



# END USER SUPPORT SERVICE LEVEL AGREEMENT

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# END USER SUPPORT SLA

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This End User Support Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for End User Support Services and sets forth the specific terms and conditions under which C Spire Business shall supply the End User Support Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

## TERMINOLOGY

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

- Covered Applications – Applications that are covered under C Spire Business’ End User Support. Microsoft and Mac Operating Systems (OS), Microsoft Office, Office 365, and Apple iWork suites, and corporate email applications on mobile devices.
- Covered Device – A computer workstation or laptop that meets the minimum hardware requirements of the most restrictive installed application or operating system or any non-commercial, office-class peripheral, including but not limited to, a printer, copier, fax machine, or scanner.
- Vendor Support – Period of time when a manufacturer provides technical support for a product or software which it produced.

## SERVICE DESCRIPTION

C Spire Business provides IT Support for users and their devices. A U.S.-based team of engineers provides expert support and troubleshooting so your employees can focus on your business.

## SERVICE OFFERINGS

### STANDARD REMOTE USER CARE

The Standard Coverage Help Desk service provides help desk support and troubleshooting through the C Spire Business Support Desk during standard business hours, defined as 8x5 Monday through Friday. Support incidents will be handled through remote methods. When deemed necessary by the help desk, a technician will be deployed to Customer premises to resolve the user issue. C Spire Business will use commercially reasonable efforts to provide the following services for Covered Applications and Covered Devices:

- Unlimited Phone Support & Unlimited Remote-Control Support during Standard Business Hours (8am – 5pm Central Time Monday through Friday)
- 24x7 Remote Emergency Support
- Microsoft Password and Account Reset
- Peripheral Support
- Anti-Virus and Anti-Malware Software Administration

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- Drive Space Monitoring
- Microsoft Office 365 Support
- Microsoft Workstation Patch Management (when purchased as an add-on)
- Authorized 3rd party applications Patch Management including:
  - Adobe Flash, Adobe Reader, Adobe Shockwave, Apple iTunes, Google Chrome, Oracle Java, PDF Creator, 7-Zip, Mozilla Firefox, Notepad++, VLC Media Player

## EXTENDED REMOTE USER CARE

The Standard Coverage Help Desk service provides help desk support and troubleshooting through the C Spire Business Support Desk during extended hours, defined as 24x7x365. Support incidents will be handled through remote methods. When deemed necessary by the help desk, a technician will be deployed to Customer premises to resolve the user issue. C Spire Business will use commercially reasonable efforts to provide the following services for Covered Applications and Covered Devices:

- Unlimited Phone Support & Unlimited Remote-Control Support during Extended hours, 24x7x365
- 24x7 Remote Emergency Support
- Microsoft Password and Account Reset
- Peripheral Support
- Anti-Virus and Anti-Malware Software Administration
- Drive Space Monitoring
- Microsoft Office 365 Support
- Microsoft Workstation Patch Management (when purchased as an add-on)
- Authorized 3rd party applications Patch Management including:
  - Adobe Flash, Adobe Reader, Adobe Shockwave, Apple iTunes, Google Chrome, Oracle Java, PDF Creator, 7-Zip, Mozilla Firefox, Notepad++, VLC Media Player

## ADD-ON OPTIONS

The following options may be added to the End User Care Services. Description of Service options in no way entitles Customer to the feature, unless specified by C Spire Business and Customer in the signed Quote or signed evaluation of a Service Change request. A separate Order or Statement of Work may apply to such options and may have additional costs associated with them. Options below may not be compatible with all variants of End User Support Service.

## WORKSTATION PATCH MANAGEMENT

C Spire Business Workstation Patch Management is the remote application of Operating System (“OS”) security and feature patches, as well as 3<sup>rd</sup> party application patches.

Patch Schedule:

- Operating System Security Patches:

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- o Patches are deployed every day of the week except for the week of Patch Tuesday
  - o The week of Patch Tuesday Patches will be deployed beginning on Friday.
- 3<sup>rd</sup> Party Application Patches
  - o Patched daily for supported 3<sup>rd</sup> party application

### Patch Policy:

Patches are automatically approved for deployment if they have been marked by the vendor with the following categories.

- Any Patch marked as “Critical”
- Any Patch marked with CVSS score greater than 7
- Any Patch categorized as the following:
  - o Security
  - o Windows Malicious Software Removal Tool
  - o Update Rollup
  - o Definition Update (for Windows Defender if enabled)
  - o Office 2002-2019
  - o Silverlight

### Patch Groups

There are two patch groups – Test Group and Production Group.

Test Group: Any system in the Test Group will patch every day of the month including Patch Tuesday. This group can be used to help test the compatibility of customer specific applications before the patch rolls out to the rest of the customer’s computers.

Production Group: Any system not in the Test Group will be in the Production Group and will follow the normal Patch Schedule.

## DEVICE SETUP/CUSTOM CONFIGURATION

Configuration/Custom Setup for PC/Laptop; Installation of Windows 10 including Windows Updates; BIOS Updates; Device Driver Updates

In addition to the standard PC build out of Windows 10 and BIOS updates, Device Setup/Custom Configuration for PCs and laptops includes a variety of configuration categories as well such as:

- Join the computer to the customer’s Windows Domain
- Installation of standard business applications (e.g. Microsoft Office),
- Customer standard configurations (e.g. placing a standard background image on the desktop)
- Asset Management setup (e.g. placing a label on the case)
- Configuring Power and Network Settings (e.g. turning on Wake on Lan)
- Installation of Security Apps (e.g. end point protection software)

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- Configuring Security Settings (e.g. configuring the Windows Firewall)
- Installation of client specific software (e.g. electronic health records software)

### Caveats and Limitations

- Installation of line of business applications is only available when allowed by the application vendor.
- Installation of line of business applications requires the Customer to have active support from the application vendor. The vendor must be able to provide installation instructions and software.
- Customer must have valid licenses for all software.
- Windows Domain Join requires VPN access to the customer's domain and domain administrator credentials.
- Installation of Windows 10 requires PC to be shipped to Depot first. Onsite Device Setup/Custom Configuration is available for additional charges.

## ENDPOINT MOBILE DEVICE MANAGEMENT

MDM support for managing Apple and Android phones and tablets. Complete management for corporate owned assets or application management for BYOD. Support for self-enrollment, automated configurations, app catalogue and installation, privacy and security.

### Caveats and Limitations

- Customer is responsible for obtaining and maintaining necessary subcomponents of accounts required by Apple and Google to facilitate MDM. This may include certificates and volume purchase programs.
- Full functionality for Apple Devices requires DEP enrollment. Additional charges may apply if the devices were not obtained by a single vendor.
- Security for devices that are not enrolled in DEP can be circumvented by users.
- Endpoint Mobile Device Management does not include the licensing of the management software.
- Chromebooks are not covered by Endpoint Mobile Device Management.

## REMOTE APPLICATION MAINTENANCE

C Spire Business Application Maintenance extends support for your infrastructure to your line of business applications by providing application maintenance, configuration, administration, troubleshooting and support, database and application maintenance, installation of version updates, and coordination with software vendor.

Requires client to have a current software support agreement with the software vendor.  
Requires customer to have End User Support plus Managed Infrastructure.

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If a customer's application does not appear in the list below it can be submitted for review and may be incorporated into Remote Application Maintenance.

Example applications:

- Citrix
- eClinicalWorks
- NextGen
- Greenway
- Allscripts
- Centricity
- Quickbooks
- Great Plains
- Peachtree

## FEATURES

- C Spire Business will perform remote troubleshooting and remediation of the customer's covered application(s) that are under software support by the third-party vendor.
- C Spire Business will perform database and application maintenance and software version updates as needed based on instruction sets provided by the third-party vendor.
- C Spire Business will conduct investigation of application service issues to rule out any system, connectivity, and compatibility problems prior to involving a third-party vendor. This level of troubleshooting includes Network, Server, Storage, Client, and Operating System troubleshooting.
- C Spire Business will contact and work with the application vendor to resolve application-specific issues. Vendor cooperation is essential to resolving issues. C Spire Business reserves the right to suspend Application Maintenance services or charge hourly if the Customer elects not to maintain support with the third-party vendor and/or if a vendor does not cooperate in providing necessary support of the software.
- C Spire Business will monitor vendor access to customer systems when vendor access is locked down.
- For Citrix, C Spire Business will install and update client-side applications with installation instructions provided by third-party vendors in Citrix desktops and manage and maintain the Citrix farm.

## APPLICATION MAINTENANCE AVAILABILITY DEPENDENCIES

The availability of Service is dependent on the following:

- Customer must have End User Support plus either C Spire Business Cloud Services or Managed Infrastructure.
- C Spire Business requires an active support contract with the application paid for by the customer. If an application vendor does not cooperate in providing necessary support of the software, the Customer should work directly with the vendor to solve the contractual obligations for support. Alternatively, C Spire Business can continue to troubleshoot the problem for an hourly fee.

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## APPLICATION MAINTENANCE LIMITATIONS

The following limitations apply to the Application Maintenance Service:

- Application installation and setup – this is fulfilled by the application vendor/reseller
- Application Training – Customer will rely upon the application vendor/reseller for training, setup, and functionality within related software.
- Customization of the application – Customer will rely upon the application vendor/reseller.
- Major application upgrades that require significant changes to underlying infrastructure (e.g., upgrade requires new version of SQL) would require a separate project and is not covered under this agreement.
- Backups or restore of data/infrastructure environments – Customers can purchase one of C Spire Business' Data Protection Services.
- Customer must inform C Spire Business of any releases, upgrades, or necessary patches. All maintenance activity will be dependent upon client notifying C Spire Business or their third-party vendor notice of necessary maintenance.

## END USER SUPPORT AVAILABILITY DEPENDENCIES

The availability of Service is dependent on the following:

- Existence of a suitable network transport from C Spire Business to User(s).
- Service requires administrator rights to the user devices covered under End User Support.
- Remote support requires installation of a remote management agent on each of Customer's computers under End User Support.
- C Spire Business reserves the right to limit Service availability in the event that necessary Service components are either unavailable or unattainable at a reasonable cost to C Spire Business.
- It is Customer's responsibility to ensure that all installed software is properly licensed and under Vendor Support. Customer must also ensure that the system, including software and hardware, is accessible and available to the User requesting assistance without limit during any telephone or on-site discussions with C Spire Business technician.

## END USER SUPPORT LIMITATIONS

The following limitations apply to this service:

- Customer is responsible for all data on Devices. Customer agrees that C Spire Business is not responsible for any loss of software or data.
- C Spire Business provides one copy of our remote management agent, including the antivirus package. Additional seats must be purchased. C Spire Business provides no additional software licensing or hardware as a part of this service.
- Time spent waiting for hardware replacement or interaction with third-party vendors will pause the Incident Response timer.
- The setup or installation of more than five (5) computers at a time will be handled as a scheduled project and is subject to hourly fees.



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- Moving of equipment within the facility or to a new location is not included with this Service. Customer can add a C Spire Business Block of Hours to schedule an equipment move.
- C Spire Business will not perform Asset inventory other than reporting from Remote Management agent.
- C Spire Business will not perform facilities-related requests or work such as cabling, DVR, security systems, etc.
- Except for PC virus infection remediation, C Spire Business will not perform security services including Incident Response, Breach Determination, Vulnerability testing, and auditing. Customers can purchase Managed Security Services under a separate Order.
- C Spire Business will not perform advanced networking or infrastructure troubleshooting and support. Customers can purchase Managed Infrastructure under a separate Order.
- Except in cases where a Customer has a Dedicated Onsite Resource, travel greater than 100 miles of the nearest C Spire Business office is not included. If Customer does not have Dedicated Onsite Resource, C Spire Business will bill the Customer at the currently approved C Spire Business travel rates, which should not exceed the Federal Mileage rate.

## END USER SUPPORT EXCEPTIONS

The End User Support Service does not include the following:

- Software support on any products not specifically stated in the Covered Applications
- Support in instances where the compatibility of the system to the software is in question, or when the system configuration is invalid
- Support or configuration of personal devices
- Troubleshooting of Active Directory or Group Policy
- Troubleshooting of mobile phone issues outside of connectivity to corporate email
- Troubleshooting of printer hardware
- Troubleshooting server-side application issues including cloud applications
- Troubleshooting or configuring phone systems
- Troubleshooting or configuring connectivity or data circuits
- Remote or on-site training assistance
- Support of custom-built hardware devices
- Data or configuration backup
- Scripting, programming, database design, or web development
- Website filtering
- Email SPAM filtering
- Monitoring and security
- Consumables such as toner, paper, and other supplies

Support for these exceptions may be available for additional fees.



## SERVICE DELIVERY

Upon receipt of the signed Quote, C Spire Business will provision one or more of the following for the End User Support Service as required:

- Installation of a remote management agent on all supported computers. One copy of the remote management agent is included per seat. Additional agents can be purchased as needed.
- The creation of an administrative user account capable of local administrator or root level access for each computer.

## APPLICATION MAINTENANCE ADD-ON OPTION

- Full audit and documentation of current environment
- Review of the environment with application vendor for best practices – further recommendations could result from this engagement.

If additional configuration work is required due to limitations of the Customer network, C Spire Business reserves the right to bill Customer at current hourly rates for additional configuration time.

C Spire Business is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application into the Customer's internal network unless explicitly defined within this agreement.