract:





- 1. NetWatch Service Desk access for direct end user support on Microsoft-based Desktops, Laptops, Tablets, and Mac's. This includes general business application connectivity troubleshooting for Android and/or IOS-based mobile devices
- 2. Accommodation and troubleshooting of connectivity to company resources
 - a. Internal network resources, such as mapped drives, wireless networks, multi-function network devices
 - b. External connectivity to internal resources via VPN (direct Remote Desktop access is not supported due to security concerns)
 - c. Application connectivity, such as Microsoft Exchange or Office 365
- 3. Automated Installation of Microsoft-deemed critical patches, hot-fixes, and other required updates based on Client's maintenance windows as defined in **Appendix C** (if determined by NetWatch as a secure and stable version and requested by Customer)
- 4. Automated Installation of common third-party application updates (i.e. Java, flash) based on Client's maintenance windows as defined in **Appendix C**
 - a. Automatic patching targeted installation baseline target of 90 percent
- 5. Operating System troubleshooting for perceived performance issues or via automated alerts
 - a. Review of event logs as applicable for alert resolution and troubleshooting.
 - b. Automated alerting and remediation of critical issues, such as low disk space and service stops.
- 6. Vendor facilitation of warranty replacement of hardware where applicable

NetWatch Security - Standard Security Package Management:

Standard Security Package

Package to include up to the following tools (based on Customer current toolset implemented):

- Endpoint Detection and Response
- Anti-Virus
- Anti-Malware
- SaaS Alerting
- Vulnerability Scanning
- Content Filtering
- DNS
- Multi-Factor Authentication
- Security Awareness Training

NetWatch Security - Advanced Security Package Management:

Advanced Security Package

Package to include up to the following tools (based on Customer current toolset implemented):

- Managed Detection and Risk Monitoring and Alerting
- Penetration Testing

NetWatch Security - Incident Response Plan Management:

Incident Response Plan

 NetWatch will administer an Incident Response Plan. NetWatch will implement a cybersecurity incident response plan for Customer in a SaaS based platform to ensure the ongoing security of the IT infrastructure in case of a cyber event. This plan will be performed once per year and can be updated annually to allow customer to provide to cyber security insurance provider as well as to be included in any Customer related Disaster Recovery planning tools.



^{***}Standard Security Package: pricing is device based***



IR Response Plan exclusions: plan is not standard to NetWatch offerings and must be pruchased in order to be performed

NetWatch Security - Advanced Security Package Management:

Security Assessment

• NetWatch will administer a security assessment. NetWatch will implement a cybersecurity assessment for Customer in a SaaS based platform to ensure the ongoing security of the IT infrastructure as well as provide a roadmap for any potential items that need to be addressed. This assessment will be performed once per year and can be updated annually to allow customer to provide to cyber security insurance provider as well as to be included in any Customer related Disaster Recovery planning tools.

Security Assessment exclusions: plan is not standard to NetWatch offerings and must be purchased in order to be performed.

NetWatch Network - Access Switch Management:

Access Layer Switch Management

- 1. Core network device event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
 - a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
- Core network device moves/adds/changes
 - a. VLANs Maintain existing VLANS. Creation and deployment of new VLANS will be evaluated separately, and could incur T & M charges
 - b. Routing Maintain current routing protocols and routes. Creation and deployment of new routing protocols or routes will be evaluated separately and could incur T & M charges
 - c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
 - d. Internal network access policy device/software configuration on infrastructure devices
- 3. Network device IOS configuration backup (for Cisco IOS only). 1 year of retention
- 4. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - b. Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 5. Automatic monitoring of port density, usage, and interface statistics

NetWatch Network - Core Switch Management:

Core Layer Switch Management

- 1. Core network device event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
 - a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
- 2. Core network device moves/adds/changes
 - a. VLANs Maintain existing VLANS. Creation and deployment of new VLANS will be evaluated separately, and could incur T & M charges
 - b. Routing Maintain current routing protocols and routes. Creation and deployment of new routing protocols or routes will be evaluated separately and could incur T & M charges





- c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
- d. Internal network access policy device/software configuration on infrastructure devices
- 3. Network device IOS configuration backup (for Cisco IOS only). 1 year of retention
- 4. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - b. Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 5. Automatic monitoring of port density, usage, and interface statistics

NetWatch Network - Router Management:

Router Management

- 1. Core network device event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
 - a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
- 2. Core network device moves/adds/changes
 - Subinterfaces Maintain existing subinterfaces. Creation and deployment of new subinterfaces will be evaluated separately, and could incur T & M charges
 - Routing Maintain current routing protocols and routes. Creation and deployment of new routing protocols or routes will be evaluated separately and could incur T & M charges
 - c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
 - d. Internal network access policy device/software configuration on infrastructure devices
- 3. Network device IOS configuration backup (for Cisco IOS only). 1 year of retention.
- 4. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 5. Automatic monitoring of port density, usage, and interface statistics
- 6. Review and verify circuit information, address, and LCON information on the interface and RMM
- 7. Perform bandwidth reports and analyze results as applicable

NetWatch Network - Firewall Management:

Firewall Management

- 1. Perimeter device event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
 - a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
- 2. Perimeter device moves/adds/changes
 - a. Firewall access rules maintaining existing access rules. Creation and deployment of new rules will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
 - b. Perimeter device configuration maintaining existing configurations. Creation of new interfaces, ACL's or other new implementations will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
 - c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket.
 - d. VPN modifications maintaining existing configurations. Creation of new VPN's an/or coordination with 3rd party vendors will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
- 3. Network device IOS configuration backup (for Cisco IOS only)
- 4. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)





- b. Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
- c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions' analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 5. Automatic monitoring of port density, usage, and interface statistics
- 6. Review and verify circuit information, address, and LCON information on the interface and RMM
- 7. Perform bandwidth reports and analyze results as applicable

NetWatch Network - Next Generation Firewall Application Management:

Firewall Application Management

- 1. IDS/IPS Management
 - a. Automatic blocking of high and critical events
 - b. Manual blocking of other events when required, such as through external security notices or customer requests
 - c. Identification of impacted endpoints (remediation limited to devices under management)
 - d. Routine verification of IDS/IPS signature updates
- 2. Perimeter network device moves/adds/changes
 - a. Firewall access rules maintaining existing access rules. Creation and deployment of new rules will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
 - b. Edge router configuration maintaining existing configurations. Creation of new interfaces, ACL's or other new implementations will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
 - c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
 - d. VPN modifications maintaining existing configurations. Creation of new VPN's an/or coordination with 3rd party vendors will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
- 3. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - b. Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions' analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 4. Perform bandwidth reports and analyze results as applicable

NetWatch Network - Wireless Controller Management:

On Premise Wireless Controller Management (up to 50 Access Points included)

- 1. Wireless controller event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
 - a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
- 2. Wireless controller moves/adds/changes
 - a. SSIDs Maintain existing SSIDs. Creation and deployment of new SSIDs will be evaluated separately, and could incur T & M charges
 - b. Routing Maintain current routing protocols and routes. Creation and deployment of new routing protocols or routes will be evaluated separately and could incur T & M charges
 - c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
- 3. Network device IOS configuration backup (for Cisco IOS only). 1 year of retention
- 4. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 5. Automatic monitoring of SSIDs, usage, and interface statistics





Cloud Wireless Controller Management (up to 50 Access Points included)

- 1. Wireless controller event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
 - a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
- 2. Wireless controller moves/adds/changes
 - a. SSIDs Maintain existing SSIDs. Creation and deployment of new SSIDs will be evaluated separately, and could incur T & M charges
 - b. Routing Maintain current routing protocols and routes. Creation and deployment of new routing protocols or routes will be evaluated separately and could incur T & M charges
 - c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
- 3. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 4. Automatic monitoring of SSIDs, usage, and interface statistics

NetWatch Network - Wireless Access Point Management:

Access Point Management

- 1. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - b. Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window

Network exclusions: certificate management. advanced training, non-manufactured covered devices (sensors), and architecting while a ticket is in process

NetWatch NetWork - Identity Services Engine Management:

ISE Application Administration

- Customer is required to have support contract with Cisco. When Cisco contract is not active and/or Ciscor is not responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges
 - a. Note: Customer must supply all application support documentation and knowledge transfer to Computer Solutions prior to engagement start. If documentation does not exist, Computer Solutions can assist with procedure development for an additional charge
- 2. ISE user account management
 - a. Basic account management such as Onboarding/offboarding and moves/adds/changes of user account access based on Customer-supplied policies and/or procedures
 - b. Password and account lockout resets if applicable
 - c. Moves/adds/changes of active ISE accounts
- 3. Integration with applications outside of ISE, including Active Directory, PxGrid integrations and multi-factor authentication methods in existing installations will be addressed in a best-effort manner. New implementations of these applications will require project-based planning and professional services. Quotes provided upon request.
- 4. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
- 5. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
- 6. Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request





- 7. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 8. Vendor support case management (requires authorization from Client to utilize an active support contract)
 - a. For ISE application updates and patches, Computer Solutions will provide Cisco access to their application during NetWatch Business hours for the vendor to apply required updates and/or changes. Requests for after-hours access and shadowing may incur additional charges

NetWatch Unified Communication - Call Processor Publisher/Subscriber/Backup/Telepresence Management:

Publisher/Subscriber/Backup/Telepresence Application Management

- 1. Device event monitoring, alerting, and remediation
- 2. Installation of minor version updates for UC Infrastructure
 - a. Includes minor version updates for UC versions (i.e. 12.5 SU1 to 12.5 SU2) if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - b. Major version updates (i.e. 12.5 to 14) require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" supported UC infrastructure patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions' analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 3. Accommodation of vendor access for 3rd party software and devices
 - a. Customer is required to have support contract with 3rd party
 - Computer Solutions will provide 3rd party vendor access to their application/server/device during NetWatch Business hours for them to apply updates and/or changes that do not impact current UC Infrastructure system architecture. Requests for afterhours access and shadowing may incur additional charges
 - c. When 3rd party contract is not active and/or 3rd party vendor is not responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges
- 4. Backup of critical system files for data recovery1
 - a. Backup services will be completed using a Customer provided backup solution or method. If customer does not have a backup solution NetWatch can provide a backup solution for a fee.
 - b. Includes backup of UC Infrastructure Data and Configurations
 - c. During periodic reviews Engineer will validate that backups are deemed as successful by UC system history logs. Additional services are available from Computer solutions for Disaster Recovery (DR) Runbook and failover testing if required by customer for compliance or internal purposes. DR services quoted upon request
- 5. Periodic review of system and event logs on UC Infrastructure
- 6. Periodic review to validate the number of registered ATAs, telephones, and attached devices1

NetWatch Unified Communication - Unity Connection Management:

Unity Connection Application Management

- 1. Device event monitoring, alerting, and remediation
- 2. Installation of minor version updates for UC Infrastructure
 - a. Includes minor version updates for UC versions (i.e. 12.5 SU1 to 12.5 SU2) if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - b. Major version updates (i.e. 12.5 to 14) require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" supported UC infrastructure patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions' analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 3. Accommodation of vendor access for 3rd party software and devices
 - Customer is required to have support contract with 3rd party
 - Computer Solutions will provide 3rd party vendor access to their application/server/device during NetWatch Business hours for them to apply updates and/or changes that do not impact current UC Infrastructure system architecture. Requests for afterhours access and shadowing may incur additional charges
 - c. When 3rd party contract is not active and/or 3rd party vendor is not responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges





- 4. Backup of critical system files for data recovery1
 - a. Backup services will be completed using a Customer provided backup solution or method. If customer does not have a backup solution NetWatch can provide a backup solution for a fee.
 - b. Includes backup of UC Infrastructure Data and Configurations
 - c. During periodic reviews Engineer will validate that backups are deemed as successful by UC system history logs. Additional services are available from Computer solutions for Disaster Recovery (DR) Runbook and failover testing if required by customer for compliance or internal purposes. DR services quoted upon request
- 5. Periodic review of system and event logs on UC Infrastructure

NetWatch Unified Communication - UCCX Management:

UCCX Application Management

- 1. Device event monitoring, alerting, and remediation
- 2. Installation of minor version updates for UC Infrastructure
 - a. Includes minor version updates for UC versions (i.e. 12.5 SU1 to 12.5 SU2) if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - b. Major version updates (i.e. 12.5 to 14) require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" supported UC infrastructure patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions' analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window
- 3. Accommodation of vendor access for 3rd party software and devices
 - a. Customer is required to have support contract with 3rd party
 - Computer Solutions will provide 3rd party vendor access to their application/server/device during NetWatch Business hours for them to apply updates and/or changes that do not impact current UC Infrastructure system architecture. Requests for afterhours access and shadowing may incur additional charges
 - c. When 3rd party contract is not active and/or 3rd party vendor is not responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges
- 4. Backup of critical system files for data recovery1
 - a. Backup services will be completed using a Customer provided backup solution or method. If customer does not have a backup solution NetWatch can provide a backup solution for a fee.
 - b. Includes backup of UC Infrastructure Data and Configurations
 - c. During periodic reviews Engineer will validate that backups are deemed as successful by UC system history logs. Additional services are available from Computer solutions for Disaster Recovery (DR) Runbook and failover testing if required by customer for compliance or internal purposes. DR services quoted upon request
- 5. Periodic review of system and event logs on UC Infrastructure

NetWatch Unified Communication - Voice Router Management:

Voice Routing Management

- 1. Voice router event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
 - a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
- 2. Voice router moves/adds/changes
 - a. Dial plans Maintain existing dial plans. Creation and deployment of new VLANS will be evaluated separately, and could incur T & M charges
 - b. Routing Maintain current routing protocols and routes. Creation and deployment of new routing protocols or routes will be evaluated separately and could incur T & M charges
 - c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket
 - d. Internal network access policy device/software configuration on infrastructure devices
- 3. Network device IOS configuration backup (for Cisco IOS only). 1 year of retention
- 4. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
 - a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions (if determined by NetWatch as a secure and stable version and requested by Customer)
 - Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request
 - c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations





may not be immediate and may require customer acceptance of planned maintenance window

NetWatch Unified Communication - 3rd Party Voice Application Management:

3rd party Application Administration

- Customer is required to have support contract with 3rd party. When 3rd party contract is not active and/or 3rd party vendor is not
 responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time
 and Materials (T&M) charges
 - a. Note: Customer must supply all application support documentation and knowledge transfer to Computer Solutions prior to engagement start. If documentation does not exist, Computer Solutions can assist with procedure development for an additional charge
- 1. 3rd party application user account management
 - Basic account management such as Onboarding/offboarding and moves/adds/changes of user account access based on Customersupplied policies and/or procedures
 - b. Password and account lockout resets if applicable
 - c. Moves/adds/changes of active 3rd party application accounts
- 2. Vendor support case management (requires authorization from Client to utilize an active support contract)
 - a. For 3rd party application updates and patches, Computer Solutions will provide 3rd party vendor access to their application during NetWatch Business hours for the vendor to apply required updates and/or changes. Requests for after-hours access and shadowing may incur additional charges
- 3. If 3rd party application is cloud-based, Computer Solutions will verify and troubleshoot connectivity from established business locations and open support cases with the provider to address issues based on Client's agreed upon SLA with provider
- 4. Vendor Management
 - a. Support Case Management
 - i. Ticket creation and follow through to resolution for external vendors
 - ii. Customer must provide a Letter of Authorization to vendor and maintain an active support agreement

NetWatch Unified Communication - Telco/Internet Service Provider Management:

Vendor Management

- 1. Support Case Management
 - a. Ticket creation and follow through to resolution for external vendors, such as Internet Service Providers (ISP's) and telco providers
 - b. Customer must provide a Letter of Authorization to vendor and maintain an active support agreement
 - ***Unified Communications exclusions: custom call scripting, custom call routing, new hardware, and non-Cisco phones or gateways***

NetWatch Application - Active Directory Management:

Active Directory (AD) monitoring and troubleshooting

- 1. Troubleshooting and remediation of AD features such as replication including SYSVOL, NTFRS, DFS
- 2. Flexible Single Operations Master (FSMO) role placement as applicable
- Active Directory user management (user moves/adds/changes/terminations) is a Supplementary Service for an additional charge unless NetWatch IT is selected
- 4. Customer may utilize the Professional Services department for Active Directory clean up before onboarding for an additional charge
 - Onboarding/offboarding and moves/adds/changes of user and group objects based on Customer-supplied policies and/or procedures
 - b. Organizational Unit (OU) moves/adds/changes
 - . Major OU restructuring may incur additional charges
 - c. Password and account lockout resets
 - d. Service account creation and management as required by 3rd party vendors, suppliers, and devices
- 5. Accommodation of basic LDAP access for 3rd party software/devices

NetWatch Application - 3rd Party Line of Business Application Management:

3rd Party Line of Business Application Moves/Adds/Changes Management

1. Customer is required to have support contract with 3rd party. When 3rd party contract is not active and/or 3rd party vendor is not responsive



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for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges

- a. Note: Customer must supply all application support documentation and knowledge transfer to Computer Solutions prior to engagement start. If documentation does not exist, Computer Solutions can assist with procedure development for an additional charge
- 2. LOB user account management
 - a. Basic account management such as Onboarding/offboarding and moves/adds/changes of user account access based on Customer-supplied policies and/or procedures
 - b. Password and account lockout resets if applicable
 - c. Moves/adds/changes of active LOB accounts
- 3. Vendor support case management (requires authorization from Client to utilize an active support contract)
 - For LOB application updates and patches, Computer Solutions will provide 3rd party vendor access to their application during NetWatch Business hours for the vendor to apply required updates and/or changes. Requests for after-hours access and shadowing may incur additional charges
- 4. If LOB application is cloud-based, Computer Solutions will verify and troubleshoot connectivity from established business locations and open support cases with the provider to address issues based on Client's agreed upon SLA with provider
- 5. Vendor Management
 - 1. Support Case Management
 - i. Ticket creation and follow through to resolution for external vendors, such as Internet Service Providers (ISP's) and printer/copier companies
 - ii. Customer must provide a Letter of Authorization to vendor and maintain an active support agreement

NetWatch Application - On Premises Exchange Management:

Exchange Tenant Management

- 1. Microsoft Exchange user and group management
 - a. Onboarding/offboarding and moves/adds/changes of Exchange mailboxes and distribution groups based on Customer-supplied policies and/or procedures
 - b. Moves, adds, and changes to service account mailboxes as required by 3rd party vendors, suppliers, and devices
- 1. Outlook Web App and ActiveSync monitoring and troubleshooting
- 2. Installation of Exchange hot-fixes, rollups and other required minor updates for active bug fixes based on Client's maintenance windows as defined in **Appendix C** (if determined by NetWatch as a secure and stable version and requested by Customer)
- 3. Accommodation of basic access for 3rd party software/devices including SMTP relay setup, POP/IMAP, service mailboxes, etc.
- 4. Mailbox and database
- 5. Troubleshooting and remediation of automated critical event alerts
- 6. Microsoft support case management (requires authorization to use Client's support case or Client will be charged support case cost)

NetWatch Application - Cloud Mail Management:

O365/Gmail Mail Management

- 1. Microsoft Exchange user and group management
 - a. Onboarding/offboarding and moves/adds/changes of cloud mailboxes and distribution groups based on Customer-supplied policies and/or procedures.
 - b. Moves, adds, and changes to service account mailboxes as required by 3rd party vendors, suppliers, and devices
- 2. Office 365 Outlook Web App and ActiveSync monitoring and troubleshooting
- 3. Azure Active Directory Sync (Azure AD Sync) service monitoring and troubleshooting
- 4. Accommodation of basic access for 3rd party software/devices including SMTP relay setup, POP/IMAP, service mailboxes, etc.
- 5. Microsoft support case management (requires authorization to use Client's support case or Client will be charged support case cost)

NetWatch Application - Vendor Management:

Vendor Management (Printer, Physical Security, etc.)

- 1. Support Case Management
 - Ticket creation and follow through to resolution for external vendors, such as Internet Service Providers (ISP's) and printer/copier companies
 - b. Customer must provide a Letter of Authorization to vendor and maintain an active support agreement

NetWatch Supplementary Services:





The following NetWatch Supplementary Services are available at an additional charge outside of all other standard offerings.

- 1. 24/7 On-Call Response
 - a. After-hours on-call technician response and remediation for all Priority 1 incidents included in monthly cost. Priority 2 and 3 incidents or service requests will be worked the next business day unless client requests escalation.
- 2. Onsite Scheduled Support
 - a. An engineer will arrive onsite for X hours each month on a predetermined scheduled basis.
 - b. Visits will follow the agreed upon schedule and will be scheduled at a minimum of four (4) hours per visit up to a maximum of eight (8) hours.
 - c. Support is limited to items within the scope of the NetWatch agreement.
- 3. NetWatch SIEM Monitoring Tool Support
 - a. Computer Solutions' NetWatch Network SIEM Monitoring Tool Support is to provide support of the Third Party SIEM solution purchased by the Customer.
 - i. 24x7x365 the third party SIEM vendor's Security Operations Center threat analysts triage every alert and escalate valid threats when detected, including recommendations during a response process.
 - ii. All network traffic prior to Internet egress is sent to the Third Party SOC via core network port mirroring/spanning for malicious activity monitoring.
 - iii. Security Information and Event Management (SIEM) allows any device supporting syslog to send data to the SIEM; in addition, a lightweight agent can be deployed to all Windows endpoints, including laptops and desktops, for deeper analysis and correlation. This allows the SIEM visibility into potential isolated, end user threats.
 - iv. Free Public and Private Communities (Cisco TALOS, FS-ISAC, etc.) can be joined for threat sharing, with industry-specific communities available for additional fees.
 - v. If remediation assistance is required, Computer Solutions' engineers can be engaged on a Time and Materials basis (premiere response).
 - vi. NetWatch Network SIEM Monitoring too support will evaluate the escalated issues from the third party SIEM vendor and determine if they merit the opening of a security incident or not. If the issue is evaluated as a security incident, then Computer Solutions' protocols for security incidents will be initiated and all work from that point on will be billed as time and materials. If the issue is not deemed to be a security incident, but minor remediation work is needed that can be performed under the managed services agreement, then that remediation will be performed by NetWatch. The occurrence of the issue will be communicated to the customer, as well as the determination of whether or not a security incident is declared, and if not, the Customer will be informed of what remediation steps will be taken by the NetWatch team
- 4. Business Continuity Planning (BCP)
 - a. Computer Solutions will not provide the creation of or testing of a business continuity plan as part of a NetWatch agreement. Any services related to Business Continuity Planning will be performed by the Professional Services team as a separate engagement.



Appendix B: Supported Assets and Sites

NetWatch Package:

- All commercial and consumer grade technology devices where Computer Solutions has proficient knowledge and competencies necessary to execute the support of such assets.
- Technology assets that maintain a current support contract through the manufacturer.

Where any NetWatch package is selected in the Service Summary, supported assets are considered as the following:

Supported Assets:

- The names of the 6 servers being monitored.
 - o FMDC01
 - o FMDC02
 - o FMHYBRID
 - o SCDC01
 - o SCDC02
- 1 Wireless LAN Controller
- The IP addresses of the 9 ESXi's.
 - 0 10.26.103.11
 - 0 10.26.103.10
 - 0 10.26.103.9
 - 0 10.26.103.8
 - 0 10.26.103.7
 - o 10.26.103.6
 - 0 10.26.103.5
 - 0 10.26.103.40
 - 0 10.26.102.17
- Firewalls
 - 10.26.3.26 Secondary
 - o 10.26.3.25 Primary
- 1 FMC
- ISE Appliances
 - 0 10.20.100.64
 - 0 10.20.100.66
 - 0 10.20.100.67
 - 0 10.20.100.65



Sup	ported	Sites

Sites

Site Name	Address	City	State	Zip	Phone
Laredo College	West End Washington Street	Laredo	TX	78040	(956) 722-0521



Appendix C: Maintenance Windows and Backup Schedule

Maintenance Windows and Backup Schedule:

Backup Schedule							
Site	Date	Start	End				
Main	Sundays	12am	5am				



Appendix D: Points of Contact

All Customer contacts listed below are authorized to act on behalf of Customer for matters regarding the services included under this Agreement.

Points Of Contact				
Contact Name	Email	Office Phone	Mobile	
Tony Lopez	jlopez@laredo.edu	(956) 721-5312	(956) 721-5312	
Albert Chavez	albert.chavez@laredo.edu	(956) 721-5316	(956) 721-5316	



Appendix E: Priority Level

Priority 1

Priority 1 tickets must be opened via phone to the Service Desk. The numbers are 210-369-0397 or toll free at 1-800-326-4304.

When NetWatch receives a service request or automated incident notification, NetWatch will determine the Priority Level as defined below. This priority level determines how NetWatch will respond to the issue. Once a priority level is defined, NetWatch will take the appropriate actions to address and resolve the issue(s).

Priority 1					
Service Hours	Response	Escalation	Best Effort/Target Resolution		
Business Hours	1 Hour	2 Hours	4 Hours		
After Hours	4 Hours	6 Hours	8 Hours		

Priority 1 issues significantly impact critical business operations. These issues can effectively immobilize the business and cause severe disruption to an organization. Examples include:

- Outage or issue affecting the entire enterprise
- Outage or issue affecting multiple locations and impacting critical business functions
- Outage or issue affecting a critical user, group, location, or device.

In the event of a Priority 1 issue, several issues may arise as a result of complications from the Priority 1 issue. These subsequent issues will require separate service tickets and will be assigned an appropriate priority level. NetWatch will commit resource(s) to work 24 hours a day until the issue is resolved or Customer agrees to lower the Priority level due to other circumstances. Customer will dedicate personnel as required by Computer Solutions during this timeframe to assist in resolution. Computer Solutions may modify the Priority of the service request due to lack of client resources available, third-party interference or influence, or if the affected end user is unavailable to troubleshoot. All services will be scheduled in concert with Customer as necessary.

Priority 2

	Priority 2					
Service Hours	Response	Escalation	Best Effort/Target Resolution			
Business Hours	4 Hours	8 Hours	8 Hours			



Priority 2 issues impact business operations, but not to the extent of a Priority 1 issue. Examples include:

- Outage or issue affecting a large workgroup or work function
- Outage or issue affecting a single location besides corporate headquarters
- Outage or issue where workarounds are costly or detrimental to productivity

For all Priority 2 issues, NetWatch will commit a resource(s) to work during standard business hours until the issue is resolved. Customer will dedicate personnel as required by Computer Solutions during this timeframe to assist in resolution. Computer Solutions may modify the Priority of the service request due to lack of client resources available, third-party interference or influence, or if the affected end user is unavailable to troubleshoot.

Priority 3

Priority 3					
Service Hours	Response	Escalation	Best Effort/Target Resolution		
Business Hours	1 Day	2 Days	3 Days		

Priority 3 issues affect a single user or small workgroup and pose no major threat to the critical operations of the business environment. Examples include:

- Issues affecting normal job functions for a single user
- Minor workgroup outages where a workaround can be implemented, or remediation can be delayed
- Outages that are inconvenient but do not affect productivity

Priority 3 issues are not considered urgent and can be addressed remotely without interrupting business operations. These issues will be addressed during standard business hours



Appendix F: Support Methods

Customer may make a request using three methods: email, phone, and the online portal. Once a request is received, the Computer Solutions Support Operations Center will assign a priority level and ticket number to the issue and open a case.

Email <u>servicerequest@comsoltx.com</u>

Phone Local: 210-369-0397

Toll Free: 1-800-326-4304

Online Portal https://comsoltx.deskdirector.com/portal/v2/login



Appendix G: Computer Solutions' Observed Holidays

The following are Computer Solutions' Observed Holidays.

- MLK Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day and the day after
- Christmas Eve and Christmas Day
- New Year's Day



Appendix H: Environmental Recommendations



A list of recommendations requiring remediation for the proper support of this agreement:

- 1. Prioritization
- 2. Technology Stack Standards
- 3. Statements of Work
- 4. Bill of Materials