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Technical Services

Section 1: Technical Services Agreement Terms

This Client Technical Services Agreement details technical services provided by Simple Communications Technologies, LLC (d/b/a SimpleCom), located at 5582 Harrisburg Industrial Park Drive Harrisburg, NC 28075 ("Company") and the corporate entity referenced in the Client Information (quote) above ("Client").

Company and Client understand that Technical Services to be provided may consist of ONE-TIME technical services and/or RECURRING technical support services and that all terms and conditions for services and obligations between both parties will be governed by the Client Master Services Agreement (MSA) (this "Agreement") currently in place.

Section 2: Services Not Included Under Agreement

Services rendered by SimpleCom under this Agreement do not include the following:
   a. Primary Internet Subscription Services provided by a local Internet Service provider (ISP).
   b. Parts, equipment or software for client computers, POS terminals, credit card devices, or security systems.
   c. Parts and labor for cabling to bring LAN connections to positions within the facility to enable services.
   d. Cost of any Client provided Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
   e. Cost of any Client provided 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind.
   f. Cost to bring Client's network services or LAN environment up to minimum standards required for services.
   g. Failure due to acts of God, building modifications, power failures or other adverse conditions or factors.
   h. Service and repair necessary due to the alteration of equipment by Client's employees or providers.
   i. Licenses or maintenance fees for Client provided software packages.
   j. Programming (modification of software code) and program (software) maintenance.
   k. Training Services for anyone other than Client employed Information Technology staff.
   l. Replacement of or parts required for repairs on computers, printers, tablets, screens or peripherals.
   m. Labor required for installation, repair or maintenance of the above-mentioned devices.
   n. Consumables such as printer maintenance kits, toner, ink, batteries, paper, etc.

Section 3: Existing Environment Suitability Requirements

Minimum Equipment Standards for Suitability
For Client's existing environment to qualify for SimpleCom Support, the following requirements must be met:

a. SimpleCom has Super-Admin (Full) access and privileges to all hardware management systems provided by SimpleCom.
b. All hardware and accessories must be Genuine, Licensed and Vendor-Supported.
c. The environment where the hardware is installed must be in a secure, well-maintained, controlled environment, and protected from disruption by theft, vandalism, accidents, weather conditions, or other conditions that would render the hardware incapable of support by SimpleCom.

SimpleCom

Technical Support Services Agreement: Service Fees

Section 1:   Remote Technical Support

<u>Business Hours Support</u>
Certified Technician Support   *Included*
(8AM-8PM EST)

Certified Engineer Support   *Included*
(8AM-8PM EST)

<u>After Hours Support</u>
Certified Technician Support   *Included*
(8PM-8AM EST)

Certified Engineer Support   *Included*
(8PM-8AM EST)

Section 2:   Onsite Technical Support

<u>Business Hours Support</u>
Certified Technician Support $131.25 /hour
(8AM-8PM EST)

Certified Engineer Support $225   /hour
(8AM-8PM EST)

<u>After Hours Support</u>
Certified Technician Support $150   /hour
(8PM-8AM EST)

Certified Engineer Support $262.50 /hour
(8PM-8AM EST)

Section 3:   Labor Service Fees and Shipping Costs

<u>Additional Labor Service Fees (per Site):</u>
On-Site Installation and Setup   *To be Quoted Separately*

Removal and Reinstallation Fees: *To be Quoted Separately*

<u>Shipping:</u>
Ground shipping of hardware to site locations for installation   *Not Included*

Technical Support Services Agreement: Services

Description – Hardware Help Desk Support Hours	Frequency	Included
Business Hours Remote Technical Support (SUN–SAT; 8AM-8PM EST)	As needed	Yes
Business Hours Onsite Technical Support (MON–FRI; 8AM–8PM EST)	As needed	No
After-Hours Remote Technical Support	As needed	Yes
After-Hours Onsite Technical Support	As needed	No
Holiday Hours Remote Technical Support	As needed	Yes
Holiday Hours Onsite Technical Support	As needed	No
- Holidays include all 11 Recognized Federal Holidays		

Description – Hardware and System Support	Frequency	Included
Device connection issues	As needed	Yes
Hardware Failure issues	As needed	Yes
Hardware equipment questions and support	As needed	Yes
Service questions and support	As needed	Yes
Basic connectivity troubleshooting	As needed	Yes
System changes including network configuration and data plans	As needed	Yes
End user training on call forwarding, mobile app usage, scheduling, etc.	As needed	Yes
Temporary system configuration changes for special circumstances or testing	As needed	Yes
Advanced equipment connectivity troubleshooting including LAN devices	As needed	Yes
LAN configuration troubleshooting	As needed	Yes
Network outage analysis	As needed	Yes
Primary WAN hardware repair and/or replacement	As needed	No
Primary WAN network installation, replacement or upgrade remote support	As needed	No

Description – Hardware Portal	Frequency	Included
Set up new users, including login restrictions, passwords and security	As needed	Yes
Set up and change security for users and applications	As needed	Yes
Monitor data usage per device	As needed	Yes
Monitor device uptime	As needed	Yes
Examination of logs	As needed	Yes

Description – Professional Services	Frequency	Included
Technology solution design and development	As needed	Yes
Proof of concept lab testing	As needed	Yes
Onsite implementation and project management	As needed	No
Technology meetings to discuss operations and performance	As needed	No
System capabilities review and long-term strategy planning	As needed	No

Technical Support Services Agreement: Response Matrix

Response and Resolution Times
The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response time	Resolution time	Escalation threshold
Service not available (significant impact on business – no service functions unavailable)	1	Within 4 hour	ASAP Best Effort	2 hours
Significant degradation of service (measurable impact on business process)	2	Within 8 hours	ASAP Best Effort	4 hours
Limited degradation of service (limited impact, essential business processes continue)	3	Within 24 hours	ASAP Best Effort	12 hours
Small degradation of service (negligible impact, most business processes continue)	4	Within 48 hours	ASAP Best Effort	48 hours

Technical Support Services Agreement: Support Tiers

The following details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified, and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers or third parties.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers, third parties or outside consultants who have the ability to collaborate with 3rd Party Support to resolve the most complex issues.

Technical Support Services Agreement: Escalation Procedure

Service Request Escalation Procedure

1. Support Request is Received
2. Trouble Ticket is Created
3. Issue is Identified and documented in Help Desk system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support

If issue can be resolved through Tier 1 Support (Remote):

5. Level 1 Resolution – Issue is worked to successful resolution
6. Quality Control – Issue is verified to be resolved
7. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 1 Support (Remote):

8. Issue is escalated to Tier 2 Support
9. Issue is qualified to determine if it can be resolved by Tier 2 Support

If issue can be resolved through Tier 2 Support (Remote):

10. Level 2 Resolution – Issue is worked to successful resolution
11. Quality Control – Issue is verified to be resolved
12. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 2 Support (Remote):

13. Issue is escalated to Tier 3 Support (Remote)
14. Issue is qualified to determine if it can be resolved through Tier 3 Support
15. Issue is jointly worked with Client service provider or Client internal IT support team

If issue can be resolved through Tier 3 Support (Remote):

16. Issue is qualified to determine if Client Service Provider or Client IT staff will be engaged
17. Issue is worked in conjunction with provider or Client IT and resolution will be sought via remote means
18. Level 3 Resolution – Issue is worked to successful resolution
19. Quality Control – Issue is verified to be resolved
20. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 3 Support (Onsite):

21. Issue is qualified through SimpleCom and Client IT teams to determine Onsite support is needed to resolve issue
    - *Onsite Support shall be billed at the standard rate of $175/hr per technician and $300/hr per engineer*
23. Issue is escalated to SimpleCom or Client network support teams to resolve via Onsite visit
24. Onsite support is scheduled and a technician is sent to the location to resolve the issue
25. Quality Control – Issue is verified to be resolved
26. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue has been resolved:

26. Meeting is arranged with Client IT staff to discuss the issue and Onsite support is reviewed
27. Analysis is performed to determine cause(s):
    - *This is not a formal ROOT CAUSE ANALYSIS (RCA) but a simpler FAILURE ANALYSIS.*
    - *The purpose is to determine the failed components and how prevent issue from recurring*

Technical Support Services Agreement: Additional Notes

AGREEMENT INITIATION & DURATION:
Agreement requires inclusion of all provided Client Service locations to qualify for onsite install and support.
Agreement Duration: 36 Months

SUPPORTED TECHNOLOGIES:
As per the Scope of Work, SimpleCom Technical Support includes Tier-1 support for the following services:
- Provided Hardware
- Accessories and Antennas
- Wireless and LEO Carrier Services

Additional Notes:
- Any system other that the above would have to be reviewed and approved before being supported.
- Support does NOT include Primary ISP troubleshooting or other LAN related devices.

SUPPORT TICKETS:
New Tickets:
- All new support tickets will be recorded in the SimpleCom Help Desk ticketing system.
- Tickets will be assigned a number and tracked from initiation to resolution.
- Tickets may be opened by individuals, site location end users and/or corporate IT staff.

Client Notifications:
- Client IT staff have two options for notification of ticket creation or updates:
  1. Client may designate an email address where ticket updates will be sent
  2. Client may have integration with internal ticketing system; this can be accomplished through the use of APIs or via the use of 3rd party hosting middleware or services (such as Zapier, Workato, Boomi)

CLIENT IT SUPPORT:
SimpleCom will be providing Tier 1 support for all hardware, software and services. Client employees will be encouraged to contact our support directly and will be provided a dedicated contact phone number and email to submit support requests. Client IT staff will only be involved with support tickets in the following instances:
- If the issue is found to be related to network hardware or services (LAN/WAN/ISP)
- If the Internet Service Provider (ISP) needs to be engaged
- If the issue is suspected to be a BILLING issue and the service has been suspended for financial reasons

DEDICATED SUPPORT RESOURCES:
As part of the Tier 1 support, SimpleCom will be providing human and technology resources dedicated to the Client to ensure timely and effective resolution. This includes:
- Dedicated primary Support Technicians specifically trained on Client operations and deployed technology
- Backup Support Technicians also trained on Client matters to provide peak demand or overflow support
- Additional backup services in the form of live answering service help to take initial calls, initiate tickets and expedite Support Technician responses
- Senior leadership oversight of support tickets to ensure adequate staffing and timely ticket response
- Dedicated PHONE number(s) with specially configured call handling to expedite caller response
- Dedicated EMAIL address to ensure timely and trackable engagements of email-initiated help requests
- Dedicated CLOUD services managed by SimpleCom to integrate SimpleCom and Client help desk systems

Technical Support Services Agreement: Additional Notes (Continued)

HARDWARE REPLACEMENT:
Support includes facilitation of hardware replacement when needed. Hands-on replacement will be performed by Client staff with remote support from SimpleCom Technical Support staff. Hardware replacement does not qualify for onsite visit unless there is a problem with the hardware or service that rises to Tier 3 escalation where the issue has been found to only to be able to be resolved through Onsite Support.

ONSITE SUPPORT SERVICES:
Onsite services may be employed in the following instances at the standard rate:
- New service hardware/software installations
- Site moves (Includes Uninstall and Re-Installation)
- Technical troubleshooting/resolution requires an onsite technician to resolve as described above. Onsite support will only be engaged after prior remote resolution attempts have been exhausted and we have found the technical issue cannot be resolved without on onsite visit. This decision takes place at the Tier 3 support escalation level where the issue is only able to be resolved through an Onsite Support visit.

ONSITE SUPPORT FEES:
Onsite support is NOT included in the monthly service fee during Normal Business Hours (MON–FRI; 8AM–8PM EST). Onsite support is NOT included in the following instances:
- After-Hours (Outside MON–FRI; 8AM–8PM EST)
- Holidays

If onsite support is required during those times, the service fee will be applied as outlined above.

Additional Notes:
Onsite support does not include:
- Parts and labor related to network cabling
- Installing/removing or supporting technology or requests not related to the provided system
- Visits where it is determined the issue is related to damage, negligence or vandalism

In such instances, Client will be billed at the onsite labor rate specified above.