

This **Service Attachment** sets forth additional terms concerning the **Managed IT Support** Services provided by LISS (“we,” “us,” “our”) to a Client (sometimes referred to as “you” or “your”) under an applicable Order. All Orders are subject also to the terms of the Master Services Agreement (“MSA”) between LISS Inc. and the Client. Definitions of the terms used in this Service Attachment may be found in Sections 5.1 and 5.2. Capitalized terms used and not otherwise defined herein shall have the same meanings as set forth in the MSA.

1. SERVICE DESCRIPTION

1.1. Services Included

This Service Attachment describes the full range of Managed IT Support Services offered by LISS. Each Service Contract includes only the specific services identified in the applicable Order. Support applies solely to the Users, Devices and office locations designated as covered in the Order, and is subject to any Usage Parameters listed in the Order.

1.1.1. Proactive & Reactive IT Support

- **User (HelpDesk) Support:** unlimited support for all covered users, including intake and troubleshooting of technical issues; account administration (create/modify/disable); user onboarding/offboarding; setup on existing covered Devices.
- **Network Administration, Support & Maintenance:** for covered, supported firewalls, managed switches, wireless access points, and office Internet connectivity; management of firewall rules and built-in security services.
- **Cloud/SaaS Administration & Support:** for covered, supported cloud platforms and SaaS applications, including account administration, access control, service configuration, and issue resolution.
- **Server Administration, Support & Maintenance:** for the covered, supported servers, server applications and services; administration and configuration support.
- **Workstation Support & Maintenance:** for covered desktop and laptop computers for connectivity to servers, printers, cloud services and the Internet. Includes remote configuration of supported local peripherals (printer, scanner, camera, etc.).
- **Mobile Device Support:** support for covered smartphones and tablets running supported versions of iOS or Android, limited to work-related activities such as email synchronization and connectivity to Client systems or cloud services.
- **Data & System Administration:** System-level administration for covered, supported systems, including file-level restores from approved backups (as opposed to large-scale data restoration as described in Section 2.6); DNS updates; domain and SSL renewals (excluding third-party costs); user, group, and mailbox administration; password resets; and basic file/folder sharing and permission changes.

1.1.2. Service Operations Platform

- **Remote Monitoring & Management:** monitor covered, supported systems to proactively detect and resolve emerging problems. Access to on-demand trend reports for health and performance metrics.
- **Asset Management & Reporting:** inventory of supported endpoints.
- **Patch Management:** Automatic deployment of supported, approved patches as approved by LISS’s patch management policy; management and updates of all approved antivirus software; optional third-party patching tools are available as an add-on.
- **Website (Basic HTML) & Domain (DNS) Hosting:** basic HTML website and DNS hosting for up to 5 domains. Basic website does not include databases, e-commerce, SSL certificates, or streaming video.
- **Vendor & License Management:** coordinate support with supported external vendors (i.e. ISP’s, voice, Microsoft, etc.); covered, supported license management
- **Knowledgebase & Documentation:** Maintaining and updating internal technical documentation, procedures, and reference materials used by our team to ensure consistent service delivery and efficient support operations.
- **Ticketing & Alerting:** Centralized intake and tracking of support requests through our PSA platform, including automated alerts from monitored systems.

1.1.3. Advisory & Planning

- **Account Management:** management of Client relationship via a dedicated account manager
- **Virtual Chief Technology Officer* (“vCTO”) & Chief Information Security Officer* (“vCISO”):** Advise Client regarding information technology & security solutions vetted and supported by LISS.
- **Technology Strategy & Roadmap:** Evaluate business goals, technology posture and future needs; align IT strategy with business strategy, recommend improvements, plan investments, and guide long-term growth.
- **Security Strategy & Risk Management:** Assessment and guidance on security posture, identification of risks, and recommendations to strengthen security framework.

* Services provided by LISS strictly as an independent contractor. No officer, employee or similar relationship is intended or implied.

1.2. Optional Support Engagements

LISS offers a range of flexible engagement models to tailor support to specific operational needs. These alternate scopes of service provide targeted assistance, ranging from high-level strategic advisory to specialized technical coverage, each designed to supplement or enhance IT capabilities with the precise level of support required. Optional Support Engagements remain subject to the exclusions in Section 2.

1.2.1. Co-Managed

Shared IT service delivery with Client's internal IT team. Responsibilities may include end-user support, system administration, or advisory functions, collaboratively delivered based on the agreed scope. Common divisions of responsibility include user/workstation support being handled by LISS while internal IT manages servers or infrastructure, or conversely, LISS administering servers and core systems while the Client's team handles user/workstation support. The specific allocation of duties is defined in the applicable Order. Additional limited-scope options can include:

- **Advisory:** Strategic IT guidance only. Services include consultation, planning, and direction (e.g., vCTO/vCISO), with no end-user support and no participation in overflow or escalation queues.
- **Escalations:** Support is limited to issues escalated by Client's internal IT resources. No direct end-user support or contact. Work is restricted to extraordinary or complex technical incidents, excluding routine administrative requests (e.g., password resets).
- **Overflow:** User support provided only when internal IT cannot meet demand. LISS serves as an extension of internal support for volume-based overflow, following the client's primary support process.
- **User/Workstation:** Management and support of covered users/workstations. Excludes all server and network infrastructure and is limited strictly to support of users/workstations.
- **Network:** Management and support of covered network infrastructure including firewalls, switches, wireless access points, and Internet connectivity. Excludes all end-user device support and is limited strictly to network infrastructure components.
- **Server:** Management and support of covered servers, applications, and/or related system services. Excludes all end-user device support and is limited strictly to servers and/or related system services.
- **Security:** Security support focused on the deployment, configuration, monitoring, and administration of approved security tools. LISS supports security best-practice implementation, excluding incident response, remediation, forensic analysis, or recovery.

1.2.2. Technology Lifecycle Modernization

Provides project-based services beyond standard day-to-day support. This engagement includes the services described in Sections 2.3 and 2.4, such as workstation setups, upgrades, and moves, as well as upgrades to existing infrastructure, which services would normally be excluded. Technology Lifecycle Modernization Engagements remain subject to the other exclusions in Section 2. This model is available as an add-on to Managed IT Support and requires an active Service Contract with a minimum 36-month term.

1.2.3. Dedicated On-Site Resources

Provides an on-site technician to perform user support at the Client location. The technician has priority access to LISS support resources and escalations, and the LISS HelpDesk functions as a back-up when the technician is unavailable. This engagement includes use of the LISS toolset (ticketing, knowledgebase, remote access, etc.). Unless otherwise specified in the applicable Order, on-site resources are available Monday through Friday, 9:00 a.m. to 5:00 p.m. local time, excluding LISS-observed holidays (a list of which may be found at www.lisshelpdesk.com). Up to six (6) remote-only days per rolling three-month period are permitted; additional days entitle Client to a Service Level Credit as outlined in the MSA. Unless otherwise agreed in the applicable Order, on-site resources are intended for user support only and are not provided for Professional Services or consulting.

2. SERVICE EXCLUSIONS

Service Contracts for Managed IT Support Services do not include any services that are not described in, or which are explicitly excluded by, this Service Attachment. These types of services may be available as separately billed Professional Services.

2.1. General Exclusions

The following activities are not included in Managed IT Support but may be available as billable Professional Services:

- **Cabling & Audio/Visual (A/V):** infrastructure cabling (structured/low voltage), including installation or modification of network cabling; audio/visual support including conference room & boardroom A/V systems, video conferencing hardware, projectors & presentation equipment, distributed audio systems, digital signage, specialty displays, event or production equipment.
- **Programming & Development:** application, script, or website development, customization, coding, integrations, or migration of custom-built systems or databases.
- **Business Transactions & Legal Actions:** technical support associated with business transactions (e.g. mergers, acquisitions, consolidations, amalgamations, divestitures, spin-offs, demergers, dissolutions, liquidations, bankruptcy, receivership,

reorganizations, renaming, rebranding, etc.); eDiscovery, legal support, or assistance with legal actions outside normal technical support.

- **Documentation & Training:** questionnaires, assessments, or forms required by vendors, customers, third parties, or auditors; creation of written policies and documentation for internal or external use; access to or export of LISS internal documentation; training or end-user education.
- **Repairs & Peripherals:** Hardware repair and peripheral installations requiring on-site support (e.g. printers, scanners, cameras, and other network-attached devices) are excluded. Clients should rely on manufacturer warranty or repair services for hardware issues.
- **Connectivity:** All Internet connectivity services must be obtained and maintained through an Internet Service Provider (ISP).

2.2. Third-Party Products & Services

Unless expressly stated in an Order, costs for software licenses (including productivity, security, and cloud applications), antivirus and email-security subscriptions, local or cloud backup services, and other types of Third-Party Products and Services are not included in the Managed IT Support Services. Client is also responsible for costs related to hardware purchases, cabling, third-party warranties, warranty service, repairs, manufacturer support, and other consumables.

As set forth in the MSA, all Third-Party Products and Services are subject to and governed by the applicable vendor or service provider's terms. Certain services (such as Microsoft 365, domains, SSL certificates, and other cloud licenses) must be purchased through LISS in order for LISS to provide administration and support.

2.3. Professional Services

Professional Services include implementations, configuration, upgrades, moves, migrations, and the introduction of new systems into the Client environment. These activities typically impact multiple users or core infrastructure and fall outside the scope of Managed IT Support Services. All such work is delivered as separately billed Professional Services unless otherwise stated in the applicable Order. Examples include:

- Engineering effort, including system architecture, design, requirements gathering, consulting, and project management
- Implementation, upgrades or replacement of servers, workstations, and network devices (e.g., printers, MFPs, cameras, etc.)
- Implementation, upgrades, or replacement of network infrastructure such as Internet services, firewalls, switches, or WAPs
- Implementation, upgrades or migration of software, applications, or cloud services
- Implementation, upgrades or replacement of voice and video systems or related applications
- Equipment or office moves, new office setup or office expansions

2.4. Workstation Deployment

Deployment of new or re-provisioned workstations (desktops or laptops) is provided at a fixed per-workstation fee, as set forth in the then-current rate sheet applicable to LISS's customers generally. This includes system imaging, OS installation or reinstallation, configuration, and migration of user settings as applicable. Additions to the environment may increase Monthly Service Fees based on the number of supported Users or Devices.

2.5. Cybersecurity Services

Managed Security Service Provider (MSSP) and MSSP-level services are not included as part of Managed IT Support. Without limiting the foregoing, the following cybersecurity services fall outside the scope of Managed IT Support but may be available as separately billed Professional Services or through third-party security providers:

- **Managed Security Services:** security monitoring, threat detection, prevention, response, penetration testing, vulnerability assessments, and similar security operations.
- **Endpoint Protection Solutions:** All Endpoint Protection software falls within the category of Third-Party Products and Services and remains subject to the vendor's licensing, terms, and support policies.
- **Incident Response:** response to data breaches, data-loss events, cyber-crimes, ransomware events, or other security incidents, including planning, coordination, containment, investigation, or remediation.
- **Recovery from Cyber-Attacks:** recovery beyond the scope of Limited Support (as defined in Section 3.2 below), including disaster recovery, large-scale restoration, full system rebuilds, or forensic analysis following a cyber-incident.

2.6. Disaster Recovery

The following Disaster Recovery (DR) activities are not included as part of Managed IT Support but may be available as separately billed Professional Services:

- **Planning & Documentation:** developing, updating, or maintaining disaster recovery plans or documentation.

- **Testing & Execution:** performing or testing disaster recovery systems, procedures or events.
- **System Recovery:** restoring, rebuilding or replacing Device hardware due to failure, malware, or other incidents.
- **Large-Scale Data Restoration:** complete or substantial data recovery from backups, including full system restores.

2.7. Unsupported Changes

Support for issues caused by modifications, repairs, or work performed by anyone other than LISS, including Client personnel, external IT providers or other consultants using administrative privileges to make system changes.

2.8. After-Hours On-Site Support

Except as indicated in an Order, after-hours on-site support (support outside of the Standard Support Hours set forth at www.lisshelpdesk.com) is not included.

3. SERVICE LIMITATIONS

Service Limitations describe areas where support is provided, but only under specific conditions or with restricted scope. The services provided pursuant to a Service Contract for Managed IT Support Services are subject to the limitations described in this Section 3, and the payment of additional fees for Professional Services may be required if work exceeds these limits.

3.1. Remote & Unmanaged Environments

Support for locations outside the Client's covered business offices (including home offices, co-working spaces, and other unmanaged environments) is limited to assisting users with secure access to Client systems (such as VPN or cloud services). LISS does not troubleshoot or support local networks, Wi-Fi, Internet connections, firewalls, or other on-premises equipment in these environments.

For company-owned Workstations used in a remote or unmanaged location, LISS will support the Workstation itself (if covered), but does not support the surrounding environment (local network, ISP, peripherals, home routers, etc.).

For personal devices used by covered Users, LISS provides support only for establishing secure access to Client systems. LISS does not troubleshoot personal hardware, apps, data, software, operating systems, peripherals, local network issues, or other non-business-related issues on such devices

Client acknowledges that unmanaged devices and networks may introduce security risks, including malware infection or unauthorized access to Client systems.

3.2. Limited Support

Limited Support means LISS will provide up to two (2) hours of troubleshooting for the issue. Full remediation may not be possible within that time period, and any work beyond that time period is outside the scope of Managed IT Support Services. Unless otherwise agreed in writing, the following items are supported only on a Limited Support basis:

- **Line-of-Business (LOB) Applications:** Specialized or industry-specific applications used by the Client.
- **Unsupported Operating Systems:** Any OS other than supported versions of Microsoft Windows or Apple macOS.
- **Custom, Out-of-Warranty, or EOL/EOS Software or Devices:** Including custom-built systems or any product designated by the manufacturer as out-of-warranty, End-of-Life (EOL), End-of-Support (EOS), or the equivalent.
- **Externally Sourced Items:** Software, Devices, or products purchased outside of LISS (other than the Devices specifically covered by an Order), including pre-existing or inherited systems already in place before LISS begins support, will be supported on a Limited Support basis only.
- **Other Designated Items:** Any system or service identified elsewhere in this Service Attachment or an Order as subject to Limited Support

3.3. On-Site Support

As a general rule, LISS will troubleshoot Client's issues remotely; but LISS may dispatch an on-site technician if LISS determines, in its reasonable discretion, that an on-site visit is necessary to complete the work. For Client locations covered under the Service Contract, on-site support is included at no additional charge for Fully Supported Users. Otherwise, on-site support will be billed at LISS's standard time-and-travel rates (set forth in the then-current rate sheet applicable to LISS' customers generally). For locations outside LISS's normal coverage area, travel expenses may also apply. LISS may decline or reschedule an on-site visit if conditions such as time of day, location, weather, or other circumstances prevent safe travel by LISS personnel.

3.4. External User Support

Support is limited to Client's internal employees only. LISS does not provide support to any external or non-employee individuals, including contractors, consultants, vendors, or Client's customers.

3.5. Data Management

LISS may assist with system-level storage housekeeping (such as removing temporary or unnecessary system files), but Client is solely responsible for managing its own business- or operation-specific data (regardless of format or storage location), including decisions regarding permissions, security, sharing, retention, and archiving. LISS does not review, classify, or delete the data of Clients to free storage space. Client must ensure that adequate storage capacity exists for the data it chooses to retain. Any review or archiving of Client's data, or expansion of storage capacity or resources, may be performed by LISS as separately billed Professional Services.

3.6. Basic Malware Assistance

LISS will provide basic removal of isolated malware on covered Workstations or Devices when feasible. This does not include full cyber-attack incident response, forensic analysis, containment, remediation, or large-scale recovery efforts, which are outside the scope of Managed IT Support and may be billed as Professional Services. Assistance requires that Client meets backup and antivirus requirements.

3.7. Backup Management

A Service Contract for Managed IT Support Services does NOT include data backup services. If Client wishes to obtain data backup services, then Client must enter into a separate Service Contract for such services as set forth in Section 7.5 of the MSA. If Client does not enter into such a Service Contract for data backup services (or with respect to any computers, systems and/or data that are not included within the scope of a limited or partial Service Contract), Client shall be solely responsible for backing up Client's data and LISS shall have no liability with respect to the loss or unavailability of Client's data.

3.8. Artificial Intelligence

To the extent applicable to Client's environment, a Service Contract for Managed IT Support Services includes the following services with respect to products and services incorporating Artificial Intelligence ("AI"):

- Assistance with enabling and configuring Microsoft Copilot within the Client's Microsoft 365 environment
- Guidance on Microsoft-provided security, compliance and data protection settings
- Troubleshooting Copilot access and functionality issues
- General end-user guidance on appropriate use of AI tools

But does NOT include the following services:

- Any validation or guarantee of AI-generated output
- Engineering of prompts or content optimization services
- Providing custom AI model development, agent development or training

4. FEES

4.1. Service Activation & Onboarding

A one-time setup fee (payment terms for which will be set forth in the applicable Order) is charged in connection with the activation of Managed IT Support Services. This includes:

- **Review Support SOP's;** Confirm and align support workflows, procedures, and escalation paths.
- **Initial Environment Survey & Documentation;** Assess and document the existing IT environment, configurations, and assets.
- **Deploy Remote Monitoring & Management Agents;** Install RMM tools on covered systems for monitoring and maintenance.
- **Configure Monitoring & Alerts;** Set thresholds and alerting rules to detect system issues proactively.
- **Configure Patch Management;** Enable and schedule automated patch deployment according to policy.
- **Review & Adjust Existing Environment;** Make minor configuration updates to optimize stability and compliance.
- **Set Up Remote Access for LISS HelpDesk;** Establish secure technician access for ongoing support.
- **Introduction to LISS Support Services;** Provide an overview of support processes, contact methods, and service expectations.

4.2. Service Fees

For the ongoing Managed IT Support Services to be provided by LISS, Client shall pay the Monthly Service Fees specified in the Order. Monthly Services Fees are payable in advance (i.e. at the beginning of the monthly service period to which they apply).

Pricing is determined by the number of supported users, office locations, Devices and/or other Usage Parameters set forth in the Order. Devices include, but are not limited to: servers, workstations (desktop & laptop computers), mobile devices (smartphones & tablets) storage devices (SAN & NAS systems), network equipment (routers, Internet connections, firewalls, switches, wireless access points, etc.), and network devices (network connected printers, cameras, scanners, phones, etc.). If there is an increase in the number of users, office locations or Devices to be covered within the scope of a Service Contract, or if Client's use of the Services in any other way exceeds the Usage Parameters set forth in the applicable Order, then LISS shall be entitled to make a pro rata adjustment to the

Monthly Service Fees in accordance with the provisions of Section 2.6.2 of the MSA. Client shall pay all Monthly Service Fees owed to LISS as they become due following any such adjustment.

4.3. Adjustment of Fees Based on Complexity

If there is an increase in the scale or complexity of Client's business or network (e.g. the addition of new office locations, the inter-operation of different products, services or technologies, the use of specialized or uncommon hardware or software, etc.) that results in a material increase in the efforts or costs required to be incurred by LISS in order to provide the Services, then LISS shall have the right to increase, in a commercially reasonable manner, the amounts of any relevant fixed, per-unit or other fees that don't adequately reflect the increased scale or complexity. LISS shall provide at least ninety (90) days' written notice of the beginning of the monthly billing cycle with respect to which any such fee increases will take effect and, if the Client is unwilling to accept such fee increases, then LISS shall have the right to terminate any affected Service Contracts as of the end of the prior monthly billing cycle.

4.4. Hourly Rates & Professional Services Billing

LISS maintains an hourly rate sheet for time-and-materials billing, which applies to Professional Services (unless the applicable statement of work or other Order provides for a different billing arrangement) and to Out-of-Scope Services. These hourly rates are independent of and unrelated to the pricing for Managed IT Support Services. Managed IT Support is billed solely according to the per-User, per-Device, or other Usage Parameters defined in the applicable Order.

Hourly rates may change from time to time, but do not affect the pricing or rate-increase provisions applicable to Service Contracts for Managed IT Support Services.

4.5. Fees for Third-Party Products and Services

Although Third-Party Products and Services (such as antivirus software, an email filter, etc.) may be provided by LISS in connection with the Managed IT Support Services, the prices of such Third-Party Products and Services are not included in the fees for the Managed IT Services and LISS shall have the right to pass through to Client any increases in the prices of such Third-Party Products and Services as set forth in Section 2.7.2 of the MSA.

Adding or modifying users, seats, or subscriptions under an existing Service Contract for Third-Party Products and Services may be processed without a separate Order and shall be subject to the terms and conditions set forth in Section 2.6 of the MSA. All costs for Third-Party Products and Services are in addition to the fees for Managed IT Support Services.

5. SERVICE TERMS

5.1. User Types

The Managed IT Support Services provided under this Agreement are delivered according to the level of support applicable to each User. Users are categorized based on the type of support they receive—whether they are eligible for both on-site and remote assistance, remote-only assistance, or limited support based on their device profile. The User Type assigned to each individual determines the scope of support LISS will provide and forms the basis for corresponding Service Fees. The following definitions describe the supported User Types.

- **Fully Supported User:** A user with a dedicated or primary computer (Windows or Mac), and where applicable, mobile devices such as smartphones or tablets. This user type is eligible for both remote support and on-site support at Client locations covered under the applicable Service Contract.
- **Remote Only User:** A user with a dedicated or primary computer (Windows or Mac), and where applicable, mobile devices. All support for this user type is delivered remotely; on-site support is not included, regardless of the user's physical location.
- **Frontline User:** A user whose primary device is a mobile device, tablet, or shared/kiosk workstation. Support for this user type is limited to remote assistance for user administration, email, and basic device-related issues.

5.2. Definitions

The following definitions are used throughout in this Service Attachment and in Orders to ensure clarity and consistency in describing supported systems and users.

- **Covered:** Included in contract & billed
- **Approved:** Reviewed & accepted by LISS even if not sold by LISS
- **Supported:** Meets System Requirements (set forth in Section 5.3) & fully supportable
- **User:** An individual covered in an Order as a supported User, assigned a User Type, and included in billing for Managed IT Support Services.
- **End-User:** Any person who uses a system, and may include customers, vendors, contractors, or others who are not supported Users.

- **Workstation:** A User's primary computing device, including desktop and laptop computers running supported versions of Windows or macOS.
- **Mobile Device:** A smartphone or tablet running iOS or Android, supported only for email, connectivity, and basic configuration tasks.
- **Peripheral:** A local device directly connected to a Workstation (e.g., printer, scanner, camera, or similar user-facing hardware).
- **Server:** A physical or virtual machine running a supported server operating system and providing centralized services or applications.
- **Network Infrastructure:** Firewalls, switches, wireless access points, and related core networking hardware.
- **Network Storage:** NAS and SAN devices or other dedicated shared-storage systems used for file storage, virtualization, or backup.
- **Network Peripheral:** devices such as printers, scanners, cameras, phones, and similar devices that are connected to the network.
- **Device:** Any Workstation, Mobile Device, Server, or Network Infrastructure/Storage/Peripheral identified as covered in an Order.
- **Cloud/SaaS:** Vendor-hosted platforms or applications (e.g., Microsoft 365, line-of-business SaaS) used by Client and accessed over the Internet.
- **Endpoint:** Any Device (e.g. Workstations, Servers, etc.) monitored or managed through LISS's security or management tools (e.g., RMM agents).
- **Third-Party Products and Services:** As defined in the MSA and provided subject to the terms and conditions set forth in the MSA.

5.3. System Requirements

The effective delivery of Managed IT Support Services requires that the following system conditions are met. If these requirements are not met, support may be delayed or provided under Limited Support.

- **Servers:** must be current, supported models with active warranty or manufacturer support, have adequate resources for installed applications, have hardware management cards, and be connected to a managed/smart UPS (uninterruptable power supply).
- **Workstations & Mobile:** desktops, laptops & mobile devices must be supported models (not End-of-Life/End-of-Support or the equivalent by their manufacturer).
- **Cloud/SaaS & Software:** must have valid licenses and subscriptions; administrative access required for support must be granted to LISS using approved, secure methods; third-party vendor support contracts must be maintained where required for escalations or advanced troubleshooting.
- **Firewalls & Network Equipment:** must be current, supported models with active warranty or manufacturer support.
- **Backups:** all systems must use a LISS-provided or LISS-approved backup solution. LISS will not be responsible for any limitations, defects or other particularities of a backup solution not provided by LISS, even if approved by LISS for Client's use in connection with a Service Contract for Managed IT Support Services, and any obligations on the part of LISS with respect to backup, restoration or related services will be subject to the particularities of Client's backup solution.
- **Environment:** critical systems must have proper surge protection; have suitable wired or wireless connections; rooms for critical equipment must meet manufacturer environmental guidelines
- **Coverage & Security:** All Users and Devices must be included on an Order (i.e., absent a specific agreement to the contrary, LISS will not support only part of a client's network or only some, but not all, of a client's Devices). A licensed, vendor-supported antivirus solution must protect all servers, workstations, and email systems (LISS may provide third-party antivirus software upon request but does not warrant its effectiveness).

5.4. Client Requirements

The following Client Requirements must be met to ensure effective delivery of Managed IT Support Services. Failure to meet these requirements may delay support or limit the scope of services provided.

- **Remote Access:** Provide LISS with remote access to all supported Devices, including unattended access where required.
- **Licensing & Maintenance:** Maintain valid software and Device licenses, including all required license keys and activation information, and ensure all software used in the environment is properly licensed; maintain active maintenance/support contracts for software and Devices, designating LISS as an authorized agent when necessary.
- **Third-Party Applications & Vendors:** Maintain third-party support for all Line of Business (LOB) applications or ensure equivalent internal expertise; provide and maintain access to applicable third-party vendors for systems requiring joint support or escalation.
- **Communication & Cooperation:** Designate a primary point of contact for HelpDesk communication, to avoid duplicate tickets and perform simple guided on-site tasks; ensure LISS has current contact information for authorized representatives and escalation points; provide timely cooperation, information, and access necessary for LISS to deliver the Services; identify personnel

authorized to request support, approve changes, or authorize billable work; notify LISS at least twenty-four (24) hours before making significant Device changes (for non-system down issues) so LISS can review and advise in advance.

- **System Lifecycle Management:** Client must arrange for timely upgrades of any Device, operating system, application, or system component approaching end of support or end of life, regardless of Order coverage. Covered items that are not upgraded will be entitled to receive only Limited Support.

5.5. Obtaining Support

Contact information for the HelpDesk can be found at www.lisshelpdesk.com. All support requests must be instituted by contacting the HelpDesk, which will result in the creation of a support ticket. It is the sole responsibility of the Client to create a support ticket through the HelpDesk. Calls, emails, or other types of communication that are directed anywhere else will not be taken into account for purposes of determining whether the Service Level Objective (as defined in the following section) has been met. The Service Level Objective applies only to instances in which Client makes a request for support through the HelpDesk and does not apply to instances in which LISS receives an automated alert in the course of monitoring Client's systems.

5.6. Support Hours

- **Standard Support Hours:** Monday through Friday, 8:00 a.m. to 6:00 p.m. EST, excluding our Holiday Schedule (listed at www.lisshelpdesk.com).
- **Extended Support Hours:** All times outside Standard Support Hours, including nights, weekends, and holidays.

5.7. Service Level Objectives

LISS will respond to all requests for support within the support response times identified below (the "Service Level Objective"). LISS will then use commercially reasonable efforts to maintain satisfactory uptime and availability for all supported Users/Devices as described. Each support ticket is reviewed and assigned a priority level set by a LISS support engineer. The following priority levels and response times are applicable:

Priority	Description	Response*	Extended Hours
Priority 1** (Urgent)	System unavailable or causing critical business impact. Client and LISS will commit necessary resources around the clock until resolved.	30 minutes	1 hour***
Priority 2 (High)	System severely degraded or major business functions affected. Client and LISS will commit full-time resources during Standard Support Hours to resolve the issue.	1 business hour	Best Effort
Priority 3 (Normal)	System impaired but most business operations remain functional. Client and LISS will commit resources during Standard Support Hours to resolve the issue.	4 business hours	Best Effort
Priority 4 (Low)	Non-urgent information or configuration requests with little business impact; handled during Standard Support Hours.	8 business hours	Best Effort

* Represents acceptable response time for acknowledgment by support engineer during Standard Support Hours.

** Priority 1 tickets must be submitted via phone or web form.

*** Extended Hours Priority 1 tickets must be submitted via phone. Issues that are reported via email, the support form or other means may not be responded to in a timely manner and are not covered by the stated Service Level Objective for response time.

5.8. Factors Outside LISS's Control

System availability and resolution times may be affected by conditions outside LISS's control, including:

- Defects or malfunctions in Devices, operating systems, or applications
- Client-initiated changes to systems or configurations
- Reprioritization of tasks by Client
- Issues resulting from Client actions inconsistent with LISS's recommendations
- Loss of power or Internet connectivity
- Client's failure to meet the System Requirements or Client Requirements outlined in this Service Attachment

LISS is not liable for service delays or unavailability caused by these or other circumstances beyond its control.

5.9. Remedy with Respect to Service Level Objectives

Service Level Credits are not provided in connection with the Service Level Objective set forth in Section 5.7. Client's sole remedy in the event of a failure by LISS to meet such objective shall be the right to terminate the Service Contract in accordance with the terms set forth in Section 6.1.

5.10. Maintenance Windows

Certain maintenance activities may require systems or services to be taken offline, restarted, or temporarily unavailable. These activities are performed during approved maintenance windows or at times otherwise agreed upon with Client. Maintenance windows are necessary to perform required updates, patches, configuration changes, and other system management tasks essential to the delivery of the Services.

6. TERMINATION

6.1. Early Termination by Client for Failure to Meet Service Levels

Client may terminate a Service Contract prior to its scheduled expiration date if the percentage of support requests properly submitted to the HelpDesk that are first responded to within the response times set forth in Section 5.7 falls below eighty percent (80%) for three (3) consecutive monthly billing cycles. In order to exercise such right to terminate, Client must provide LISS with written notice of its intention to terminate within ten (10) business days after the end of such three-month period, in which case the Service Contract shall be deemed to have been terminated as of the end of such three-month period.

6.2. Early Termination by LISS for Failure to Meet System or Client Requirements

LISS may terminate a Service Contract if there is a material breach by Client of its obligations under the terms of this Service Attachment, including without limitation the obligations set forth in Sections 5.3 and 5.4, which breach is not cured within thirty (30) days after written notice.

7. WARRANTY

LISS WARRANTS THAT THE MANAGED IT SUPPORT SERVICES WILL BE PERFORMED IN A PROFESSIONAL AND WORKMANLIKE MANNER AND IN ACCORDANCE WITH THE TERMS OF THE SERVICE CONTRACT BETWEEN THE PARTIES. THE FOREGOING WARRANTY IS SUBJECT TO ALL OF THE LIMITATIONS, DISCLAIMERS AND OTHER RESTRICTIONS CONTAINED IN THE MSA, INCLUDING WITHOUT LIMITATION THOSE SET FORTH IN SECTIONS 10.2 AND 10.3 OF THE MSA.

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