

24 HourTek, Inc. Schedule for Hourly Services

This Schedule for the Hourly Services and any third-party services available from Provider as described under this Schedule (the "Plan Details") is made pursuant to and governed by the Master Service Agreement ("MSA") located at <https://www.24HourTek.com/MSA> between the Client named in an Order ("Client") and 24 HourTek, Inc. ("Provider"), each of which may be referred to in the singular as "Party" or in the plural as "Parties."

Hourly Services

This Schedule describes the Services offered by Provider on an hourly basis under its hourly service plans (the "Hourly Service Plans.") Client will choose from Provider's Hourly Service Plans illustrated in Exhibit A. Hourly Service Plans or the related Services may be modified at Provider's sole discretion. Client and Provider may agree to modify the provided Services by using the Change Log attached to an Order. The Duration and Fees for the chosen Hourly Service Plans are listed in an Order. All Services listed in this Schedule will be billed hourly at the Fees listed in an Order.

Hourly Service Plans are subject to Service Plan Exclusions, Technology Requirements and Additional Services listed in this Schedule.

Technology Requirements

Provider may collaborate with Client to ensure that Client's location meets the minimum standards for the Services as determined by the Technology Requirements, described in this Schedule. Client agrees to maintain the environment at least the minimum specifications required for Provider to perform the Services. In order for Provider to provide Services, the following minimum Technology Requirements must be met and maintained:

1. **Supported Software Versions.** Providers Services related to software is limited to the versions currently supported by the publisher.
2. **Operating Systems.** Each server with Microsoft Windows Operating Systems must be running Windows 2012 Server or later and have all of the latest Microsoft Service Packs and Critical Updates installed. Each personal computer with Microsoft Windows Operating Systems must be running Windows 7 Pro or later and have all of the latest Microsoft Service Packs and Critical Updates installed.
3. **Software Licenses and Support.** All computer software must be genuine, licensed and supported by the publisher.
4. **Network and Internet.** Client's locations must have currently licensed, vendor-supported hardware firewalls, switches and Wireless Access Points. All wireless data traffic in the environment must be securely encrypted. Internet connection must be of sufficient speed and reliability to provide internet access for Client's workstations, servers, applications and backup.

Provider may choose not to support systems that fail to meet minimum Technology Requirements.

Onboarding

Upon initiating an Hourly Service Plan, Provider will be given an opportunity to complete customary onboarding processes within a commercially reasonable time, which may entail:

1. Evaluation of existing IT infrastructure and internet connection, determining if upgrades are needed
2. Documenting Client setup, network, servers and workstations
3. Documenting passwords or creating new accounts to manage all supported systems and third-party applications
4. Ensure Client's location meets the minimum standards for the Services as determined by the Technology Requirements described in this Schedule
5. Importing all Client's supported end-users into the managed helpdesk system
6. Meeting with Client to determine new-user, computer activation and deactivation process
7. Basic end-user training on the helpdesk system and support process

Provider will bill hourly for all time spent to complete the onboarding process.

24 HourTek, Inc.

Schedule for Hourly Services

Documentation

Provider will collaborate with Client to produce documentation for all Client supported systems to the extent Provider deems necessary to provide the agreed-upon Services. Provider will keep documentation updated when information changes including changes made by Client when notified of those changes. Provider will grant access to Client and/or Client's designated contacts to view documentation for the Duration described in an Order. Provider will export a copy of the documentation upon Client's request. Access to documentation will be secured by 2-factor authentication.

Provider will bill hourly for all time spent to produce documentation.

Application Support

Provider will support standard business applications and cloud services such as Google Apps and Microsoft Office 365, which may include:

1. Installation of application software
2. Configuration of cloud services
3. Managing users, permissions and passwords
4. Troubleshooting application issues

Client agrees to purchase support for third-party business applications and cloud services that will be supported by Provider. Client represents and warrants that Provider is authorized provide Support to Client under Client's applicable support agreements with third parties (e.g. to assist in troubleshooting applications issues).

Provider will promptly notify Client if unable to support certain business applications or cloud services.

Workstation Support

Provider will support and perform maintenance activities on workstations, which may include:

1. Patch installation
2. Temp and Junk File removal
3. Software installation and removal
4. Manage users, profiles and passwords
5. Basic application help desk support
6. New computer setup
7. Computer wipe and reinstall
8. Coordination of warranty repairs (warranty service required)

Unless otherwise specified in the Order, software license costs and warranty costs are not included with Workstation Support.

Server Support

Provider will support and perform maintenance activities on servers, which may include:

1. Patch installation
2. Temp and Junk File removal
3. Software installation and removal
4. Manage users, groups and passwords
5. Review Event Logs
6. Restart Services
7. Check Backups
8. Coordination of warranty repairs (warranty service required)

24 HourTek, Inc.

Schedule for Hourly Services

Unless otherwise specified in the Order, software license costs and warranty costs are not included with Server Support.

Network Support

Provider will support and troubleshoot Client's network devices including routers, firewalls, switches and wireless access points, which may include the following:

1. Troubleshoot network issues (connectivity, performance, and outages)
2. Configuration changes, backup and restoration
3. Firmware updates
4. Coordination of warranty renewal and repairs (warranty service required)

Antivirus Support

Provider will provide antivirus support, which may include the following:

1. Installation of antivirus software
2. Virus removal
3. Software and definition updates
4. Troubleshooting software errors

Printer Support

Provider will support and troubleshoot Client's printers, which may include the following:

1. Printer setup
2. Installing drivers on computers
3. Troubleshooting printer errors
4. Troubleshooting connectivity issues

Printer Support does not include printer cleaning, maintenance, repair, toner ordering or toner installation. A printer that Provider determines is not worth troubleshooting due to age or state of disrepair will not be supported.

Ordering and Provisioning

Provider will collaborate with Client to establish an ordering and provisioning process for hardware, software licensing, applications, warranties, third-party support contracts and peripherals. Provider will provide quotes and establish an approval process when requested. Client is responsible for all ordering and provisioning costs. Options for payment of ordering and provisioning costs may include:

1. Use of Client's credit card
2. Net Terms account setup between Client and a third party
3. Payment by Provider and invoiced to Client

Activation and Deactivation

Provider will collaborate with Client to establish an Activation and Deactivation process for computers and users. This process may include use of an online form to open a ticket for each activation and deactivation request. Client agrees to follow the Activation and Deactivation process in order to notify Provider of any changes in user or computer status. Client agrees to give Provider reasonable time to process an activation or deactivation request. If reasonable time is not provided, the request could be delayed.

Remote Support

Provider may provide remote support and troubleshooting that includes support provided by phone, e-mail, chat or remote access.

Client agrees to grant permission to Provider to connect to Client's computers to support issues remotely. A remote access session is initiated by Client downloading a remote support application, running an executable file, and entering a support code. Provider will instruct Client to close any confidential files before initiating remote access. A remote access

24 HourTek, Inc.

Schedule for Hourly Services

session may be terminated by either Provider or Client. Once the remote support application is closed by Client, Provider will no longer be able to provide remote support without Client initiation.

Provider may request an Onsite Support visit if an issue cannot be resolved remotely.

Onsite Support

Provider may provide onsite support and troubleshooting. Onsite support includes any Services provided on Client premises. Unless Client has purchased the Scheduled Onsite Visits Plan, Provider will first attempt to resolve an issue remotely before scheduling Onsite Support. Provider will schedule Onsite Support based on Provider's availability and does not guarantee an onsite visit. If a scheduled visit is missed, Provider will coordinate with Client to re-schedule the visit during the same month or provide remote support at the same time of the missed schedule visit.

Service Reviews

Provider may coordinate periodic discussions called Service Reviews based on monthly reporting, which may include:

1. Monthly Service Summary
2. Recommendations
3. Ticket Trends
4. Open Tickets
5. Open Projects
6. Tickets by Type
7. Most Active Users Trend
8. Service Response Time
9. Customer Satisfaction Rating

Provider will bill hourly for all time performing Service Reviews.

Additional Services

Services not included under an Hourly Service Plan may be available as an additional Service at additional then-current Fees. Additional Services and equipment may be ordered through an Order. The following are expressly excluded from an Hourly Services Plan:

1. **Project Services.** Examples of project services include without limitation:
 - a. Setting up new servers
 - b. Server migrations
 - c. Turning up new applications company-wide
 - d. Building-out a new office location
 - e. Building out a new conference room
 - f. Network installation (routers, firewalls, switches and Wifi)
 - g. VOIP systems installation
 - h. Disaster recovery planning and testing
 - i. Data Recovery
 - j. Deploying multiple workstations or laptops
 - k. Network cabling
2. **After-Hours Support.** Any onsite or remote work conducted from 6 p.m. to 8 a.m. Pacific time, on weekends, or on Provider Observed Holidays will incur an additional hourly surcharge as specified in an Order. Client must report After-Hours Support issues by phone call. Provider does not monitor emails, tickets or alerts after-hours. Provider does not make any guarantees to provide After-Hours Support for Hourly Service Plans.
3. **Strategic Planning.** Provider may coordinate with Client to formulate strategic IT goals, plan the IT budget, analyze and rework business processes, and facilitate technology changes.
4. **Hardware and software.** Except for noted hardware and software, hardware and software is not included.

24 HourTek, Inc.
Schedule for Hourly Services

5. **Third-party support costs.** Required third-party vendor support for application, service, or device support, including Provider time spent resolving the issue with the vendor.
6. **Backup Management.** Backup Management requires special hardware and software to monitor and verify backups are working correctly. *Backup Management is only available under Provider's Managed Service Plans.*
7. **Network Management and Monitoring.** Network Management and Monitoring requires special software and setup to monitor and respond to network events. *Network Monitoring is only available under Provider's Managed Service Plans.*
8. **Workstation Management.** Workstation Management requires special software and setup to monitor and respond to workstation alerts, and to install critical security patches after-hours. *Workstation Management is only available under Provider's Managed Service Plans.*
9. **Server Management.** Server Management requires special software and setup to monitor and respond to server alerts, and to install critical security patches after-hours. *Server Management is only available under Provider's Managed Service Plans.*
10. **Cybersecurity Management.** Cybersecurity Management requires special software and setup to monitor and respond to security alerts. *Cybersecurity Management is only available under Provider's Managed Service Plans.*
11. **1-Hour SLA for Emergencies.** *Provider's 1-Hour Service Level Agreement (SLA) for emergencies reported during Provider's Business Hours available is only under Provider's Managed Service Plans.*

Service Plan Exclusions

Provider is not responsible for failures to provide Services that are caused by the existence of any of the following conditions or otherwise that occur during any period of time that any of the following conditions exist:

1. **Aged Hardware.** Hardware that is no longer under either a manufacturer or third-party extended warranty covering hardware problems.
2. **Problems Resulting from Client Hardware.** There is a defect or malfunction in any hardware or software that adversely affects Provider's ability to perform the Services.
3. **Client Personnel Problems.** Provider's ability to resolve issues is due to problems with Client's personnel not under Provider's control.
4. **Unapproved Network Modifications.** Provider's ability to resolve problems results from intentional or accidental network changes neither communicated, nor approved by Provider. Assistance with changes such as office moves, server installs, hardware and software deployments may be provided as Project Services.
5. **Client Resolution Priority.** Provider's ability to resolve problems due to Client re-prioritizing Provider's recommendations.
6. **Force Majeure Factors.** Problems resulting from force majeure factor.
7. **Client Interference.** Problems that arise from the action or inaction of Client that are contrary to Provider's commercially reasonable recommendations or in conflict with Client's obligations under this Schedule.
8. **Power and Connectivity.** Loss of power or internet connectivity to Client's location.

Exhibit A
Hourly Service Plans

Plan Name	Description
Hourly Support Plan	Hourly Services including the following: <ul style="list-style-type: none">- Onboarding- Documentation- Application Support- Workstations Support- Server Support- Network Support- Antivirus Support- Ordering and Provisioning- Activation and Deactivation- Remote Support- Onsite Support- Service Reviews
Monthly Support Plan	All Services in the Hourly Support Plan with a specified number of hours per month as specified in an Order.
Scheduled Onsite Visits Plan	All Services in the Hourly Support Plan with scheduled onsite visits as specified in an Order.