



Pure Innovations LLC

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Effective April 4, 2024. These Service Descriptions supersede and replace all prior versions.

Schedule of Residential Services

MANAGED SERVICES

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

Desktop Monitoring and Management

Provider will perform desktop monitoring and management including, alert monitoring & management of desktops, prioritization of alerts to identify high-priority incidents, remote remediation services as needed, periodic configuration backups, periodic firmware updates as required by manufacturer, and periodic reporting and performance tuning. The Service Fee does not include hardware replacement or new hardware installations.

Help Desk Services

Provider will provide help desk support via client portal, e-mail, and phone. Provider has the ability to remotely control desktops to support employees. Unless otherwise included in an order, all help desk services will include unlimited remote support as required.

On-site Support

Upon request and subject to the limitations identified in the Order, for Services that are within the scope of this Service Attachment, Provider will also deliver support Services on-site at your location during normal business hours. For on-site support that is not included in the Order, Client will pay Provider's then-prevailing hourly rate.

Core Security Services

Provider will include in its services monthly Microsoft patch management, antivirus software and management, and remote software installations.

Problem Management Services

Provider will undertake problem management as soon as the Provider's monitoring staff becomes aware of an incident. All incidents, with status or resolution, will be documented by posting updates to the Problem (Incident) Ticket Tracking System assigned to Client ("Problem Tickets").

MANAGED SECURITY SERVICES

Provider, through its Third-Party Services Providers will make its best effort to ensure the security of Client's information through third-party security software ("Security Software"). Client designates Provider as its agent to provide the Service to Client, and to enter into any third-party relationship to provide the Service to Client. Use of this Service is subject to the applicable Third-party Service Providers agreements regarding terms of use, which Client and Provider agree has been provided by Provider to Client. Client acknowledges that Third-Party Service Providers and their licensors own all intellectual property rights in and to the Security Software. Client will not engage in or authorize any activity that is inconsistent with such ownership. Client acknowledges and agrees to be bound by any applicable Third-Party Service Provider agreements regarding terms or use or end user licensing terms, and Client understands that any applicable agreement regarding terms of use or end user licensing is subject to change without notice.

Remote Access

Provider will install remote access and remote monitoring and management software on Client's Devices included in contract. Client grants permission to Provider to install any remote access or remote monitoring and management software deemed necessary by Provider.

Client-Side DNS Filtering

Provider will acquire and will assign an appropriate number of licenses to support the deployment of client-side DNS Filtering on all laptop systems. The DNS filtering is designed to detect and block malicious DNS requests, redirecting users to a safe page with information to reinforce security best practices and to protect laptops while away from home.

DATA BACKUP AND DISASTER RECOVERY SERVICE

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a separate Order including those Services.

Cloud Backups – Documents Only

Provider, through its Third-Party Service Providers will make its best efforts to ensure the protection and recovery of Client's information. Data files are backed up via a third-party, client-side desktop/server software application, encrypted, and then sent to a

storage server at third-party vendor's data center facility. There is no local copy of the backed-up data.

Data files can be restored from the cloud but the servers itself cannot be recovered or "booted" in the cloud. Therefore, this service is not considered a disaster recovery solution for on-site servers. Provider will monitor the backups daily, notify Client of any failures, and work with third-party to resolve backup failures. Document backups are limited to defined "document" files as determined by the third-party service provider. Most common office files are included on this list, but image and video files are not. Client should review the list and determine if document backup is sufficient to ensure business success. The list is available here: <https://documentation.n-able.com/covedataprotection/USERGUIDE/documentation/Content/backup-manager/backup-documents/files.htm>.

Cloud Backup – Full

Provider, through its Third-Party Service Providers will make its best effort to ensure the protection and recovery of Client's information. All files are backed up via a third-party client-side desktop/server software application, encrypted, and then sent to a storage server at third-party vendor's data center facility. There is no local copy of the backed-up data. Data files can be restored from the cloud and full restore functionality is included. In addition, for an additional fee, hot spares can be maintained of any server backup allowing for immediate switch to the space if needed. Provider will monitor the backups daily, notify Client of any failures, and work with third-party to resolve backup failures.

THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE.
