

Cybersecurity as a Service Scope of Support

Individual Plans

Cybersecurity as a Services plans include a basic level of support. L3P Productions Inc will help the end user install and activate service. Once the service plan is active, clients will have 30 days to contact L3P Productions Inc for a walk through on how to use features of the service. Any support beyond the initial walkthrough and installation will be subject to a fee.

Family Plans

Cybersecurity as a Services plans include a basic level of support. L3P Productions Inc will help the end user install and activate service. Once the service plan is active, clients will have 30 days to contact L3P Productions Inc for a walk through on how to use features of the service. Any support beyond the initial walkthrough and installation will be subject to a fee.

Server Plans

Cybersecurity as a Services plans include a basic level of support. L3P Productions Inc will help the end user install and activate service. Once the service plan is active, clients will have 30 days to contact L3P Productions Inc for a walk through on how to use features of the service. Any support beyond the initial walkthrough and installation will be subject to a fee.

Business Plans

Cybersecurity as a Services plans include a basic level of support. L3P Productions Inc will help the end user install and activate service on one device. If the client has a domain controller, that will be the device the service is first activated on. The client will then be shown how to use the domain controller to deploy and activate the service on desired machines. Once the service plan is active, clients will have 30 days to contact L3P Productions Inc for a walk through on how to use features of the service. Any support beyond the initial walkthrough and installation will be subject to a fee.

Enterprise Plans

Cybersecurity as a Services plans include a basic level of support. L3P Productions Inc will help the end user install and activate service on one device. If the client has a domain controller, that will be the device the service is first activated on. Once the service plan is active, clients will have 30 days to contact L3P Productions Inc for a walk through on how to use features of the service. Enterprise Plans will also include directions on creating departments or customers in their portal. Enterprise clients will also receive a 50% discount on any technical assistance required beyond installation, customer creation, and initial activation.

Network Breach Event:

L3P Productions Inc will not be held liable for any network breach, data exfiltration, equipment damage, or data loss incurred. L3P Productions Inc recommends that all clients have Cybersecurity Insurance, as some attacks cannot be prevented, such as Zero Day attacks, someone gaining physical access to a terminal, and other similar situations.