AUGMENTIT+ SERVICES AGREEMENT

The following managed services are provided defined as AugmentIT+ on the order if agreed to by the Customer.   DivergeIT shall provide Information & Technology (IT) Monitoring & Support for the agreed upon areas of IT systems, computers, users, servers, and networks. In addition to the terms set forth in this agreement, the Services are subject to the DivergeIT Terms and Conditions and Additional Rates are located at www.DivergeIT.com/agreements, unless there are DivergeIT Terms and Conditions attached hereto or there is a signed master agreement with DivergeIT governing such products and services.

- **Server Management:** If selected DivergeIT will provide ongoing monitoring services for servers per the servers R.I.T.I.S ("RITIS") report to be reviewed with Customer as needed. Should a problem be discovered during monitoring, DivergeIT shall make every attempt to rectify the condition in a timely manner during service hours through whatever means available. Monitoring Services will be provided twenty-four (24) hours per day year-round. Customer agrees that all service requests must be initiated by the customers authorized users. Resolution of monitoring alerts & service requests will be provided during service hours.   DivergeIT will provide support in the following areas:

Technical Support	Security Support	Supported Systems/Devices
24/7/365 Remote Management Server Administration Lifecycle Administration Monitoring and Maintenance Availability and Outage Monitoring Incident Remediation & Management Remote Monitoring Storage Upgrades & Modifications R I T I S Access & Integration Performance Monitoring Configuration Management Change Management Coordinate with client smart hands for • Device replacements • Warranty replacements Access to Microsoft Premier Support	Anti-Virus/Malware Protection Anti-Virus/Malware Troubleshooting OS Patch Management	Virtual Windows Servers On-Premise Windows Servers

- **PC & Device Management:** If selected DivergeIT shall provide support for all Devices and systems specified per the R.I.T.I.S ("RITIS") report to be reviewed with Customer as needed. Should a problem be discovered during monitoring, DivergeIT shall make every attempt to rectify the condition in a timely manner during service hours through whatever means available. Monitoring Services will be provided twenty-four (24) hours per day year-round. Customer agrees that all service requests must be initiated by the customers authorized users. Resolution of monitoring alerts & service requests will be provided during service hours. DivergeIT will provide support in the following areas:

Technical Support	Security Support	Supported Systems/Devices
24/7/365 Remote Management Computer Administration Lifecycle Administration Monitoring and Maintenance Incident Management Remote Monitoring Storage Upgrades & Modifications Incident Management R I T I S Access & Integration Performance Monitoring Configuration Management	Anti-Virus/Malware Protection Anti-Virus/Malware Troubleshooting OS Patch Management Remote Data Management & Wipe Security Software Updates	Windows Computers Apple Computers Apple Smartphones Google Smartphones

Change Management Coordinate with client smart hands for • Device replacements • Warranty replacements Access to Microsoft Premier Support		

• **Microsoft 365 Management:** If selected DivergeIT shall provide support for all users and systems specified per the R.I.T.I.S report to be reviewed with Customer as needed. Customer agrees that all new service requests must be initiated by specific identified Customer Users in the DivergeIT Portal, by emailing help@divergeit.com or through the DivergeIT Instant Messaging system per incident. DivergeIT Support will then diagnose the 365 system problems to identify the core issue. DivergeIT shall make every attempt to rectify the condition in a timely manner during service hours through whatever means available. Support will identify any issue that cannot be remedied and will escalate the issue to the appropriate support team. DivergeIT will provide support in the following areas:

Technical Support	Security Support	Supported Systems/Devices
User Management User Settings Incident Remediation & Management Conditional Access Maintenance Self-Service Maintenance VOIP Voice, Channels, Policies App Registrations Azure Company Branding Maintenance Licensing & Billing Optimization Exchange Permissions & Protection Exchange Mail Flow Administration SharePoint Policies Health Monitoring & Reporting Access to Microsoft Premier Support		Microsoft 365 (Azure) Google Apps

• **Microsoft 365 End-User Helpdesk Support:** If selected DivergeIT shall provide support for all users and systems specified per the R.I.T.I.S report to be reviewed with Customer as needed. Customer agrees that all new user service requests must be initiated by the customer's user per incident. DivergeIT User Support will then diagnose computer hardware, network & software user problems to identify the core issue. DivergeIT shall make every attempt to rectify the condition in a timely manner during service hours through whatever means available. Support will identify any issue that cannot be remedied and will escalate the issue to the appropriate support team. DivergeIT will provide user support in the following areas:

Technical Support	Security Support	Supported Systems/Devices
Direct Live End User Troubleshooting Support For 250+ Popular Apps Incident Remediation & Management Network & WiFi Troubleshooting Printer Troubleshooting Software Installations & Updates Access to Microsoft Premier Support R I T I S Access & Integration		Windows Computers Apple Computers Apple Smartphones Google Smartphones Microsoft 365 (Azure) Google Apps

• **Network Operations Center (NOC):** If selected DivergeIT shall provide technical support for systems specified per the R.I.T.I.S report to be reviewed with Customer as needed. DivergeIT will provide a full spectrum of network operations support services to maintain a robust high performing network to the organization. Should a problem be discovered during monitoring, DivergeIT shall make every attempt to rectify the condition in a timely manner during service hours through whatever means available. Monitoring Services will be provided twenty-four (24) hours per day year-round. Customer agrees that all service requests must be initiated by the customers authorized users. Resolution of monitoring alerts & service requests will be provided during service hours. DivergeIT will provide user support in the following areas:

Technical Support	Security Support	Supported Systems/Devices
Device Licensing Device Reporting Incident Remediation & Management Lifecycle Administration Monitoring and Maintenance Firmware Updates on request Availability and Outage Monitoring Performance Monitoring Configuration Management Change Management Coordinate with client smart hands for • Device replacements • Warranty replacements	Baseline Security Hardening Rogue AP & Crypto Mining Detection Patch & Vulnerability Management Logging and reporting Configuration & Policy Audits	Meraki Network Device Stack • Firewalls • Switches • Wireless • Smart Cameras OpenPath Entry Systems UPS Devices

- **Realtime Intelligence Technology Information System (RITIS) ONLY:** If selected DivergeIT shall provide defined customer users access to our software as a service RITIS system. DivergeIT will provide network & computer agents & technical support for those agents to accumulate information to be used in all RITIS reports. DivergeIT will provide user support in the following areas:

Technical Support	Security Support	Supported Systems/Devices
Computer Agent Installation Network Agent Installation RITIS Backup Access Configuration RITIS 365 System Access Configuration	Firewall Port Configuration Requirements	Windows Servers Windows Computers Apple Computers Microsoft 365/Azure

Service Not Included

The following are a list of Services & Costs not covered under this Agreement and can be performed at the sole discretion of DivergeIT:

1. The cost of any Customer owned parts, equipment, or shipping charges of any kind.
2. The cost of any Customer owned Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
3. The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind for Customer owned systems or equipment.
4. The cost and Service to bring Customer's environment up to qualify for service.
5. The cost and Service to replace of any network devices, computers and servers due to the Manufactures End of Life not resulting from systems failure.
6. The cost and Service resulting from the Customer's alteration or modification of hardware, software and/or systems other than that authorized by DivergeIT.
7. The cost and Service to upgrade Major Versions of Applications software or Operating Systems.
8. The Installation, configuration, and deployment of any new applications whether acquired from DivergeIT or any other source.

SERVICE QUALIFICATIONS

1. Devices are business class and less than 5 years old from date of purchase
2. All Hardware Manufactures have hardware replacement support availability.
3. All systems have active hardware & support agreements from vendor.
4. Internet Service Providers have 99.99% SLA active support agreements.
5. Operating Systems are not End of Life and are the business grade versions of Microsoft Windows, Linux or Apple OSX.
6. Business process software (ERP, CRM, ETC) has active support agreements.
7. Business productivity software is not End of Life and are Microsoft Office, Google Apps and Adobe CS.
8. Incidents, Issues or Problems must be submitted into DivergeIT's Incident Management Tracking System.
9. Customer or Vendor are available to work with the support teams as needed.
10. Microsoft Cloud systems are in DivergeIT's Microsoft Cloud Solution Provider (CSP) account.
11. Any requests that do not qualify for service are solely at the discretion of DivergeIT.

SERVICE REQUESTS METHODS, HOURS & TARGETS

Service Request Methods may change from time to time, and when they do Customer will be notified in writing of the change. Failure to use current Service Request Methods as defined or by written notice at a later date may cause delayed service response and resolution times. Any subsequent delays in service response and resolution time due to failure to use current Service Request Methods shall not constitute a material breach of this Agreement. Each request will be assigned a Service Request number for tracking.

Support of the Customer's Information Technology Systems will be provided to the Customer by DivergeIT in the included services hours and as needed hours indicated below, excluding the holidays. DivergeIT will respond to Customer's Service Requests in accordance with the Service Targets and will use its best efforts to respond within a reasonable time after hours and on holidays. Additional Services, meaning Service Outside of Included Service Hours, requested by Customer shall incur additional charges.

The following Holiday schedule observed by DivergeIT and can be located at the OPM.Gov website. Exceptions include only Columbus Day and Martin Luther King Day where DivergeIT continues to provide regular services. If a Holiday is recognized on a Thursday, the Friday following will be included.

AugmentIT+ PLAN				
Monitoring Hours	24/7 x 365 Days a year			
Service Desk Hours	Monday – Friday 8am-5pm PST			
After-Hours Callback	7 Days week 6am – 10pm PST 1 hour Response			
	Response	Plan	Resolution	Service Requests methods
Service Targets	90%	80%	70%	Email: help@divergeit.com
Critical	15 Minutes	30 Minutes	60 Minutes	Portal: http://portal.divergeit.com
Important	15 Minutes	30 Minutes	120 Minutes	Instant Message: Desktop Support Portal
Normal	15 Minutes	30 Minutes	240 Minutes	Phone: (310) 765-7205
Scheduled	60 Minutes	4 Hours	N/A	
Outside Control	N/A	N/A	N/A	
CSAT Target	90%			

DEFINITIONS

1. Managed Computer: A Computer is a machine without a Server Operating System that has our remote management & monitoring software (Agent) installed on it or a device that can be remotely connected to through our screen sharing system. Computer counts for services are captured once per month and the computer has been turned on at least once that month.
2. Managed Server: A Server is a machine with a Server Operating System that has our remote management & monitoring software (Agent) installed on it or a device that can be remotely connected to through our screen sharing system. Server counts for services are captured once per month and the Server has been turned on at least once that month.
3. Managed Network Device: A Network Device is a switch, firewall, or router that is identified by our remote management & monitoring software that can be remotely connected to through our remote access system. Device counts for services are captured once per month per device that has been turned on at least once that month.
4. Managed User: A User identification (User) is a logical entity used to identify a user on a software, local system, cloud system, Active Directory or within the IT environment. It is used within any IT enabled system to identify and distinguish between the users who access or use it. A user may also be termed as username or user identifier and does not necessarily represent a single employee. User counts for services are captured once per month and is based on the greatest number of users by any single system.
5. Managed Service & Shared Account: A User identification (User) is a logical entity used to identify a user on a software, local system, cloud system, Active Directory or within the IT environment. It is used within any IT enabled system to identify and distinguish between the users who access or use it. A Shared Account is a user that must be accessed by multiple Managed Users to perform shared & related IT tasks. All users that access a shared account must be a Managed User. A Service Account is an account dedicated to a software or system that is not accessed by a single Managed User, employee or person. User counts for shared & services accounts are captured once per month.

6. Onsite & Customer Site Support: Prescheduled onsite work for computer, users, network devices and/or servers within the service hours of this agreement.
7. Incident: an unplanned interruption to an IT service or reduction in the quality of an IT service or a failure of a Configuration Item that has not yet impacted an IT service.
8. Incident Response: A Qualified Service Engineer has been assigned to Incident.
9. Incident Plan: A Qualified Service Engineer has started or scheduled work on the incident.
10. Incident Resolution: The Incident has been resolved.
11. Customer Satisfaction (CSAT) Request: At the completion of an individual's request for service they are provided the opportunity to rate the experience as Positive, Natural or Negative.
12. Incident Impact High: The ability to work has stopped.
13. Incident Impact Medium: The ability to work can continue with workaround.
14. Incident Impact Low: The ability to work can continue.
15. Incident Severity High: All users at the Customer are affected.
16. Incident Severity Medium: More than one user at the Customer is affected.
17. Incident Severity Low: One user at the Customer is affected.
18. Incident Priority 1 (Critical): Incidents that are High Impact, High & Medium Severity.
19. Incident Priority 2 (Important): Incidents that are either High Impact & Low Severity or Medium Impact, High & Medium Severity.
20. Incident Priority 3 (Normal): Incidents that are either Medium Impact & Low Severity or Low Impact, High, Medium & Low Severity.
21. Incident Priority 4 (Scheduled): Incidents that are scheduled for future resolution.
22. Incident Priority 5 (Outside Control): Incidents that are outside of DivergeIT's control.
23. CSAT Formula: The Average Percent Positive Reviews minus the Average Percent Negative Reviews equals the Net CSAT Score for any given period.
24. CSAT Response: The number total number of times an individual response to the customer service request divided by the total number of individual service requests.