

Managed IT Services Scope of Support

Advanced Antivirus, Advanced Patchmanagement, and Advanced Backup:

These services are provided via Acronis per the Service Agreement established with L3P Productions Inc and Acronis. An agent will be installed and will have a set schedule for patch management, backup and antivirus scans, based on clients needs and endpoint availability. Data can/will be encrypted for the backup and is subject to antivirus scans while data is at rest.

Remote Monitoring and Management:

Remote Monitoring and Management will be performed with an installed agent. This agent will monitor software patches, OS patches, hardware performance and more. All available patches will be installed on a schedule that works best with the clients needs and availability.

Based on hardware reports, software usage, and other information gathered from the monitoring and management agent, L3P Productions will make recommendations to improve productivity. All recommendations will include any estimates for work performed outside of this agreement.

New Threat Protection:

Acronis will notify L3P Productions Inc of any new threats they are aware of. L3P Productions will run all recommended actions during normal operation hours to help remedy any potential issues. New threats will be checked on a daily basis, and action will be taken as new threats appear.

Unlimited Helpdesk Tickets and Free Remote Support Sessions:

Client is entitled to unlimited Helpdesk tickets. All tickets that are able to be resolved without connecting to the device or connections made to equipment for standard maintenance will not count towards the free remote sessions included in the package. Any connection made to support the Client or authorized personnel of client will count towards the free remote sessions.

All remote sessions after the included will be charged a standard fee of \$100 per hour, minimum 1 hour. If the client is within our onsite service area, remote sessions and onsite visits will be interchangeable.

Remote sessions and onsite visits cannot be combined. If 1 remote session or onsite visit lasts longer than 1 hour, the client will be billed \$100 per hour for every hour over the first. If the time exceeds 3 additional hours, the 4th hour will utilize any free sessions the client has left. Once the client is out of free session time, billing will resume at \$100/hr.

L3P Productions Inc provides the following Service Level Agreement for all tickets:

Impact	First Response	Resolution
No Impact	7 days	14 days
Minor	4 days	8 days
Major	2 days	4 days
Site Down	2 days	4 days
Server Issue	2 days	4 days
Crisis	1 day	2 days

Resolution does not mean the issue is resolved, rather that the issue has been addressed, and all possible troubleshooting is done. Tickets may be resolved later than the SLA when waiting for parts, updates, or other items that L3P Productions Inc cannot expedite or control. In this case, the client will be well informed on next steps, what is needed, and/or why work hasn't been or cannot be completed.

Customized Knowledgebase:

The client is able to have a customized knowledgebase for information specifically for the clients needs. A standardized knowledge base is available and constantly being updated. If the client requests or if L3P Productions Inc determines customized articles need to be created,

articles will automatically show in the client's knowledge base once completed. Customized knowledge bases are only made when required or requested, otherwise a general knowledge base will be available.

Free Domain:

L3P Productions Inc will purchase and maintain a single domain for the client. This includes adding any DNS entries required, keeping domain valid, and ensuring domain is routable to the internet when necessary. If the client already owns a domain, we will offer a second one if wanted/needed. Free domain does not include any website building, hosting, or maintenance. These services are available for an additional fee.

Monthly Reports:

The client will receive monthly reports of all helpdesk tickets created for the month. This will be automatically sent on the first day of the following month. Other custom reports are available and can be sent out on request. Other reports may be sent out as well to ensure the client is aware of the state of the endpoints The client will also receive satisfaction surveys quarterly, as well as potential in person or online meetings to discuss any on going issues, see how L3P Productions Inc can improve, and what other services may be beneficial to the client.

SIEM and Free Email Addresses:

L3P Productions Inc does not provide these services. Services are provided from Zoho and include Log360 Cloud Free and up to 5 free email addresses utilizing Zoho Mail. If the client already has email addresses, chooses to use another provider, or doesn't choose to sign up with Zoho mail, no other email addresses will be provided. The client will be responsible for any charges incurred should they choose more email addresses, or want a bigger package with Log360. L3P Productions Inc will help setup and monitor Log360, and will help with email setup. L3P Productions will provide only minor support for issues with Zoho Mail and Log 360 as they are 3rd party products.

Network and Server obligations:

L3P Productions Inc will perform maintenance on all network appliances and servers included in the Managed IT Services Plan. Any new setup, configuration of equipment falls outside this agreement and would incur an additional charge if work is performed by L3P Productions Inc. L3P Productions Inc may opt out of, hire a 3rd party for, or advise the client they will need to find a 3rd party for any work not covered by this agreement.

L3P Productions will not make any major changes to network setup, server setup, or network equipment without express consent from the client. These services may incur a charge, if that is the case, the client will be given an estimate to approve the work before it is started.

Any server or network equipment failure will be the financial responsibility of the client. Any installation or repair of equipment will be an additional charge, and is not covered by this agreement.

All eligible and compatible equipment will have agents installed for Patch Management, Computer management, Antivirus, backup, and more. L3P Productions Inc will monitor all aspects of server and network equipment management, but all installed agents must be left on equipment.

Workstation Obligations:

L3P Productions Inc will monitor all eligible workstations for hardware issues, potential network or system intrusions, and keep the workstation backed up, based on the clients needs. All eligible and compatible equipment will have agents installed for Patch Management, Computer management, Antivirus, backup, and more. L3P Productions Inc will monitor all aspects of workstation management, but all installed agents must be left on equipment.

Assignment:

The Parties may not assign the responsibilities that they have under this Agreement to anyone else unless both Parties agree to the assignment in writing.

Network Breach Event:

L3P Productions Inc will make every effort to maintain a virus free network. In the event of a data breach, L3P Productions Inc will not be held liable for any data exfiltration, equipment damage, or data loss incurred. L3P Productions Inc will provide all available backups, investigate the exploit, and patch where possible. 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.

The client will be responsible for any financial penalties associated with a data breach. L3P Productions can provide technical assistance to restore from cyber attacks and data breaches at an additional cost. L3P Productions Inc will continuously be monitoring for potential threats, active attacks, and other cybersecurity issues making recommendations on improving the network, security, and productivity. All known vulnerabilities and possible attack vectors will be assessed and fixed when possible.