

ADDOVA® SUPPORT ADDENDUM

In addition to the Master Agreement between Addova and Client, including any document incorporated by reference therein (collectively the "Agreement"), of which this Schedule is a part, Client agrees that the following terms and conditions apply to Addova's End-Client support and Remote Smart Hands ("**Support Services**"). Unless otherwise defined herein, capitalized terms shall have the same meaning as defined in the Agreement. In the event of a conflict between this Schedule and the Agreement, the Agreement and Schedule shall control with respect to the Support Services. The parties agree as follows:

PLEASE READ THIS AGREEMENT CAREFULLY. BY PURCHASING THE SERVICES YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT AND ALL TERMS AND CONDITIONS INCORPORATED BY REFERENCE IN THIS AGREEMENT, INCLUDING WITHOUT LIMITATION, THE PRIVACY POLICY, USER AGREEMENT AND OTHER POLICIES.

1) DEFINITIONS

In addition to terms defined elsewhere in this Agreement, the following capitalized terms will have the following specified meanings:

- 1.1. "Support Services Activation" means once Support Services is ordered, Addova will determine the appropriate Support Services configuration based on a questionnaire to be completed by the Client. An Addova Technical Service Architect ("TSA") will then configure and activate the Support Service via jointly agreed to scheduled activation call with the Client.
- 1.2. "Support Service" means Addova provided support to aid Client's with questions, problems or changes.
- 1.3. "Service Level Responses" means Clients should not log more than one request or change for each ticket. Tickets received with multiple requests and do not meet the scope of agreed to support will be closed.
- 1.4. "Remote Access" means RMM software will be required per device and will be subject to a one-time install FEE.
- 1.5. "CPE" Customer premises equipment.

2) PURPOSE

- 2.1. Support Services are designed with two (2) different options: a) HelpDesk Support and b) Server Support. The HelpDesk Support is to assist Client if Named User is unable to resolve inquiries requiring technical support. The Server Support is operation center driven to monitor and resolve issues or to assist with technical errors with Operating Systems for named Agents.
- 2.2. All Support Services are offered for an additional Fee under a Schedule and on a subscription basis for a Subscription Term.

3) SCOPE OF SERVICES

- 3.1. Addova agrees to provide the Support Services in accordance with the Subscription descriptions available on the Schedule. Support Services that include transformation and design may require an approved Professional Services Schedule which Client will not reasonably withhold approval or delay.
- 3.2. Incident requests initiated after subscribed business hours, as may be appropriate, will be handled on the next business day.
- 3.3. Installation fees for remote management software and subscriptions will apply for each Agent if Addova RMM software is not installed and support is requested.
- 3.4. Statement of Work ("SOW") for HelpDesk Support is attached hereto as Exhibit "A" Helpdesk Support.

3.5. Statement of Work ("SOW") for Server Support is attached hereto as Exhibit "B" Server Support.

3.6. For all Support Services Subscriptions End-Users will be required to enroll in and use our RMM tool, You will be asked to validate Your email and phone number. You may not share or sell Your subscription. You are responsible for any activities that occur under Your subscription. End-Users attempting to use Addova Support services without Entitlement will be required to register and pay a FEE to assist You with installation of the appropriate RMM client.

3.7. Helpdesk and Server Support services are available exclusively to Client's that select "Support Services Subscription" based on count of workstations and/or servers. **Unless purchasing "Support Service Activation" these Terms otherwise do not apply.** Clients who have Support Services should not rely on End-Client support for the advanced setup, maintenance, integrations, upgrades, security, or any other advanced subject matter expertise and may be quoted separately through Professional Services subscription.

4) SEVERITY LEVELS AND PROCESS

- 4.1. Critical. "Critical" Incident means an Error causing catastrophic failures that severely impact the Company's ability to conduct business. Company's systems are down or not functioning and business operations are severely disrupted.
- 4.2. Urgent. "Urgent" Incident means an Error causing major functionality to be degraded in which the Company's operation is disrupted but there is an ability to remain productive and maintain necessary business-level operations.
- 4.3. Normal. "Normal" Incident means an Error causing partial loss of non-critical functionality. The Error impairs some operations but the Company can continue to function.
- 4.4. Low. "Low" Incident means a general usage question, cosmetic issues, request for future product enhancements or modifications.

5) CLIENT RESPONSIBILITIES

- 5.1. You agree to complete the HelpDesk and Server Support Activation Checklist in a timely matter.
- 5.2. You agree to perform all tasks required and to provide all necessary assistance and cooperation to Addova in order to complete the Support Services in a timely manner. It is solely Your responsibility to provide any project management, equipment or software that may be necessary for Your use of the Support Services and to ensure that such equipment and software are compatible with Service. To the extent that the performance of any of Addova's obligations under this Agreement may depend upon Your performance of Your obligations, Addova is not responsible for any delays due to Your failure (i) to perform Your obligations in a timely manner. (ii) provide timely information for all authorized points of contact remain current; (iii) notification of any network security architecture changes that could generate false alerts at least twenty-four (24) hours before such a change.
- 5.3. Consent for Remotely Based or Data-Connected Services. The software used with the Services may connect to Addova and other service providers over a data connection (e.g. the internet or a wireless carrier). In some cases, You will not receive a separate notice when they connect. By using the Services, You consent to the transmission of information via the Services.
- 5.4. Remote Access. To provide the Support Services, Addova may be required to connect remotely to Your device, which allows Addova to access and control Your device, view Your device screen, install software and change settings on Your device. We may ask You to download or accept Addova or third-party software licensing terms to establish the remote connection. You are responsible for any download

charges that may apply and for paying the fees charged by Your data connection provider(s) (e.g. via internet, or Wi-Fi or wireless carrier). Those fees are in addition to any fees You pay Addova for the Support Services and we will not reimburse You for them.

5.5. Client's Agent's should meet minimum system requirements for us to perform certain Support Services. You must agree to this step for Addova to provide those Support Services. If we are unable to establish a remote access connection to Your device or complete any of the above steps, we may not be able to provide Entitled Services.

5.6. Software Installations/End User License Agreements/Authority. If the Entitlement Service includes software installations, regardless of whether the software is provided by Addova or a third party software provider, You must have Your software and software product keys available before installation. By providing Addova with information, software or applications to install or transfer on Your behalf, You represent that You have the right to authorize Addova to take such action. You understand and acknowledge that Addova may need to accept End-User License Agreements ("EULAs") on Your behalf for such software installations and You agree to comply with any EULAs. If You request installation of software from a third party software provider in connection with the Support Services, we will give You the opportunity to review the corresponding EULA; You assume sole responsibility if You decide not to review it. You understand and agree that Addova does not control the terms of any third party EULAs and will not review such EULAs prior to accepting them on Your behalf.

5.7. Client will bear responsibility of determination of Support Services and should be expected to timely approve any Professional Services Subscriptions that are beyond the scope of work order to which Addova is working an open ticket for Your End-User.

6) LICENSE GRANT

Solely for purposes of providing the Support Services You hereby grant to Addova a non-exclusive, royalty-free, worldwide right and license to: (i) use, reproduce, publicly perform, publicly display, modify, translate, excerpt (in whole or in part), publish and distribute, photographs, illustrations, graphics, audio clips, video clips, text, data or any other information, content, display, intellectual property, or material (whether written, graphic, sound, or otherwise) You provide, including without limitation, Your logos and trademarks (collectively, "Customer Content"); and (ii) make archival or back-up copies of the Customer Content. Except for the rights expressly granted above, Addova is not acquiring any right, title or interest in or to the Customer Content, all of which shall remain solely with You.

7) FEES

The fees for the Support Services shall be presented to You at the time of Your purchase and set forth in the Schedule (the "Fees").

8) EXCLUSIONS, LIMITATIONS AND RESTRICTIONS

8.1. Data Backup. You understand that data can be inadvertently lost, corrupted or breached, and agree that You are wholly responsible for the backup of any and all data, software, information or other files stored on Your device, including all disks and drives, or other associated

devices (collectively, "Your Data") before receiving the Support Services. You further understand and agree that Addova may need to transfer Your Data, including any confidential, proprietary and personal information stored on Your device, to third party service providers in order to perform the Support Services. Any transfer will be done in accordance with our Privacy Statement. To the maximum extent permitted by law, Addova is not responsible or liable for any disclosure, loss or corruption of Your Data.

8.2. Without limiting the foregoing, the Client assumes full responsibility for the provision of the Products and Services to the Named Users and grants to Addova the necessary licenses and permissions required in order to gather, receive, process and use Client or End User data (including personal data) in the course of their access to the Support Services subscriptions.

8.3. Addova shall have no responsibility for providing any such equipment with this Agreement. Addova disclaims all responsibility and liability for any losses in relation to equipment provided by a third party or which is not authorized by Addova, and for any Service interruptions caused by or arising in connection with the Client and/or End User's broadband connection or broadband modem.

8.4. Client has the responsibility and requirement for providing all training to END-USERS unless otherwise stated by Schedule, and for any Service interruptions caused by or arising in connection with the Client and/or End User's failure to purchase Support.

9) NO WARRANTY, LIMITATIONS OF REMEDIES

9.1. NO WARRANTY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED "AS IS" AND ADDOVA DISCLAIMS AND EXCLUDES ALL REPRESENTATIONS, WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO REPRESENTATIONS, WARRANTIES OR CONDITIONS OF TITLE, NON-INFRINGEMENT, SATISFACTORY CONDITION OR QUALITY, MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY SERVICES, SOFTWARE, DIAGNOSTICS, OR OTHER MATERIALS OR INFORMATION WE PROVIDE. YOU BEAR THE ENTIRE RISK OF THE SUPPORT SERVICES' QUALITY AND PERFORMANCE.

9.2. LIMITATION OF REMEDIES. If the law provides any implied warranties despite the exclusions and limitations in this Service Agreement, Your remedies are limited as determined by Addova, in the case of services to Re-performance of the Support Services. This is Your only remedy for a breach of warranty or condition, even if the remedy fails of its essential purpose.

9.3. Unless the law mandates otherwise, we will determine the remedies provided. You may have additional rights under the law, which this Service Agreement cannot change.

9.4. LIMITATION OF LIABILITY DOES NOT APPLY TO EITHER PARTY'S LIABILITY TO THE OTHER FOR VIOLATION OF ITS CONFIDENTIALITY OBLIGATION OR THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS OR FOR FRAUD, GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT BY A PARTY OR FOR DEATH OR PERSONAL INJURY CAUSED BY THAT PARTY'S NEGLIGENCE. SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

EXHIBIT A - Help Desk Support Statement of Work**1) Overview**

This Statement of Work ("SOW") for Help Desk Support has been entered into pursuant to the Schedule of Support Services ("Schedule") between Your organization ("You," "Your" or "Client") and Addova and the terms of the then current Master Agreement and the applicable Addendum(s) located at <https://www.addova.com/legal> (collectively the "Agreement"). Such terms are incorporated by reference as if fully set forth herein.

The scope of the Help Desk Services may change and we may update this document from time to time. It is Your responsibility to check this SOW periodically for changes.

2) Service Description

Addova's Help Desk Service is a white labeled Tier 1 and Tier 2 Help Desk Service which allows End Clients to obtain Help Desk Services. This SOW defines what is in scope, what is not in scope and Your responsibilities. The Client acknowledges and agrees that anything not specifically set forth herein as in scope is deemed out of scope. "End Client" or "End Client site" shall mean any entity for whom Client provides one or more elements of the Help Desk Addova Offering.

3) Help Desk Service Options

Clients have the option to select the hours the Help Desk Service is required to be available for the End Clients.

Coverage Hours:

The hours below are noted by End Client hours managed through the ITS Portal:

24x7: 24 hours a day, 7 days a week coverage

After Hours and Weekends: 5:00 PM to 9:00 AM coverage

Business Hours: 8:00 AM to 6:00 PM Monday through Friday

US Voice: All phone contact is routed and managed by the North America-based Help Desk Service delivery team.

Global: Help Desk Service requests may be routed to any Help Desk Service location with our Global Help desk being the priority routing.

4) In Scope Services

Addova will make commercially reasonable efforts to provide the following Support:

- 4.1. Operating system (OS) versions currently supported by Microsoft and Apple
- 4.2. Microsoft Office Suites current generally available version and at Addova's discretion, one previous version
- 4.3. Email Clients: Microsoft Office 365 Outlook, Microsoft Windows Mail App, Google Workspace and Mac Mail
- 4.4. Browsers: Chrome, Microsoft Edge, Microsoft IE, Firefox and Safari
- 4.5. Thin Client & Virtual Desktop Interface (VDI): Help Desk Service supports sites using a thin client by connecting to the server and remote controlling the end client's session.
- 4.6. The Addova Remote Monitoring and Management ("RMM") server agent must be installed on the server first, and if the end client is using a Windows or Mac desktop, the Addova RMM desktop agent must also be installed on that desktop.
- 4.7. AWS (Amazon Web Services) Workspaces. An RMM agent is required to be installed on each workspace (virtual machine). Help Desk Service technicians can reset/restart workspaces from the AWS management portal if accounts to access the portal and appropriate permissions are provided.
- 4.8. **Azure Virtual Machines.** An RMM agent is required to be installed on each workspace (virtual machine). Help Desk Service technicians can reset/restart workspaces from the Azure Virtual Machines management portal if accounts to access the portal and appropriate permissions are provided.
- 4.9. Help Desk Service will assist end clients with the restoration of files and folders owned/created by the same end client using Addova Recover solution or Microsoft Previous Versions when enabled
- 4.10. Email or application crashed or not functioning properly
- 4.11. Printing issues
- 4.12. Database connectivity issues limited to ODBC issues
- 4.13. File and folder access incidents
- 4.14. General hardware failures
- 4.15. Computer performance incidents
- 4.16. Scanning and removal of viruses/malware from individual workstations
- 4.17. For non-commercial networks (i.e. home networks), Help Desk Service will attempt to isolate network issues and direct the client to power-cycle attached devices (i.e. a local router)
- 4.18. For commercial/business/client sites, Help Desk Service will attempt to isolate network issues and direct the client to power-cycle access points and/or other attached devices (i.e. a local router). The Help Desk Service will perform power-cycle activities only with detailed, documented instructions and documented Client approval. Documentation must list applications, application credentials, and precise instructions used to perform the power-cycle activities.
- 4.19. Install new tools when licensing and authorization are provided/purchased by the CLIENT.
- 4.20. **OS Upgrades for desktops.** Documented approval by CLIENTs is required due to risks associated with the upgrade.
- 4.21. With Client approval providing end users access to their work PC through their personal PC/home network using VPN/Addova Control.
- 4.22. Mailbox and distribution list creation
- 4.23. Password resets and unlocking of domain accounts
- 4.24. File and folder permission changes
- 4.25. Microsoft Outlook profile set-up activity

- 4.26. For users that have a workstation with an agent installed and/or a user that has an RDP access to a server that has an agent installed, single mobile device email setup and configurations along with email, contact, and calendar synchronization
- 4.27. Troubleshooting Office 365 restoration include emails, calendars, OneDrive files and folders, SharePoint Sites and data, and Microsoft Teams data for those CLIENTs using Addova Recover for SaaS
- 4.28. Google Workspace restoration include Gmail, Google Drive, Calendar, and Google Sites for those CLIENTs using Addova Recover for SaaS
- 4.29. Single user create, update, or delete activity
- 4.30. Single PC setup
- 4.31. Single Office 365 account maintenance
- 4.32. Single endpoint protection scan
- 4.33. Single Performance scan

5) Out of Scope Services

- 5.1. The Help Desk Service does not change network configurations, including firewalls, nor does it provide support for troubleshooting or power-cycling network gear found in server rooms, data centers, or other computer/networking space
- 5.2. Fix database corruption issues
- 5.3. Help Desk Service will not perform any virtualizations, policy changes on a Recover product.
- 5.4. Help Desk Service will not perform services on non-Addova backup and restoration products
- 5.5. End Client Training – example teaching clients how to use PowerPoint
- 5.6. Unless otherwise approved and documented by the CLIENT, downloading and installing 3rd party applications
- 5.7. Contacting 3rd party vendors for support
- 5.8. Help Desk Service will not install any solution unless the licenses are provided. To reduce the risk of fraud, under no circumstance will the Help Desk Service engage in financial transactions and or the procurement of licenses on Clients behalf.
- 5.9. Support for Mobile Device Management Solutions
- 5.10. Citrix is not part of Help Desk Service standard offering
- 5.11. IT Based Projects support – All Client IT based projects that result in Help Desk Service contact will be escalated to Professional Services. You are required to coordinate with the Help Desk Service if there is an expectation of calls/emails/tickets following a Client initiated IT project.
- 5.12. Hardware-related issues (hard disk, memory, power supply, etc.). All hardware and/or equipment issues will be escalated to the Your Administrative User for remediation
- 5.13. Internet service provider (ISP) outages
- 5.14. Hardware, software, or ISP vendor ticketing and management
- 5.15. On-site support at CLIENT and/or end client locations for hardware and physical connectivity issues
- 5.16. Anything not specifically identified as in scope.

6) Client Responsibilities

The following items are the Client's responsibility and You agree to comply and timely complete all such items:

- 6.1. Review and promptly complete the Activating Help Desk steps
- 6.2. Review and setup security best practices and follow the following steps to provide the Help Desk Service access to MFA protected end points. Custom Passwords and Properties
- 6.3. End Client Sites must be enrolled in Help Desk Service. A service level and hours of coverage must be selected.
- 6.4. RMM Agent must be installed at the end point before Addova will provide services. Addova can install an RMM agent if one is not detected at Addova's then current rates.
- 6.5. In order to provide a white label experience for End Clients, the Help Desk Service must be able to recognize the number calling. This is done by the data the Client provides through the Activation.
- 6.6. It is the Client's responsibility to ensure that the documentation has the appropriate information for access and instructions for escalation.
- 6.7. Client must provide necessary credentials for Help Desk Service credentials and encryption passphrases. Credentials should be added in the ITSupport Portal.

7) Service Level Objectives

Addova endeavors to provide the following service levels:

Speed of Answer Target: 70% of telephone calls and chats answered in 1 minute or less

Interaction Handle Time Target: approximately 25 Minutes

Resolution Rate Target: 75% of interactions resolved without the need of escalation to Client

Client initiated requests completed by 5:00 PM (local machine time zone) the day following the request. For sites subscribed to Business Hours support, will be completed by the next business day rather than the next calendar day

8) How Client's contact the Help Desk Service

Client's should not call or chat directly with Addova Help Desk Service technicians. Addova prioritizes incoming real time interactions, calls ahead of interactions generated through other methods. Calling the Help Desk Service and asking technicians or managers to open and start work on tickets is not supported.

The following are the options available to the Client for changing the prioritization or checking the status of a ticket

Call our Help Desk Client Support 24x7 telephone numbers at: US and Canada: 855-342-8432

For non-urgent requests or status, Client's may open a request at <https://support.addova.com>

EXHIBIT B – Server Support Statement of Work**1) Overview**

This Statement of Work ("SOW") for NOC Services has been entered into pursuant to the Schedule of Software and Services ("Schedule") between Your organization ("You," "Your" or "Client") and Addova and the terms of the then current Master Agreement and the applicable Addendum(s) located at www.Addova.com/legal (collectively the "Agreement"). Such terms are incorporated by reference as if fully set forth herein.

The scope of the NOC Services may change, and we may update this document from time to time. It is Your responsibility to check this SOW periodically for changes. Addova will notify You of significant changes in our SOW in our monthly release notes. You may also check the revision history section of this document for recent changes.

2) Service Description

The goal of the NOC is to maintain Server/Endpoint performance and availability. The NOC provides 24x7 support. The NOC assists the Client with managing the activities described below.

Coverage Hours: 24x7: 24 hours a day, 7 days a week coverage

Voice: All incoming phone calls are routed through the interactive voice response (IVR) and managed by Supervisors and lead of respective teams within NOC.

Tickets (Support portal): All incoming tickets are routed by Supervisors and lead of respective teams within NOC

3) In Scope Services for NOC Service Level 1 and above

Addova will make commercially reasonable efforts to provide the following Services:

The following section describes all categories of the alerts and activities covered:

3.1. Server / Internet Down Management alert types / activity:

- NOC monitors server status online/offline
- For offline servers the NOC technician notifies Client via a phone call, for VMs on Host (VMware/Hyper-V) and Servers with Lights Out Management (LOM)
- NOC technicians starts the server that is down or has been turned off
- LOM must be configured for Hyper-V, if Hyper-V host and Virtual Machines are monitored, NOC can work on device down for Virtual machines.
- LOM must be configured for VMware - VMware host & guest machines need to be under NOC monitoring for Device down cases.

3.2. Patch Management alert types / activity:

- Enable deployment of Microsoft and non-Microsoft patches to managed systems. NOC divides patch policies into three basic categories: Microsoft Updates, Apple Updates, and Third-Party Updates.
- Microsoft Updates: Consist of Core Patches (security and critical updates) and Optional Patches (non-security updates). Microsoft security update rollups are part of the Security updates category within Core Patches and are tested by the NOC, while non-security Microsoft updates and all other updates are not.
- Apple Updates: Apple updates are made available as needed by Apple and include updates for Apple applications and Mac. Apple updates are deployable through Addova patch policies after the first patch assessment scan is released by Microsoft.
- Third-Party Updates: Updates to third-party applications, including those from Adobe, Apple, Mozilla, and Oracle. The NOC team proactively checks respective third-party vendor websites for the latest updates.
- Windows Monthly Rollup Testing. The NOC performs Windows Monthly Rollup Testing before deploying them to the client machines. NOC tests each rollup and publishes findings on the Monthly Rollup Testing Reports
- Missing desktop and server patches are identified by our monitoring agent during patch assessment, which occurs daily at 2:30 AM (Windows), 3:30 AM (third-party), and 10:30 AM (Mac) local machine time. To undergo automatic patch assessment, a resource must be online at the time the assessment is scheduled. For resources offline at the time of the scheduled patch assessment, the automatic patch assessment runs the next time the agent checks in to the data center.

3.3. Disk Space Management alert types / activity:

- Unable to install critical OS security updates.
- Unable to perform backups.
- Failure to run Application Server roles properly (i.e., SQL jobs/Exchange)
- Disk Read/Write latency
- Deteriorated performance while functioning server roles.

3.4. Antivirus Management alert types / activity:

- Addova provides a license for Webroot Endpoint Protection with specific CW RMM packages.
- Webroot SecureAnywhere® Business Endpoint Protection is free for desktops using Addova's RMM desktop agent with specific CW RMM packages.
- Addova is not responsible or liable for any third-party products including, but not limited to, Webroot.
- Hardware / Firmware Issues
- The NOC assists on firmware and driver updates on a reactive basis upon partner request but then expects the Client to identify the supported version and provide downloaded drivers or URL.

3.5. Performance Management alert types / activity:

- Operating system crash and hang-related issues
- Application hangs and crashes
- Memory dump analysis
- Key Operating System Performance Metrics – Monitoring and Troubleshoot
- Resource utilization monitoring and fine-tuning. Ex- Memory, CPU usage
- Windows Installer Service
- Windows Management Instrumentation
- Component Object Model (COM)/COM+/Distributed COM \DCOM
- Windows Printing (Spooler Service)
- Printer Publishing in Active Directory
- Windows Server Management alert types / activity
- Service Control Manager – Windows Services status check
- No-Boot Scenario
- Driver and firmware update
- Volume Shadow copy services
- Disk Drive Management
- RAID monitoring and Management is provided on a best effort basis

3.6. Virtualization Support and Management alert types / activity:

- Hypervisor OS version, IP Address, Hostname, Hardware status.
- Hypervisor storage details, CPU Count, Memory Size.
- Virtual machine configuration details like Name, Operating System, CPU Count, Memory Size, Disk Size, Snapshot details, powered ON or OFF.
- CPU, Memory, Network I/O & Storage utilization on Hypervisor & Virtual Machine level.
- Latest error message / Open alert under Hypervisor
- NOC also provides basic level request-based support for Azure Cloud infrastructure related issues raised by CLIENT.

3.7. Exchange / O365 Management alert types / activity:

- Defrag and repair Exchange servers
- Update expired web certificates
- Ensuring features like OWA, ECS, Outlook anywhere, Auto discover remains in healthy state
- Mailbox size management
- High reliability infrastructure maintenance e.g. DAG/Cluster
- Supporting Cloud user Management

3.8. Active Directory Management alert types / activity:

- Azure Integration
- User management
- Group Policy
- Permissions
- Database Management
- Org and OU management

3.9. DHCP Management alert types / activity:

- Database Backup
- DHCP Scope maintenance
- Service Monitoring
- IP Address Management

3.10. Terminal Server/ RDS alert types/activity:

- RDS roles and services troubleshooting
- Connection Broker, RD Gateway, RD Licensing, and RD Web Access
- Remote Desktop Client and Web Client
- Local and Redirected Printing
- Client-Side Redirection

3.11. IIS Management alert types/activity:

- Service monitoring
- Site migration server to server
- Certificate related issues

3.12. SharePoint Management alert types/activity:

- SharePoint
- Database Management
- Site Management
- Certificate Management
- Permission
- User Management

3.13. SQL Server Management alert types/activity:

- Database Monitoring and Management
- Service / Instance break fix
- Client Connectivity
- Backup / Restore

3.14. Volume Shadow Copy Service (VSS) Management alert types/activity:

- We check the following VSS writers only - NTDS Writer, Microsoft Exchange Writer, MSDEWriter / SqlServerWriter, System Writer, IIS Metabase Writer.
- Check for free space and dirty bit on the volumes
- Check and remediate if VSS writers are not listed at all
- Restart the corresponding services for the above-described 5 VSS writers

3.15. Performance Management:

- Operating system crash and hang-related issues
- Application hangs and crashes
- Memory dump analysis
- Key Operating System Performance Metrics – Monitoring and Troubleshoot
- Resource utilization monitoring and fine-tuning. Ex- Memory, CPU usage
- Windows Installer Service
- Windows Management Instrumentation
- Component Object Model (COM)/COM+/Distributed COM \DCOM
- Windows Printing (Spooler Service)
- Printer Publishing in Active Directory

3.16. Windows Server Management:

- Service Control Manager – Windows Services status check
- No-Boot Scenario
- Driver and firmware update is provided on a best effort basis and when requested by the partner through the (Support Portal)
- Volume Shadow copy services
- Disk Drive Management
- RAID monitoring and Management is provided on a best effort basis and when requested by a partner through the (Support Portal)

3.17. Microsoft Azure: (Based on the conditions below, NOC will attempt to restart services or troubleshoot the issue)

- Microsoft Azure AD Sync Not Running
- Microsoft Azure Sync Failures
- Azure AD Connectivity Failures
- Azure AD Duplicate Failures

3.18. ESXI Host mapping: (When a VMware guest machine is found down, the NOC can proactively restart it provided all the following conditions are met)

- The Site is on Elite Servers.
- A Server Agent is installed on the VMware Guest machine.
- The Host is being monitored by a Server Agent installed on a probe machine.
- Credentials for the Host machine are saved in the Application Vault.
- Port 16447 is open between the VMware guest machine and the probe machine

3.19. Windows Monthly Rollup Testing:

- The NOC performs Windows Monthly Rollup Testing before deploying them to the client machines. NOC tests each rollup and publishes findings on the Monthly Rollup Testing Reports.

3.20. AD-HOC Requests (**NOC undertakes AD-HOC requests described below from Client's by opening a ticket**)

- Service Pack Installation during off-hours.
- Driver updates for servers.
- Firmware updates (with Lights Out Management access or if vendor provides access through the console)
- Server Cluster Health Checks and remediation/recommendation for improvement.
- Citrix XenApp hotfixes, rollup installations, and configuration.

3.21. Exchange:

- Health Checks for Exchange 2003 and above, which includes running the Best Practice Analyzer and resolving any detected issues.
- Defrag and repair Exchange servers.
- Update expired web certificates.
- Configure recipient update policies for multiple domains.

3.22. VMware:

- Health Checks of configurations, including vCPU and memory and network setup.
- Review error logs using vSphere or vCenter.
- Reconfigure VMs and host data stores.

3.23. Hyper-V:

- Health Checks including network setup, memory cache, and RAID configuration.
- Configure VMs.
- Active Directory:
- Check Flexible Single Master Operation (FSMO) roles.
- Check master role.
- Check primary domain controller (DC) (if multiple DCs in different geographical locations).
- Check DC replication.
- Check database integrity (if downtime provided).
- Perform Distributed File System Replication (DRFS) (review and recommend changes if implemented; major changes must be submitted as a project).

3.24. Client Initiated Tickets

- **Client may also initiate tickets to perform the following tasks by opening a ticket through the (Support Portal). Request which lead to over 60 minutes of time need to be reviewed and approved by the NOC. For requests that fall out of scope please leverage Professional Services.**

3.25. Remote Desktop Troubleshooting

- Login issues
- Gateway policies
- Web access
- Single sign on
- Licensing
- Session issues (including timeout, printing, broken gateway, user profile, and certificates)
- Remote application access
- Remote Desktop Protocol (RDP) port

3.26. VMware Troubleshooting

- Virtual Machine Resource Management (i.e., increase or decrease CPU/Memory/Disk)
- Snapshot Management
- Virtual machine performance tuning
- Host performance tuning

3.27. Hyper-V Troubleshooting

- Virtual Machine Resource Management (i.e., increase or decrease CPU/Memory/Disk)
- Checkpoint Management
- Virtual machine performance tuning
- Host performance tuning
- Hyper-V failover cluster management
- Hyper-V network performance tuning

3.28. Server Performance Issues

- Check the event viewer for performance-specific events, including high CPU, low memory, memory leaks, and slow response
- Chkdsk in read/only
- Free space
- Task Manager check (CPU, memory)
- Performance counters (CPU, memory, disk, network, etc.)
- Hardware event logs

3.29. Azure:

- Azure VM into No boot state
- Azure virtual machine backup failure
- Azure Hyper-V replication failure
- Increase memory of CPU virtual machine
- Increase disk size of Azure VM
- Assign permission to any user on Azure instances
- Change Azure VM instance size
- Make changes to existing Azure Intune policies
- Azure AD Windows Hello break fix
- Troubleshooting existing Azure Site to site to VPN issues
- Azure Virtual machine connectivity issue

3.30. Windows Server Errors (including blue screens, memory dumps and errors related to third-party applications in Addova')

- BSOD - Server reboots unexpectedly with memory dump
- Unable to open MMC / Event Viewer / Server Manager
- DCOM & WMI issue
- .net framework issue
- Unable to install any application (Windows Installer issue)
- Disk expansion after Low Disk Space issue

4) Out of Scope Services

Notwithstanding anything to the contrary herein, the following services are out of scope and Addova shall not have any responsibility or liability for such services.

- No support for third party backup configuration, troubleshooting or data restoration.
- SAN/NAS Storage
- NOC does not support Storage related such as NAS configuration, upgradation, or troubleshooting.
- Installation of third party software through Group Policy Objects
- NOC does not support the installation of third party software through group policy or scripting.
- Third party applications
- NOC does not support any 3rd Party application such as Quick books, MySQL etc. we can assist Client's request for any specific requisites such as certain net framework installation for application to work but do not directly support or work on 3rd party apps.
- CLIENT Ad Hoc Requests estimated over 60 minutes in duration per month.
- Adhoc Request which lead to over 60 minutes of time need to be reviewed and approved by the NOC. For requests that fall out of scope please leverage Professional Services
- Creation of reports
- Anything not specifically identified as in scope

5) End Client Communication

NOC does not communicate directly with Clients.

6) Client Responsibilities

Client is solely responsible for the following tasks and acknowledges and agrees that Addova shall be relieved of its obligations to the extent Client fails to fulfill the responsibilities set forth below.

- NOC Services Enabled at the Site Level in ITS Portal with Access
- The Server must have the RMM Agent installed
- The Server must have Control enabled
- End Point Password for Physical Servers added to Password Vault through ITS Portal
- Providing access level configuration at the server level
- Enabling Automatic Credentials for Servers and Desktops through ITS Portal
- Updating the notification templates
- Assigning reboot schedules

(For Access)

- Enabling NOC services at Site level
- LOM must be configured in password vault for physical server/VMware ESXi host.
- LOM must be configured for Hyper-V, if Hyper-V host and Virtual Machines are monitored so NOC can proactively work on device down for Virtual machines.
- LOM must be configured for VMware - VMware host & guest machines need to be under NOC monitoring for proactive work on Device down scenario by NOC.

7) Service Level Objectives:

The table below provides NOC guidelines for acknowledging support requests, starting work on tickets/alerts, and providing status updates for in-progress, critical-impact tickets. These guidelines represent an objective for delivering NOC services and support across all clients

NOC Service	Time Frame Objective	Target Service Level
Acknowledge emails	Within 4 hours (start time depends on criticality) **	99%
Acknowledge tickets	Within 4 hours (start time depends on criticality)	95%
Begin work on server down tickets with Light Out Management (Elite)	Within 15 minutes	99.5%
Begin work on critical impact (emergency) alerts	Within 1 hour	98%
Begin scheduled tickets	Within the specified window, provided that the start time is frozen no less than 4 hours in advance	99%
Update critical impact (emergency) tickets	Every 3-4 hours, once work has begun	95%
Resolution Rate for full NOC Access Levels	Within 24 Hours	80%

We set high performance expectations for NOC support teams, not just for the quality of the work they deliver, but for responding to requests in a timely manner consistent with an issue's severity.

NOC Service	Time Frame Objective	Target Service Level
Acknowledge emails	Within 4 hours (start time depends on criticality)	99%
Acknowledge tickets	Within 4 hours (start time depends on criticality)	95%
Answer chats	Within 2 minutes	85%
Begin work on <i>server down</i> tickets with Lights Out Management (Elite)	Within 15 minutes	99.5%
Begin work on <i>critical impact</i> (emergency) alerts	Within 1 hour	98%
Begin work on <i>backup failure</i> and <i>backup not occurring</i> alerts	Within 12 hours	90%
Begin scheduled tickets	Within the specified window, provided that the start time is frozen no less than 4 hours in advance	99%
Update critical impact (emergency) tickets	Every 3-4 hours, once work has begun	95%

NOC Support teams are available 24 hours a day. Your recommended contact option will vary depending on the support category selected. Two options for contacting the NOC include:

- 1) Ticket (Create a ticket)
- 2) Phone (Call us)