**Exhibit C**

**Customer Selected Services**

|  |
| --- |
| **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
 |

|  |  |
| --- | --- |
| **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
 |

|  |  |
| --- | --- |
| **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.