



PIT Solutions (PIT)
Managed Services Agreement
Part of the PIT Mining IT Group (ABN: 74 683 968 256)

Document versions

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Engagement and Communications

Contractor Definitions

In this *Managed Service Agreement*, all references to PIT mean the Contractor as defined in the Agreement.

Access Channels

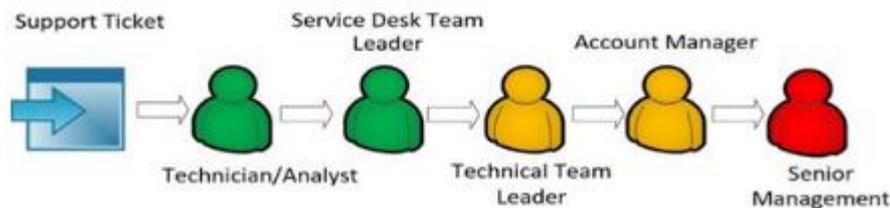
The following access channels are to be used by the Customer to interact with PIT for:

- Submitting Tickets and Incident Notifications (HALO)
- Making Service Requests
- Submitting Information Requests
- Searching and retrieving documentation about Services
- Service reports
- General communications

Escalation

The relationships at the Management tier are crucial, as the delivery of services is a major component of the relationship. As such, issues related to the delivery of services will first be addressed and then escalated to the Executive tier, as appropriate.

It is the role of the PIT Service Desk to initiate this escalation process. Should you believe your issue / request requires escalation, please use the following table to determine the escalation path:



Management Tier Escalation Level	PIT Role	Equivalent Customer Role
1	Service Desk Team Leader	John Albert
2	Account Manager	Sales Representative
3	Head of Customer Experience & Service	Kevin O'Connell
4	Senior Management	Ian Turner

PIT will maintain a current list of all Customer authorised contacts. Targeted escalation timeframes are as below:

	Escalation Level			
	1	2	3	4
Priority 1	30 Minutes	2 Hours	4 Hours	1 Day
Priority 2	1 Hour	2 Days	3 Days	7 Days

Service Description

PIT provides a holistic approach to Managed Services. We supply a single point of contact for IT, Voice, Cloud and Connectivity Support.

PIT provides managed service support agreements over agreed periods or greater. Our Service is estimated on the size of the engagement, **calculated based on the number of end users** and industry information gathered across PIT's existing client base. The available services can include:

- ✓ Access to 24x7 call logging
- ✓ Service Desk (7am-7pm)
- ✓ Access to Ticketing and Reporting Portal
- ✓ Case, Problem, and Incident Management
- ✓ Desktop, Server, Cloud and VoIP Support
- ✓ Remote Support
- ✓ Preventative Maintenance and Software Patching
- ✓ Quarterly Business Reviews
- ✓ Monthly Reporting
- ✓ Daily Backup Monitoring
- ✓ Account Management
- ✓ Onsite Support and other support services as negotiated

Services are further defined within **Appendix A – In-Scope Per Seat Inclusions**.

The pricing model is based on the following conditions:

- Device based licensed products will be billed on number devices on which they are installed (i.e. Remote Management Tool (RMM) and Antivirus tools)
- Invoicing is Monthly.
- Any Project/Implementation work is not included and will be invoiced separately.

Governance

Security and Compliance

PIT shall implement and maintain appropriate data protection measures to safeguard customer information against unauthorized access, disclosure, alteration, and destruction. All services provided under this Agreement shall comply with applicable Australian laws and industry standards, including but not limited to the Privacy Act 1988 (Cth) and the Australian Cyber Security Centre (ACSC) guidelines.

Agreement Duration

This Agreement shall commence on the date the Services are first provided ("Commencement Date") and shall remain in force for an initial term of thirty-six (36) months, unless otherwise specified in the Service Order or terminated earlier in accordance with the provisions of this Agreement.

Renewal Terms

Upon expiration of the initial term, this Agreement shall automatically renew for successive twelve (12) month periods unless either party provides written notice of its intent not to renew at least thirty (30) days prior to the expiration of the then-current term.

Confidentiality

Both parties agree to maintain the confidentiality of all sensitive information exchanged during the term of this Agreement. Neither party shall disclose such information to any third party without prior written consent, except as required by law. These non-disclosure obligations shall survive the termination of this Agreement.

Liability and Indemnification

PIT shall not be liable for any indirect, incidental, or consequential damages arising from the provision of services under this Agreement. The Customer agrees to indemnify and hold PIT harmless against any claims, damages, or liabilities resulting from the Customer's breach of this Agreement or misuse of the services provided.

Termination

Your rights to cancel the Services

The Customer may cancel their Services immediately by providing written notice in accordance with this document, if any of the following circumstances occur:

- a. Contractors are required to cancel the Services in order to comply with a direction from a law enforcement agency or Regulatory Authority;
- b. Any of the Services are unavailable for more than fourteen (14) consecutive days; or
- c. An Insolvency Event has occurred in relation to the contractor.

The cancellation will take effect from the earliest time we receive customer notice through one of the permitted methods.

Customer termination for convenience

The Customer may cancel the Services by giving the Contractor thirty (30) days' prior written notice.

In the event of early termination by the customer without cause, the Customer shall be liable for an early termination fee equal to the remaining monthly charges payable under this agreement by the number of months (or part thereof) remaining in the agreement duration, including any committed service hours, licensing costs, or infrastructure provisioning fees incurred by PIT and the return of proprietary materials.

Our rights to cancel the Service

We may cancel the Services immediately in the following circumstances:

- d. The Contractor is required to cancel the Services to comply with a direction from a law enforcement agency or Regulatory Authority relating to the Customer;
- e. The Customer have failed to pay an invoice by its due date and do not remedy the non-payment within ten (10) Business Days of receiving written notice from the Contractor, except where an amount is validly withheld under a billing or performance dispute in accordance with our general terms; or
- f. an Insolvency Event occurs with respect to the Customer, and the Customer enters liquidation, is subject to a winding-up order, has a receiver or administrator appointed over its assets, or ceases to carry on business in the ordinary course.

The Contractor may cancel the Services by giving the Customer thirty (30) days' written notice if:

- g. the relevant Subscription Term has ended, and the Contractor does not wish to continue to supply the Services; or
- h. the Contractor are unable to continue providing the Services due to a Force Majeure Event that has occurred and is continuing.

Effect of Termination

Upon termination of this Agreement for any reason:

- a. PIT shall cease all services and provide a final invoice for any outstanding fees.
- b. Each party shall return or securely destroy the other party's confidential information, including access credentials, data backups, and documentation.
- c. PIT shall, upon request, provide reasonable transition assistance for a period not exceeding thirty (30) days, subject to applicable fees.

Service Support Hours and Coverage

PIT offers a 24x7 support agreement model. Our Support Desk is operational from our offices 7am to 7pm and is manned remotely outside of these hours for **Priority 1** issues. After-hours support will be charged per hour with customer acceptance.

Coverage Hours	Support Period	Applies to
Business Hours (Primarily Remote Support)	7am-7pm, Monday to Friday (excluding National Public Holidays)	
Business Hours (National Public Holidays)	7am-7pm Monday to Friday supported by on call Skeleton staff	
After Hours (Primarily Remote Support)	7pm-7am Business Days and Weekends	If 24/7 retainer has been purchased

Service Levels and Definitions

The following are our initial response and resolution times and associated definitions, including Target Resolution times and update intervals, and refer to the services described within Appendix A – In-Scope Per Seat Inclusions.

Priority Level	Target Response	Target Resolution Plan	Target Incident Update Interval
Priority 1	30 Minutes	4 Hours	1 Hour
Priority 2	1 Hour	8 hours	2 hours
Priority 3	4 Hours	3 days	1 Day
Priority 4	1 Day	10 days	5 Days
Priority 5	5 Days	N/A	N/A

The following definitions relate to the above table:

Priority Level: Please see Table below.

Target Response: is the targeted time within which PIT Solutions acknowledges receipt of an incident or service request after it has been logged through an approved channel (e.g., help desk, email, or portal). PIT will triage logged issues and align logged issues with the above classifications and impacts.

Target Resolution Plan: is the timeframe within which PIT Solutions will provide a defined course of action or plan to resolve the reported incident.

This advice will attempt to include a diagnosis of the likely cause of the issue and a plan for resolution of the issue, or a reasonable request for additional information where the information supplied is not reasonably sufficient to provide a diagnosis. The plan may be the delivery of a fix for the issue or a workaround which enables customers to undertake their business effectively.

A work-around means the restoration of a basic level of operation, causing the end users no major obstruction in performing their duties and a return to a workable service, while a permanent solution is investigated and agreed for later implementation.

This plan outlines the steps required to remediate the issue, identifies responsible parties, and provides an estimated timeframe for full resolution.

Where an issue has been pending Customer Feedback, PIT reserves the right to close the Case if that feedback or additional information has not been received after three (3) attempts.

Target Incident Update Interval: refers to the maximum time between progress updates provided by PIT Solutions to the customer while an incident remains open, less any time taken by customers where the customer is reasonably required to provide further information or undertake further action.

This ensures ongoing communication and transparency, allowing customers to remain informed of the issue's status, actions taken, and any changes to the estimated resolution time.

A Case is marked as resolved in PIT Assist pending user acceptance of the Resolution. After Three (3) days this case Auto-Closes if that acceptance (or non-acceptance) is not received.

Known Issues: Through experience, PIT has learned that the quality of its services is greatly impacted by Customer participation. Accordingly, to avoid impact on Service Levels, the Customer will provide in a timely fashion all information, support, approvals, and resources needed by the PIT team to successfully deliver these. In particular, the Customer shall:

- Provide relevant application knowledge associated with an alert or a request.
- Provide any other data that PIT may reasonably request to reproduce operating conditions like those present when the relevant alerts or issues occurred.
- Carefully monitor emails from PIT on an on-going basis as a requirement for the delivery of Services.

To remediate vulnerabilities or recommended issue resolution, in a reasonable timeframe (suggested fourteen (14) days) of any threat notification or PIT recommendation to resolve.

Incident and Priority Definitions

All the below information is applicable to the "Baseline Services" as described within the PIT Inclusions as Appendix A.

Classification/Impact	Description	Customer Specific Guidelines
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<p>Priority 1– Critical</p>	<p>Critical service or system down with complete loss of a core business function.</p>	<ul style="list-style-type: none"> • Severe Business Impact • Outage of a critical business system • Entire site down • Serious performance degradation of a critical business system • Severe business impact to more than 20 users • Customers cannot work until service is restored (no workaround)
<p>Priority 2 – High</p>	<p>An outage or partial loss of business function with no workaround</p>	<ul style="list-style-type: none"> • Up to 20 Users • Outage to a business system with significant impact • Performance degradation that partially impacts users • Partial loss of business functionality up to 20 users • Impacts a pre-advised VIP (may be downgraded to P3 based on impact) • Impact's ability to meet an important client deadline • Customers unable to use service until resumed (no workaround)

<p>Priority 3 – Medium</p>	<p>An outage or partial loss of business function with a practical workaround.</p>	<ul style="list-style-type: none"> • Up to 5 Users • Partial loss of system functionality minimal impact to users • Practical workaround enables users to continue working Performance degradation to non- • critical system minimal impact • Single user unable to work Printer not working/unavailable • Routine service request (assessed as urgent) Minor financial impact
<p>Priority 4 – Low</p>	<p>No loss of business functionality or impact to work with a practical work-around. One or more users inconvenienced but able to work.</p>	<ul style="list-style-type: none"> • Single User • Request related to system functionality or feature • No impact on user ability to work Single user inconvenienced but able to continue working • Request for information Inconvenience value only • Known issues where the customer has not implemented the recommended solution in a reasonable timeframe.

Priority 5 – Very Low	New Service Request	<ul style="list-style-type: none"> Routine service request (which can be scheduled)
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Third-Party Support

PIT is happy to liaise with third-party vendors on the Customer’s behalf upon request. However, PIT does not extend or apply its own Service Level Agreements (SLAs) to platforms or services that are not fully managed by PIT.

For third-party hosted services—such as those not directly supplied or supported by PIT—no SLA is provided by PIT. Notwithstanding the above, services delivered through platforms such as Microsoft 365 and Microsoft Azure are subject to Microsoft’s own SLAs, which are known to offer high levels of reliability and performance.

Pricing

- PIT’s Managed Services are charged per seat (where a seat is a licensed user in the organisation).
- Two levels are available: **QUANTUM Core** and **QUANTUM Edge**, with inclusions for each defined in Appendix A – In-Scope Per Seat Inclusions. NOTE: Quantum Basic is available on request only and defined in Appendix A.
- If a Business Hours support level has been purchased, any work conducted outside business hours will be charged at standard after-hours rates in addition to per seat costing a minimum of 1.5 hour per call.
- Any travel outside of inclusions is charged at standard time & materials rates.
- In the event that a third-party vendor or supplier increases their pricing during the term of this Agreement, PIT reserves the right to pass through such cost increases to the Customer. Any adjustments will be communicated in writing and will take effect from the date the third-party pricing change is implemented.

Additional hourly rates:

Time	Hourly Rates
Business Hours*	\$240
After Hours	\$320

*Hourly rate is charged from PIT Ascot Office to Customer location and return. All applicable travel costs are on charged.

Variations

- PIT will review and adjust pricing monthly to reflect any changes in the number of active users. Usage levels will be monitored continuously to ensure accurate billing. The Customer agrees to maintain, at minimum, the original number of users specified at the commencement of the Agreement for the duration of the contract term.
- If confirmed in your quote, your pricing model may also include a Minimum or Baseline fee that is to be maintained for the Term of the Contact
- Any of the above variations may also need to be specified as a variation under your Master Services Agreement (Head Agreement) or Standard Form of Agreement (SFOA).

Billing

Managed services are charged per seat (licensed user), on monthly invoicing. Customers are billed the number of users specified in the agreement as a minimum. Additional active users above the minimum number specified in the agreement are added to the monthly invoice and billed from the 1st of the month in the activation month.

Unless otherwise specified in this Agreement, it is the Customer's responsibility to identify, disclose, and bear any costs associated with early termination fees or other charges imposed by the incumbent (losing) carrier when transitioning services to PIT Solutions or its nominated providers.

After Hours, exclusions and One-off Charges

Additional work outside business hours or exclusions are charged at standard rates. Pricing may be adjusted if third-party vendor costs change. Any one-off orders are usually billed immediately and separately to the monthly recurring invoice. Hardware invoices are required to be paid in full to secure pricing and for order to be dispatched. Billing queries should be raised with PIT's Finance team via PIT Assist portal <https://itsupport.pit-solutions.com/portal> or via email at accounts@pitmining.com

Service Architecture and Methodology

PIT will provide (or manage the access to) Tier 1 to Tier 3 Services based on the relevant standard industry definitions as defined below:

Support Level	Definition
TIER 1	<p>Tier 1 Support is the first level of client liaison and support. This includes client help desk, incident management, call triage and management, training and business operational assistance, user advice, client communications, desktop, infrastructure, and network related support. Services can include (but not limited to):</p> <ul style="list-style-type: none"> Collect customer requests and data Attend to customer phone calls Respond to user emails and social media messages Conduct basic troubleshooting using questionnaires to find out the level of support needed Create tickets for Level 2 support Provide product information Solve common problems such as username and passwords issues, menu navigation, verification of hardware and software, installation issues, and setup.
TIER 2	<p>Tier 2 Support includes administration services, client trouble- shooting, software and hardware installation, configuration and management, license and maintenance management, infrastructure support, and user training.</p> <p>PIT will use Subject Matter Experts to assist in this role, though it is understood that customers may continue to help in these roles when possible.</p>
TIER 3	<p>Tier 3 support is for any issues that cannot be resolved in first or second level support are classified as 3rd level support issues.</p> <p>This is the final avenue for escalation of more technical client issues as well as to raise enhancements. This involves diagnosis & resolution of assigned support cases.</p> <p>Tier 3 support consists of experts, who may include specialists such as architects, engineers, and creators. This service often involves Application, Software, or Hardware vendors.</p>

IT Service Management (ITSM)

PIT utilises the HALO's toolset to manage our customer information systems to deliver value to our customers by clearly defining the IT-related roles and responsibilities of employees, teams, and departments. As Information Technology Infrastructure Library (ITIL) supplements ITSM, HALO will assist in optimizing your change, problem, and incident management.

Problem Management

The purpose of problem management is to find a permanent root cause for the recurring incidents. Problem management mitigates the impact of the recurring incidents in the services.

The corresponding team finds the exact root cause and proposes change or fix in the service for the permanent resolution of the incident. A change request may be raised for the proposed

fix/change, and it is implemented in production through change management process.

Incident Management and Case Management

It is an approach to identify, analyse, manage and restore any disruption caused in the service. Incident management ensures that the performance of the service is up to the mark and any interruption in the quality of the service is restored as soon as possible.

A specific incident record with unique ticket number is raised in ITIL tool, by support/service desk executive for every disruption reported. The corresponding team further analyses and restores the service and updates the Incident ticket accordingly in ITIL tool. This includes Major Incident Management.

Change Management

It is an approach which guides on how to prepare, manage and support transition in the service. It deals with any kind of change within the organisation. May it be technological change, process change, organizational restructuring, physical datacentre related changes, software related changes, server related changes.

A change request may arise for many reasons, including the following:

- An incident or problem
- New hardware installation
- New functionality
- IT Infrastructure upgrades
- New or changed legislation
- Changed business requirements or direction
- Retirement of service

Account Management

The PIT Account Manager will be responsible for existing and new business, along with any contractual and engagement administration, ongoing service and issues management.

Your dedicated Account Manager's role is to:

- Act as your primary point of escalation if required
- Undertake regular account meetings and present agreed monthly reporting
- Monthly Reporting is aimed at providing Customers with information as to assess the quality of our service and the health and performance of the supported systems under this Agreement.
- Align your solution with existing and new business requirements
- Address any concerns you may have
- Provide quotes as required

As and when required, your Account Manager will consult or access PIT's team of experts to ensure your organisation's requirements are fully met.

Technical Account Manager/Service Delivery Manager

A Technical Account Manager (TAM) role is to:

- Assist customers' technical solution requests and design activities

- Work with the customer to understand service evolution opportunities and create associated projects.
- Maintain the library or architectural documentation describing the customer environment
- Lead the change control across the family of customer support organisations.
- Liaise and coordinate the range of organisations supporting the customer.

Reporting:

Customers have access to reporting through the Portal. Managed Detection & Response (MDR) threat protection report will be generated monthly and shared with the end user.

ITSM Tool Set

<p>Remote Monitoring and Management</p> <p>Our remote monitoring and management tools complement our services solution with capabilities included:</p> <ul style="list-style-type: none"> • Remote Control Devices • Provide patch management • Audit and Inventory • Performance Tracking 	<p>ITSM Case Management Tool</p> <p>PIT utilises a best of breed solution for service desk calls, creating call records and quickly capturing basic information from a customer contact. Users can then decide if the call is an incident, a problem, a change, or a service catalogue request. An API is available for integration with other systems</p>
<p>Knowledge Management</p> <p>PIT provides shared documentation and knowledge solutions for customers. Documentation can be shared with granular permissions with customers and third parties as required. This provides automation of your documentation, when you document your SOPs, contacts, locations and other information, including:</p>	<p>Systems Monitoring</p> <p>Monitor systems, devices, traffic, and applications in the IT infrastructure.</p>

PIT Customer Portal

To complement the contact methods for the Halo Portal, customers partners and vendors are encouraged to log and track their cases through our portal. <https://itsupport.pit-solutions.com/portal>

This enables our customers to:

- Create a case/incident (for themselves or someone else)
- Receive/send updates in "almost" real time
- View and manage cases
- View your entire case history
- Run reports
- Access
- Alert/Notification
- Archiving & Asset Tracking
- Configuration
- Dashboard

- Contract/License Management
- Document Controls/Permissions
- Search Retention
- Search Filter
- Self Service Manager
- IT Reporting
- Version Control
- Storage

Access & Permissions

This proposal, committed service levels, and related pricing is based on the following assumptions:

- PIT will be provided (by the customer) with access to all requested platforms and support information to enable them to effectively deliver agreed services.
- Other third-party platforms are excluded from this engagement unless specifically noted within the Inclusions.
- All related hardware and software licensing (e.g., Desktop Standard Operating Environments) and third-party support and maintenance agreements are maintained and active by PIT.
- Most services can be provided remotely.

Conflict Resolution

In the event of a dispute or disagreement arising from the interpretation or execution of this Agreement, both PIT and the Customer agree to engage in good faith discussions to resolve the matter promptly and amicably. Initial resolution efforts shall be conducted at the operational level between the designated Account Manager and the Customer's representative. If unresolved, the issue shall be escalated through the defined management tiers as outlined in the Escalation Procedures section of this Agreement. Should internal resolution efforts fail, the parties agree to pursue mediation through an independent third-party mediator prior to initiating any formal legal proceedings. Each party shall bear its own costs associated with the resolution process unless otherwise agreed in writing. This clause does not preclude either party from seeking urgent injunctive or equitable relief where necessary.

Jurisdiction and Governing Law

This Agreement is governed by the laws of the Commonwealth of Australia and the laws of Queensland where PIT is located. The parties irrevocably submit to the exclusive jurisdiction of the courts of that State for any legal proceedings arising out of or relating to this Agreement. Each party waives any objection to the venue or jurisdiction of such courts on the grounds of inconvenience or otherwise.

Appendix A – In-Scope Per Seat Inclusions

The following services outline the responsibilities of PIT Solutions (part of the PIT MINING IT Group) and the Customer. Services not included in this catalogue may be provided by PIT as additional Time and Materials or Project services upon request. Any items not listed in the final agreed catalogue will be considered "Additional Services."

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
Service Desk and Call Triage						
Business Hours Support – Remote desktop & server Support		✓	✓	✓		7am to 7pm – Business Days
Business Hours – Service Desk Support		✓	✓	✓		
Business Hours – On-Site Business Location Support and travel				✓		All onsite support is chargeable as per hourly rate inclusive of travel.
Vendor Escalation		✓	✓	✓		
Password Reset & Account access	✓	✓	✓	✓		
24x7 Services						
Call Logging – Email/Portal		✓	✓	✓		
24x7 Device Monitoring and Alerting		✓	✓	✓		
After Hours - On-Call Services		✓*	✓	✓		*Charges apply

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
On-Call Retainer Services for 24/7 Support				✓		POA
ITSM						
HALO ITSM Platform for logging support Tickets		✓	✓			
Desktop Support and Issue Resolution						
Standard Operating Environment (SOE) Development and Management				✓		
General approved desktop and related Troubleshooting, maintenance, and support (including Supported Applications as defined by the Customer)		✓	✓	✓		Any applications to be defined within the final agreed contract.
General printing connections & troubleshooting		✓	✓	✓		
Related Application/Platform Support Office365 Azure MS Teams		✓	✓	✓		

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
SharePoint OneDrive MS Autopilot						
Endpoint Management (Device Management) and Monitoring		✓	✓			Resource Monitoring and Remote Access Management only
Desktop Patch Management		✓	✓			For approved devices
Vendor Escalation		✓	✓	✓		For listed Apps
Procurement and Licensing		✓	✓	✓		Hardware and Software
3RD Party Procurement and Licensing				✓		
Support on NON-Approved Devices				✓	✓	PIT will agree with the customer on the definition of an approved device.
Active Directory						
Active Directory Domain Service Device Management User Management Policy Management Domain Controllers		✓	✓	✓		

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
On-Boarding/Off-Boarding Users IDs Roles Systems Access Automation Processes		✓	✓	✓		Automation will be a target achievement, to be further defined during on boarding
Azure Active Directory (AAD) AAD MFA and Conditional Access Self Service Password Reset		✓	✓	✓		
Print/Print Server Management						
Business Network Printer Support		✓	✓	✓		Excluding industrial, or specialist print devices.
Business Local Printer Support		✓	✓	✓		Excluding industrial, or specialist print devices.
Direct hardware Support					✓	
Consumables					✓	
Vendor Escalation		✓	✓	✓		

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
Server/Hypervisor/Virtual Environments						
Firmware & drivers (minimum yearly or more often if needed)		✓	✓	✓		
Configuring additional network port groups		✓	✓	✓		
Adding additional virtualization hosts and storage to the environment				✓		Time and materials or Project work.
Hardware break fix and dealing with OEM for repairs		✓	✓	✓		Replacement Hardware charges apply
Monitoring\alerting for availability and hardware faults		✓	✓	✓		
Capacity planning (Yearly report)		✓	✓	✓		
Vendor Escalation		✓	✓	✓		
Server Management and Monitoring (Virtual and Physical)						
General related Troubleshooting, maintenance, and support		✓	✓	✓		
Backups – Monitoring Only		✓	✓			
Backups – Management and Restores		✓	✓	✓		
Backups – Disaster Recovery Testing				✓		Annual DR Testing

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
						Restoring multiple full VM from the local backup repository. Connect to an isolated network to prove network connectivity Restoring of multiple Full VM from backup repository. Connect to an isolated network to prove network connectivity Possible remote full restore of VM and Networking from site to backup repository)
Endpoint Monitoring	✓	✓	✓			
Service Monitoring	✓	✓	✓			
Resource Monitoring	✓	✓	✓			
SQL Server Monitoring	✓*	✓*	✓*	✓		*Via RMM tool built in SQL monitoring only
Network Equipment Monitoring		✓	✓	✓		
Server related Patch Management	✓	✓	✓			

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
Tier 1 and Tier 2 Application Server Support for Line of Business applications such as IIS, SQL etc.		✓	✓	✓		Applications need to be confirmed with the Customer
Terminal servers		✓	✓	✓		
Health checks Clean-up/Optimization		✓	✓	✓		* Via automation scripts only
Server Health Reporting		✓	✓			
Vendor Escalation		✓	✓	✓		
Firewall & Security Management and Support						
Firewall Monitoring – Minor Changes		✓*	✓*	✓		*If being charged per device, if using supported hardware
Assess, test and perform updates on firewall infrastructure		✓*	✓*	✓		*If being charged per device, if using supported hardware
Management of Security Analytics and incident response		✓*	✓*	✓		*If being charged per device, if using supported hardware
Provision of the firewall device – hardware, dedicated virtual device or shared virtual device		✓*	✓*	✓		*If being charged per device, if using supported hardware
Deployment of security profiles and policies		✓*	✓*	✓		*If being charged per device, if using supported hardware
Patches and updates		✓*	✓*	✓		*If being charged per device, if using supported hardware
Update protection policy profiles		✓*	✓*	✓		*If being charged per device, if using supported hardware

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
Policy changes, including but not limited to: Access policies NAT policy changes Application filtering changes/exceptions URL filtering changes/exceptions Domain re-evaluation				✓		
Deployment of the Remote VPN Client to end user devices for remote access		✓	✓	✓		
Troubleshooting of end user experience including: SSL inspection behaviour URL filtering		✓	✓	✓		
Networking						
Corporate and Process Control Networks		✓	✓	✓		
VPN Setup and Management				✓		
WAN/LAN Connectivity management and troubleshooting		✓	✓	✓		

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
Cabling and related patching (from wall to device)				✓		
Electrical work/ data cabling / Fly Leads				✓	✓	
Access Point New Installations				✓	✓	
Switch monitoring and support		✓*	✓*	✓		If being charged for per device, if using supported hardware
Wi-Fi Monitoring and support		✓*	✓	✓		If being charged per device, if using supported hardware
Roll out of new Networking/Wi-Fi installations				✓		
Network Connection Services and Data Centre Services						
Data Centre as a Service Connection Services and Enterprise Ethernet				✓		
Mobile Device Management (Mobile Phones and on-windows devices)						

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
Connection to Network and Email management		✓	✓	✓		
Mobile Device Management Platform (MDM) and Rollout				✓		
Application and Related Support						
Customer Business Applications		✓*	✓*			TBC during the onboarding process
Vendor Escalation		✓	✓	✓		With agreed vendor support maintained by the Customer
Application Support Handover				✓		
3rd Party Software, Maintenance and Warranties						
All 3rd Party Software and Hardware related licences, support, maintenance, and warranties are the Responsibility of the customer unless otherwise specified, including End of life products.				✓	✓	
General ICT and other services						
Policy and Procedures				✓	✓	
Change and Release Management		✓	✓	✓	✓	

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
Emergency/Disaster Recovery Planning, implementation, planning				✓	✓	
Business Continuity Planning, implementation, planning				✓	✓	
Clean-up/troubleshooting from major virus remediation tasks, inappropriate use or network systems, breach of company ICT policy, system software, or managed devices by users (e.g. – CryptoLocker software, malware, virus clean up tasks)				✓	✓	Customer is also responsible for ensuring Cyber Security measures are maintained.
Courier and Shipment				✓	✓	
Service Management						
Regular meetings and Monthly reporting of contract performance		✓	✓			
Escalation Processes		✓	✓	✓		
Technical Account Management		✓	✓	✓		

Service Offering	Quantum Basic	Quantum Core	Quantum Edge	Billable or Project Service	Customer	Notes
Account Management		✓	✓	✓		
Project Services and Consulting Project Services and support for Project Services are offered separately to this Service Definition						
Projects Setup and installation of new hardware and systems				✓		
Additional Service Desk and Triage Services – Business Hours and 24x7				✓		
Support of Project Related issues and Incidents				✓		
Project Handover/Onboarding/Training				✓	✓	
Other Project Resources				✓		
Transition						
Transition in - Planning and Go-Live				✓		
Transition Out Planning and undertaking				✓		