

Exhibit A: Managed Service Specifications

This exhibit describes the IT service and support that Cyber Advisors will deliver to the Customer under the terms and conditions of the Master Service Agreement (MSA) and a Managed Service Order (MSO). The specific Services will be designated, quantified, and described on a Managed Service Order (MSO). Cyber Advisors will provide the following services in alignment with the MSO:

- **Managed IT Services:** Managed IT services are provided by technical service teams comprised of Service Desk Technicians, Service Desk Specialists, Remote Operations Center (ROC), and Managed Service Engineering support teams. Cyber Advisors has the ability to monitor, manage, and maintain the Customer's IT infrastructure, including servers, network devices, storage devices, backup systems, cloud services, and applications. Cyber Advisors has the ability to provide remote and onsite technical support, troubleshooting, and problem resolution for the Customer's IT infrastructure. Cyber Advisors will use best practices and industry standards to ensure the maintenance, availability, performance, security, and reliability of the Customer's IT infrastructure. The scope of Managed IT Services and Products supported will be governed by the entitlements provided within a Service Order. The definition of support entitlements will be outlined in this Managed Service Specifications Exhibit.
- **Managed Security Services:** Managed Security services are provided by technical service teams comprised of Remote Operations Center (ROC), Security Analysts, Security Operations Center (SOC), and Security Engineering support teams. Cyber Advisors has the ability to provide solutions designed to protect the Customer's IT infrastructure from cyber threats, such as malware, ransomware, phishing, denial-of-service attacks, identity takeover, and unauthorized access. Cyber Advisors can also provide security awareness training, vulnerability assessment, penetration testing, incident response, and disaster recovery services for the Customer's beyond the scope of Managed Security. Cyber Advisors will use advanced tools and techniques to detect, prevent, and mitigate cyber threats. The scope of Managed Security Services and Products supported will be governed by the entitlements provided within a Service Order. The definition of support entitlements will be outlined in this Managed Service Specifications Exhibit.
- **Supported Customer IT Infrastructure:** Cyber Advisors will provide support for all back-end systems and IT infrastructure including, but not limited to:
 - Servers, Storage, Backup, Virtualization, Hypervisor, and Universal Power Supply
 - Firewalls, Switches, Wireless Controllers, Access Points, SD WAN, Load Balancers, Routers
 - E-mail Platform, Archiving, Backup, Encryption, Anti-Spam, Phishing Protection, and Filtering
 - Endpoints such as Desktops, Laptops, Mobile devices, and Tablets
 - Windows Operating System
 - MacOS Computers
 - Microsoft 365 – Productivity, Modern Work and Security
 - PC Hardware and Peripherals
 - Email and Mobility
 - Cloud Infrastructure, Storage, Backup, and Disaster Recovery
 - Phone Systems - Microsoft Teams or 3CX only
 - Connectivity (if procured and authorized through Cyber Advisors)

- Line of Business Application support – in relation to uptime, availability, and functionality (requires active and current support agreement with the ISV or Software provider directly and Cyber Advisors to be named on the Account)
- **Not Supported Customer IT Infrastructure:** Cyber Advisors is not obligated to provide support on the defined technology solutions:
 - Printers and Copiers
 - Rollers, Cleaning, Toner and/or General Maintenance
 - Phone Systems – All other
 - Programming or Coding
 - .net, JAVA, SQL DBAs
 - Line of Business Applications administration
 - CRM, ERP, CLM, Etc.
 - Software Development
- **Professional Services:** Outside of the scope of Managed Services Agreement and entitlements, Cyber Advisors can provide assessments, architectural design, and professional services for the Customer. Professional Service projects such as hardware and software procurement, installation, upgrades, or replacement; assessments, testing, or remediation; backup or disaster recovery planning or implementation; cloud migration or optimization; policy and plan creation; or any other project-based work will be scoped, quoted, and invoiced outside of the scope of the Managed Services Order and Agreement. Cyber Advisors will invoice the Customer for these services based on the agreed upon scope, timeline, and budget and will be documented within a Statement of Work (SOW) or Service Order (SO).

As pertaining to this Managed Service Agreement, professional services will be required for any work that is not explicitly defined as being included in this agreement. To ensure avoidance of doubt, any task which exceeds 4 hours of consecutive work or requires deployment or migration of net new technology (applications, software, hardware) by Cyber Advisors will additionally be considered a project and outside of the scope of responsibilities assigned within this Managed Service Agreement.

Examples of excluded services include, but are not limited to:

- Software and / or hardware upgrades / replacement
- New software and / or hardware installation
- New software and / or hardware deployment
- Enablement of new technology solutions / features
- Software and / or hardware migrations
- Incident response, investigation, and forensics

Service Specifications for Managed IT Services

This section describes the Managed IT services that Cyber Advisors will deliver to the Customer under the terms and conditions of the Master Service Agreement (MSA) and a Managed Service Order (MSO). The specific Managed IT Services will be designated, quantified, and described on a Managed Service Order (MSO). Cyber Advisors will provide the following services in alignment with the MSO:

- **Service Desk:** Cyber Advisors will provide multi-channel (Phone, Email, Chat) triage to Customer and Customer's end users and Service Desk as denoted by the product purchased. Service Desk is the initial service team for rapid response, resolution, and escalation. Cyber Advisors will use best practices and industry standards to ensure support requests are received, classified, and documented.
 - **Service Desk Services Include:**
 - Microsoft Windows, Office, Microsoft 365 support
 - End User computer (PC) support
 - Mobile device support
 - Network access and connectivity support
 - Rapid response, triage, and escalation
- **Remote Operations Center (ROC):** Cyber Advisors will monitor, manage, and patch the Customer's IT infrastructure, including servers, network devices, storage devices, backup systems, cloud services, and applications. Cyber Advisors will use best practices and industry standards to ensure the availability, performance, security, and reliability of the Customer's IT infrastructure. Cyber Advisors will apply approved Microsoft updates and patches approximately 5 days after they are released. Cyber Advisors and our patching solution provider review and validate the patches before implementing them across all supported devices. Cyber Advisors will also provide documentation and monthly reporting of the Customer's IT infrastructure and assets under management.
 - **ROC Service Includes:**
 - Up-time/Down-time reporting
 - Event Log monitoring
 - Hardware performance
 - Drive space monitoring
 - Asset management and auditing
 - Monitoring, Alerting, and Notification
 - Microsoft Patching
 - Specific Third-Party Patching (horizontal business applications; not specific vertical applications)
 - Backup Management and Testing
- **Managed Service Technical Support:** Cyber Advisors will provide remote and onsite technical support, troubleshooting, and problem resolution for the Customer's IT infrastructure as indicated by the product purchased. Cyber Advisors will respond to the Customer's requests and incidents within the agreed service level goals (SLG). Cyber Advisors will also provide guidance to the Customer's staff on how to use and maintain the Customer's IT infrastructure.
 - **Managed Service Technical Support Includes:**
 - Active Directory and user administration
 - Windows file sharing administration and privileged access
 - Network Infrastructure troubleshooting, administration, and configuration.
 - Server and Storage Infrastructure troubleshooting, administration, and configuration.
 - Connectivity troubleshooting, administration, and configuration.
 - Microsoft Application and OS troubleshooting, administration, and configuration.
 - Cloud Application troubleshooting, administration, and configuration.
 - End user support, onsite and remote engineering, and Vendor engagement.
 - Third Party application support (horizontal applications).
 - Third Party application assistance for Line of business applications (triage request and escalate to software Vendor, must have active support agreement with software Vendor).
 - Software tool reporting and analysis.
 - Technology Roadmap and Lifecycle Management
 - Technology Business Reviews

Service Specifications for Managed Security Services

This section describes the Managed Security services that Cyber Advisors will deliver to the Customer under the terms and conditions of the Master Service Agreement (MSA) and a Managed Service Order (MSO). The specific Managed Security Services will be designated, quantified, and described on a Managed Service Order (MSO). Cyber Advisors will provide the following services in alignment with the MSO:

- **Security Tools and Software:** Cyber Advisors will provide a portfolio of Cyber Security tools, software, and hardware solutions to be utilized in the Customer's IT Infrastructure as indicated by purchased solutions.
 - **Security Tools and Software Include:**
 - Anti-Virus and Endpoint Detection Response
 - Security Awareness and Training
 - End User Phishing, Smishing and Vishing Simulation
 - Multifactor Authentication
 - Web and DNS Filtering
 - Spam Filtering
 - Managed Network
 - IDS/IPS
 - Managed Backup
 - Password Management
 - Email Encryption
 - Device Encryption
 - Email Archiving
 - Managed Detection Response
 - Security Incident and Event Management
 - Dark Web Monitoring
 - Vulnerability Scanning
 - Network Access Control
 - Mobile Device Management
 - Zero Trust Network Access
 - Secure Access Services Edge
 - Compliance Management
 - Threat Hunting
 - Cloud Access Security Broker
 - Data Loss Protection and Prevention
- **Managed Security Service Technical Support:** Cyber Advisors will provide remote and onsite technical support, troubleshooting, and problem resolution for the Customer's cyber security tools and software. Cyber Advisors will respond to the Customer's requests and incidents within the agreed service level goals (SLG). Cyber Advisors will also provide guidance to the Customer's staff on how to use and maintain the Customer's cyber security tools and software.
 - **Managed Security Service Technical Support Includes:**
 - Tool administration
 - Reporting and analytics
 - Tool and Software provisioning and configuration
 - Assessments, Reporting, and Scanning
 - Risk identification
- **Security Operations Center (SOC):** Cyber Advisors will provide remote and onsite technical support, troubleshooting, and problem resolution for the Customer's subscribed security solutions within the Service Order. Cyber Advisors will respond to the Customer's requests, Vendor requests, and incidents within the agreed service level goals (SLG). Cyber Advisors will provide monitoring, alerting and technical response to validated alerts from the Security Operations Center (SOC). Cyber Advisors will coordinate response and remediation with Customer and Customers designated authorized contacts or representatives.
 - **SOC Service Includes:**
 - Detecting, preventing, investigating, and responding to cyber threats
 - Managed Detection and Response

- Event and System Log monitoring
- Tool and software administration, access control, and reporting
- Network monitoring
- Threat detection and Threat intelligence
- Risk and Compliance Management
- Responsibility for all people, processes, and technologies needed to enable these services and provide 24/7/365 support.

Additional Terms and Conditions

- Cyber Advisors will only support equipment that has a valid and current warranty and/or support agreement from the manufacturer or Vendor. The Customer is responsible for renewing and maintaining such warranty and support agreements for all equipment that is covered by the Managed IT and/or Managed Security services. Cyber Advisors will not be liable for any failure or damage to equipment that is caused by an expired or invalid warranty or support agreement.
- Cyber Advisors reserves the right to audit user classifications and quantities to make necessary adjustments to billing based upon those findings. These audits may occur at the discretion of Cyber Advisors, but no more than once per calendar month. Cyber Advisors will assess quantity of users that are deemed to be categorized as “Standard Users” or “Limited Users”.

Standard users will be defined as an individual who exclusively utilizes resources within the customer's designated environment in a consistent and individualized manner. This user must meet all the following criteria:

- Provided a dedicated computer or device for individual use
- Provided with an individual email account issued by the customer (and Bring your own device)

If a user satisfies all these criteria, they will be classified and billed as a Standard User according to the contracted rates.

Limited users will be defined as an individual who utilizes resources within the customer's designated environment in a shared or non-unique capacity. If a user meets any but not all the criteria specified for a Standard User, they will be classified and billed as a Limited User according to the contracted rates.

- Cyber Advisors will offer a la carte Managed IT and Managed Security services for Customers and expressly provides Products and Services defined in the Customer approved Managed Service Order. The Customer can opt in or opt out of these services based on their needs and preferences. By opting out of Managed Security Services, Customer is willingly and knowingly accepting the risk associated with not implementing industry defined (NIST CSF) Cyber Security best practices.
- The Customer may also bring their own solution for any type of Product or equipment that is not supported within Cyber Advisors' approved solution portfolio (Exhibit C). Cyber Advisors will provide best effort support for this equipment but will not guarantee any SLG (Exhibit B) or quality of service in remediation. Cyber Advisors will provide services in a good and skillful manner in effort to reduce or resolve any Customer incidents.
- The Customer may request changes to their service options at any time by notifying Cyber Advisors in writing. Cyber Advisors will provide a change order and adjust services as agreed upon in a signed MSO. Cyber Advisors will provide a change order and adjust services if agreed upon in a signed MSO.
- The Customer will pay Cyber Advisors a monthly fee based on the number of users and devices that are covered by the Managed IT and Managed Security solutions. Cyber Advisors will invoice the Customer monthly and payment is due on the due date. The first month of service will be invoiced along with onboarding charges post implementation and service activation date. Sales Tax is not charged upfront on



services, but when applicable taxable services occur in a month, you will receive an invoice to pay for those taxable services. You may review the [Minnesota Department of Revenue Sales Tax Fact Sheet 134](#) for further clarification. At the conclusion of each month, time and services are reviewed by Cyber Advisors, and if services beyond the contract occur, an invoice will be sent accordingly. Questions regarding your invoice or any related billing issues can be resolved by reaching out to the finance department by emailing finance@cyberadvisors.com.

- Cyber Advisors reserves the right to suspend or terminate any or all the Services if the Customer fails to pay the invoices on time or breaches any of the terms and conditions of the MSA. Cyber Advisors will notify the Customer in writing before taking any such action and will give the Customer five (5) calendar days to remedy the situation.
- Cyber Advisors provides monthly reporting on all subscribed services per the MSO, this can include Backup, Server, Active Directory, Storage, Email, Network cabling, Network Infrastructure, Remote Management, workstations, security solutions, and Cloud applications. Reporting will indicate quantities, deployment, health, status, risk, and action items.
- Cyber Advisors performs Vendor due diligence on all third-party manufacturer solutions, including hardware and software. Additional diligence information is available upon Customer request. Cyber Advisors will assist the Customer in requesting, gathering, and delivering all relevant due diligence information from the Vendor. By using our services, Customer agree to comply with the third-party terms and conditions, acceptable use policy and end user license agreements. The customer acknowledges that they have read and understood the terms and conditions of these agreements and accepts them. You also agree to indemnify and hold Cyber Advisors harmless from any claims, damages, or losses arising out of Customers breach of these agreements.

Exhibit B: Service Level Goals (SLG)

This exhibit describes the Service Level Goals that Cyber Advisors will deliver to the Customer under the terms and conditions of the Master Service Agreement (MSA). Cyber Advisors will provide the following Service Level Goals:

METRIC	DESCRIPTION	PERFORMANCE GOAL
Availability of Service Desk	Hours of Service Desk operation	24x7x365
Availability of Contact Center	Hours of Contact Center operation	24x7x365
Email Response Time	The amount of time it takes for the Service Desk to respond to a customer email or voicemail request	Goal = 95% of email requests are responded to in less than 2 business hours.
Phone Call Response Time	The amount of time it takes for the Service Desk to answer a customer phone call	Goal = 95% of calls received are answered in less than 90 seconds.
Call Abandonment	The percent of customer calls that are hung-up or disconnected before Service Desk responds	Goal = Less than 5% abandonment rate.

Open Service Desk Tickets Status	The number of open tickets on weekly review queue that include current status	Goal = 100% of open tickets have status updates within the last 24 hours.
Escalation Time	The amount of time it takes for the Priority Alerts to get escalated.	Goal = 95% of escalations are triaged and assigned in less than 2 hours.

Exhibit C: Approved Solutions List

This exhibit describes the Approved Solutions List that Cyber Advisors will support in alignment with the SLG provided in Exhibit B. This list is subject to change at any time at Cyber Advisors' sole discretion. Products or equipment manufacturers not on the Approved Solution List will be supported in a best effort manner. Cyber Advisors will use commercially reasonable efforts to support, repair and maintain Products that are not on the Approved Solution List.

Approved Solution List:

Equipment	Supported Manufacturers
Servers	Dell
	HPE
	Lenovo
	SuperMicro
Server OS	Windows Server 2019 or later
	Linux (Ubuntu and CentOS)
Hypervisor	Microsoft Hyper V
	VMware ESXi
Storage	Dell EMC
	HPE
Backup Systems	Veeam
	Dell EMC
	Datto
	Cove
	Axcient
Client PC	Dell
	HPE
	Lenovo
	Mac
	Microsoft
Client PC OS	Windows 10, 11 or Newer

	MacOS
Phone System	Microsoft Teams
	3CX
Cloud Service	Microsoft Azure (IaaS, PaaS, SaaS)
	Microsoft 365 Suite
Applications	Microsoft SQL Server 2017 or later
	Microsoft Exchange Server 2019 or later
Networking	Fortinet
	Sophos
	HPE Aruba
	Cisco Meraki
	SonicWall
	WatchGuard
	Dell
	Auvik
Patching	ConnectWise
	PatchMyPC
	Microsoft InTune
AntiVirus/EDR	Sophos
	SentinelOne
	Microsoft Defender
	ESET
Email Security	Securence
	Barracuda
	Sophos
	Microsoft Defender
	Proofpoint
	Mimecast
Security Awareness	KnowBe4
	Arctic Wolf
Web Filtering	Cisco Umbrella
SIEM	Perch (ConnectWise SIEM)
	Arctic Wolf
MFA	Microsoft
	Cisco DUO
MDR	Sophos
	SentinelOne
	Arctic Wolf
	Perch (ConnectWise SIEM)
Dark Web Monitoring	IDAgent

Password Management	LastPass Keeper
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