**Exhibit C**

**Customer Selected Services**

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| **One-time Infrastructure Updates, Stabilization, & Setup Services** |
| * New PC setup and installation * New server deployment and data migration * Firewall configuration and installation * Security services setup: wireless network, web content filtering * Backup and disaster recovery setup and testing * Email services setup * Data collection and onboarding for the service desk * Removal and destruction of old equipment * Cabling and/or re-cabling * Project management * User orientation and training |

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| **Ongoing Support Services** | **Quantity** |
| **Server Support** |  |
| * Monitoring and proactive remediation issues including connectivity, critical processes and services, resource utilization, and persistent errors * Proactive notifications on critical issues * Proactive maintenance such as patching and security updates, as well as resolution of issues that affect efficiency of the support tools and device housekeeping tasks * Diagnosis of hardware failure * Coordination of warranty work * Endpoint security scanning, monitoring, management, and remediation * DNS filtering |
| **Workstation support** |  |
| * Monitoring and proactive remediation of available disk space, memory utilization, connectivity, CPU utilization, warranty, AV status, blue screens, patch status * Individual Remote access (through Fortinet VPN/LogMeIn) * BIOS and driver updates as needed during normal troubleshooting processes * Proactive maintenance * Remote support / Remote control * Asset Management / hardware warranty notification * Coordination of warranty work for devices covered under current warranty * Endpoint security scanning, monitoring, management, and remediation * DNS filtering |

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| **Ongoing Support Services (Continued)** | **Quantity** |
| **User Support** |  |
| * Unlimited calls and emails to the Service Desk from 8:00 am to 5:00 pm in your local time zone (Continental US) to all named (and billed for) users. Downstream consumers of IT are not covered, nor supported (your customers) * Customer Satisfaction Survey at ticket closure * Recorded incoming calls for Quality Assurance purposes * User updates and removals * Restoring connectivity to a network printer * Software issue support (including line of business and productivity applications) * Vendor management * ISP management * Remote connectivity |
| **Unified Threat Management** |  |
| * Hardware, and full replacement warranty * Automatic replacement of appliance at the end of useable life * Operating system updates * Real-time updates for AV, content filter, intrusion prevention system * Monitoring and management * Web content filtering * Appliance configuration and policies are backed up off site * Change requests * Wireless access and management |
| **Backup and disaster recovery** |  |
| * 24x7 monitoring of backup jobs and appliances * Issue remediation during business hours * Individual file restoration in the event they are lost, deleted, or corrupted * Exchange Granular Recovery (mailbox, message, contact from on-premise Exchange) * Daily backup verification * Quarterly file test restores * Semi-annual full virtualizations (once locally and once in the cloud) * Network attached storage reserved for backup purposes * Bare metal restore, image export, and/or local or cloud virtualization in the event of a failure or disaster * Reporting on backup verification and testing |
| **File Level Cloud Backup** |  |
| * Backup jobs are monitored 24 x 7 and remediated during business hours for backup failures and backup job warnings * Recovery of individual files in the event they are lost, deleted, or corrupted (excludes SQL and Exchange) |
| **Ongoing Support Services (Continued)** | **Quantity** |
| **Email Services** |  |
| * Fully monitored and administered hosted, secure instance of Microsoft Exchange * Mailbox, with unlimited storage, calendar, contacts, notes, and tasks for every billable user * Client email boxes customized to your company email domain * Full support for the email service, including all optional products and services * Additions, removals, and changes to mailboxes, aliases, distribution lists, and company contacts * Assistance setting up default email client on iOS, Windows and Android mobile devices * Outlook profiles configuration to connect to the Exchange service * Spam filter configuration – white list, black list, and custom policies * Remote wipe capability on mobile device, with written request (caution – completely wipes the entire device) * Unauthenticated relay for one public IP address per account |

* Applicable taxes will be added to all pricing.
* Appliances require approved separate [Service Provider] Purchase Agreement or Lease.
* Any restore services provided at [Service Provider] then current retail pricing.
* Hourly rate for all service and project work outside of scope of IT Support Services is $150.00.