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INTUITION

Service Level Agreement (SLA Premium)

for *CESC*

by

Platte River Networks

Effective Date: 7/___/2013

Document Owner:	Platte River Networks

Version

Version	Date	Description	Author
1.1	6/27/2013	Service Level Agreement	PRN

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Platte River Networks	Service Provider		___/___/2013
CESC	Customer		___/___/2013

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Denver, CO 80202

HC-028

HRC-811·

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INTUITION

Table of Contents

HC-029

HRC-812

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Platte River Networks** and CESC for the provisioning of IT services required to support and sustain through the Intuition Premium package. (As Outlined Below)

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.
This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): Platte River Networks
IT Customer(s): CESC ("Customer")

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HC-030
HRC-813

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4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (Platte River Networks) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

> **Business Relationship Manager:** Platte River Networks
> **Review Period:** Quarterly
> **Next Review Date:** 10 /15/2013

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement*;

- o Monitoring
- o Reporting
- o Alert Management
- o Maintenance
- o Threat Protection
- o Email Continuity
- o Web Filtering
- o Workstation Management
- o Helpdesk Services – Level I, II, III Support
- o Troubleshoot & Fix Server, Infrastructure Including Workstations
- o Monthly Recurring Charge
- o Initial Setup Fee Required
- o Initial On-boarding process will take up to 30 days

* Consulting Services Billed Time & Materials for Hardware failures, Disaster Recovery, Projects.

* Platte River Networks reserves the right to include 'out of scope' work within the scope of this agreement.

HC-031

HRC-814

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.
- Client is asked to notify Platte River Networks of any/all changes to their network environment at least 30 days prior to the change takes place including all: office location, hardware, software, telecom/circuit, printing/copying/scanning, and website/DNS.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:
- Changes to services will be communicated and documented to all stakeholders.
- The number of Servers, Workstations and/or network devices monitored by Intuition may be modified from time to time by the mutual agreement of both PRN and Customer and may affect the MRC at the time of the change.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

HC-032

HRC-815

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6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

During the initial on-boarding process the following coverage parameters apply:

- Telephone support : 8:00 A.M. to 5:00 P.M. Monday – Friday (MST)
  - Calls received outside of office hours will be forwarded to our On Call Voice Mailbox. Calls received from 5:00pm – 9:00pm and 6:00am – 8:00am will be responded to within 1hr. From 9:00pm to 6:00am will be responded to between the hours of 6:00am – 8:00am.

- Email support: Monitored 6:00 A.M. to 6:00 P.M. Monday – Friday (MST)
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.

After the initial on-board is complete, telephone, email and remote support will be available 24x7x365.

The three appointed senior PRN engineers assigned to Customer are: Paul Combetta-Primary Consulting Engineer & Project Manager, Bill Thornton-Secondary Consulting Engineer and Craig Papke-IOC/Help Desk Manager. One of the three will be available immediately from 6 am – 6 pm MST Monday-Friday. We cannot guarantee their immediate availability after business hours, weekends or holidays. All other support will be available 24x7x365.

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- All Service Requests will be responded to daily. Priority will be determined mutually between PRN and Customer.
- High Priority requests will be addressed same day.
- Medium Priority requests will be addressed within 48 hours.
- Low Priority requests will be addressed as scheduled.

PRN employees, IOC and Intuition Help Desk employees, will not access any Customer's email content or Customer's Exchange infrastructure without prior permission from the Customer and only if the approved access is for Customer account basic remediation purposes. In the event remediation requires admin access to the Customer's Exchange infrastructure and the Customer grants PRN permission to access, the only appointed and approved PRN employees who will be granted admin access are the following:

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HC-033

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6.3. Intuition Operation Center Key Performance Metrics

Priority	Response SLA	Plan to Resolution SLA	Description
P1: Critical	15 Minutes (Phone Call Required)	Ticket Handled Immediately. Work until resolve	This is an EMERGENCY condition that significantly restricts the use of an application, system or network to perform any critical business function. This could mean that several users are impacted.
P2: High	1 Hour	2 Hours	The reported issue may severely restrict use of key devices in the network. This could mean that multiple users are impacted but the overall network and servers functioning
P3: Medium	4 Hours	24 Hours	The reported issue may restrict the use of one or more features of the system, but the business or financial impact is not severe.
P4: Low	Same Day	24-48 hours	The reported anomaly in the system does not substantially restrict the use of one or more features of the product to perform necessary business functions.

6.4. Help Desktop Key Performance Metrics

METRIC	TARGET	INTERVAL	NOTES
Calls answered	97%	Monthly	Inbound call answered without automation or system attendant
Average Speed to Help Desk Support	30 Minutes	Monthly	Average Speed to ticket assignment and resource allocation for Help Desk Issue
% of Calls Answered within ASA Target	90/30	Monthly	90% of all ticketed calls will be assigned and worked on within 30 minutes upon entering queue

HC-034

HRC-817

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SERVICE AGREEMENT

INTUITION PREMIUM 24x7x365

CESC

JULY 2, 2013

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HC-035

HRC-818

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FEE SCHEDULE

Platte River Networks Inc. ("Platte River Networks" or "PRN") and CESC ("the Customer" or "Client") located at 750 Third Ave., New York, NY 10017, agrees as follows:

The Customer will pay Platte River Networks a monthly recurring fee (MRC) totaling $2,495.00. Customer will be invoiced the MRC on the first day of each month on a monthly basis. The initial MRC for the first month of service-July 2013, will be prorated based on the July start date. The Customer will pay a $1,500.00 one-time Intuition setup fee. Platte River Networks and Customer will meet on 10/15/2013 for an account review to discuss the monthly recurring fee going forward.

(1) SERVICE CLASSIFICATION:

Platte River Networks will provide the following services to Customer:

- Intuition Premium 24X7X365 Services: Please see Intuition Service Level Agreement (SLA-Premium) for additional information.

- Project Work as needed or requested by Customer – Any service that is not included in the Intuition Service Level Agreement will be based on the PRN Fee Schedule below.

- Projects – When a project has been identified, PRN will provide Customer with an initial project estimate (quote) that must be approved and signed by Customer prior to the project work beginning. Once the initial project quote is signed by the customer, PRN will complete Due Diligence: gathering documentation for the project, creating a project plan and generating a final project Scope of Work (SOW). PRN will present the SOW to the Customer for final approval before proceeding with the project. Should the Customer request to change the Scope of Work during the project, PRN will provide the Customer with a Change Order Form to be approved and signed by the Customer prior to the commencement of any additional work.

PROJECT HOURLY RATE- Any service that is not included in the Intuition Service Level Agreement will be based on the PRN Fee Schedule below:

$125 per Hour billed in 15 minute increments

PRN will obtain approval from Customer prior to incurring travel expenses.

Client is asked to notify Platte River Networks of any/all changes to their network environment at least 30 days prior to the change takes place including all: office location, hardware, software, telecom/circuit, printing/copying/scanning, and website/DNS.

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HC-036

HRC-819

(2) PAYMENT:

The Customer will pay Platte River Networks on Net 15 terms calculated from the date of the invoice. Any charges on an invoice that remain unpaid 30 days past the due date will be assessed a $25 late payment fee per invoice, and a monthly interest rate of one and one-half (1 ½%) percent.

Platte River Networks reserves the right to suspend service in the event that Customer's monetary balance for any invoice exceeds 30 days past due (60 days past invoice date). Any disputes regarding charges on invoices must be brought to Platte River Networks' attention, in writing, within 15 days from the date of the invoice, otherwise the charges on the invoice will be deemed valid.

(3) TERMINATION:

Either Party may elect to terminate the Agreement at any time with or without cause, subject to the conditions set forth herein. In the event that a Party elects to terminate the Agreement, the terminating Party will provide the other Party written notice of such termination at least thirty (30) days prior to the termination date.

Either Party may terminate this Agreement upon the breach by the other Party of any of the terms or provisions of this Agreement, unless such breach is cured within fifteen (15) days after written notice thereof;

PRN hereby agrees that Customer may immediately terminate this Agreement, without any notice to PRN in the event that Customer determines in good faith that PRN has breached any term or condition set forth in Section 6 (Confidentiality) of this Agreement.

Either Party may terminate this Agreement immediately in the event that the other Party: (i) becomes insolvent, (ii) makes an assignment for the benefit of creditors; (iii) files a voluntary bankruptcy petition; (iv) acquiesces to any involuntary bankruptcy petition; (v) is adjudicated bankrupt; or (vi) ceases to do business, in each case by written notice by the terminating Party to the breaching Party.

Should Customer terminate this Agreement within 6 months of initial contract acceptance date, a termination fee equal to one month Intuition service fee will be applied.

Upon termination of this Agreement, all outstanding undisputed balances must be paid immediately in full.

(4) HARDWARE & SOFTWARE PURCHASES:

Customer must review, sign and return quotes to complete an order. Payment for hardware and/or software invoices are due before Platte River Networks will process the order (Visa, MC, American Express and checks are accepted forms of payment). Labor costs will be invoiced separately from materials. Platte River Networks provides this good faith quote based upon their research of Customer's current technology structure and future needs. If the installation and/or configuration of Customer's network by Platte River Networks encounters a problem requiring more hours than are included in the itemized allocation on this quote, Platte River Networks will notify Customer to discuss the matter and its resolution as a possible additional purchase order.

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(5) SOFTWARE LICENSING:

Platte River Networks does not support unlicensed software. Customer represents that all installed software is licensed. In the event that Customer has any unlicensed software on premises, Customer is responsible for notifying Platte River Networks of such so that a remediation plan can be prepared and implemented to assist Customer in achieving 100% license compliance.

(6) CONFIDENTIAL INFORMATION:

Platte River Networks will keep all information gained as a result of its services to Customer about the Customer's operations and business practices confidential, except in cases where divulgence of certain information is necessary to perform a task requested by the Customer, and Platte River Networks receives the Customer's consent to do so, or in cases where the information is or becomes part of the public domain other than as a result of unauthorized disclosure by Platte River Networks.

(7) INSURANCE REQUIREMENTS:

Platte River Networks at its sole cost and expense, shall at all times during the term of this Agreement maintain insurance and furnish certificates from the insurance carrier evidencing said insurance, which shall include, but is not limited to: (i) errors and omissions insurance in the amount of $1,000,000; (ii) comprehensive general liability insurance in the amount of $2,000,000; and (iii) any other usual and customary policies of insurance applicable to PRN's line of business.

(8) LIABILITY:

In no event shall either Party be liable for any indirect, incidental, special or consequential damages, including loss of profits, revenue, data, or use, incurred by either Party or any third party, whether in an action in contract or tort, in any way arising from either Party's performance or nonperformance of this Agreement, even if the other Party or any other person has been advised of the possibility of such damages. In no event shall either party's liability for damages hereunder exceed $2,000,000, except for damages which have directly resulted from PRN's gross negligence or willful misconduct in connection with providing or failing to provide the services under this agreement.

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HC-038

HRC-821

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INTUITION

(9) PRINCIPAL CONTACTS:

CUSTOMER INFORMATION:

Company Name: **CESC**
Billing Address: **750 Third Ave.**
City: **New York**   State: **NY**   Zip: **10017**
Phone: **212-485-5800**

(A) PRIMARY FINANCIAL CONTACT: (Authorized signer)

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(B) PRIMARY TECHNICAL CONTACT: (Client on-site project manager, responsible for
prioritization of projects and tasks and has authorization to schedule work and act on behalf of
primary financial contact).

(C) BILLING CONTACT: (Invoices will be sent to this person at the address listed above unless
alternate billing address is listed below. This person is not authorized to request service from
Platte River Networks)

(D) ADDITIONAL TECHNICAL CONTACT: (Please list any additional contacts beyond A and B
above that are authorized to request services from Platte River networks.)

Please provide additional service locations and special billing instructions.

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HC-039

HRC-822

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(10) APPROVAL:

This Agreement shall be governed and enforced in accordance with the laws of the State of Colorado and may not be assigned by Customer without the prior written consent of Platte River Networks. This Agreement supersedes all prior agreements and understandings between Platte River Networks and the Customer relating to the subject matter of this Agreement. Performance of services by Platte River Networks is subject to interruption or delay due to causes beyond its reasonable control such as acts of God, government, weather, fire, power or telecommunications failure, labor dispute, inability to obtain supplies, or breakdown of equipment. The terms set forth here constitute the entire agreement of the parties, and any additional or different terms or conditions set forth in any other document shall be of no effect.

Sign below to indicate your approval and acceptance of this agreement.
Please sign 2 copies and retain one copy for your records.

CUSTOMER ACCEPTANCE:

Signature:_____ Date: 7/18/13   b6
                                                              b7C
Print Name:_____

Title: _____

PLATTE RIVER NETWORKS ACCEPTANCE:

Signature: _____ Date:_____

Print Name:

Title:

HC-040

HRC-823

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IOC Infrastructure & Help Desk Customer Inventory

Servers

- VMWare host   Dell PowerEdge R620
- Exchange server
- Domain Controller
- Blackberry server
- Datto BDR   SIRIS 2000

Network Devices

- Fortinet FortiGate 80C Firewall x 2
- Dell PowerConnect 2824 Switch x 2

Users

- 25 end users

HC-041

HRC-824

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Intuition Operations Center and Help Desk
Description of Services
CESC (Customer)
July 8, 2013

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Introduction

This document specifies the scope, schedule, guidelines and procedures for services delivered by Platte River Networks (PRN) and our Intuition Operations Center (IOC) and Intuition Help Desk Services to the CESC (Customer) and the Customers end users. Delivery of these services is bound by the conditions outlined in the Intuition Premium Service Level Agreement ("SLA").

IOC Services

SERVICE	IOC SERVICES
Deployment and use of Intuition Workplace policy modules for monitoring and alerting	✓
Alert Notification	✓
Performance of Scheduled Maintenance Activities (against SLAs)	✓
Daily Service Summary Reporting	✓
Monthly Executive Summary Reporting	✓
Remote Remediation	✓
Advanced Problem Management	✓

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IOC Services – Alert, Respond and Resolve

Alerts are verified as genuine and actionable or closed. Management tickets are created for all actionable issues in the IOC and all interconnected systems as applicable for regular reporting. Alerts deemed actionable by the IOC team are resolved according the SLA. When alerts are not actionable by the IOC team, timely notification to the Customer is made, based on the priority of the alert and device. Similarly, remediation information is updated in these tickets and shared across interconnected systems as applicable.

Internet-access related issues where IOC Engineers have been authorized to act on behalf of the Customer will be resolved with the Customer's Internet Service Provider (ISP).

Regular daily and monthly reporting will be available to the Customer as will per-incident recommendations and root causes analyses. Incidents are prioritized with the following classifications and responded to accordingly as per the SLA.

IOC Maintenance Activities

Any and all maintenance activities that can be completed using pre-existing automation options in IOC will be performed. Where no current means of automating the activity exists, the IOC may be engaged to supply scripted solutions.

All relevant information about a failure is documented and provided in the ticket, along with any other prescribed notification (such as email or telephone contact) required. IOC will continue working to resolve the issue until the maintenance activity has been completed.

For example, if an automated task to defragment a hard drive has failed to complete, IOC will monitor how many times this activity has failed on the device and identify any possible root causes, like insufficient disk space, to complete the operation. IOC Engineers will immediately address the low disk space issue by performing a disk cleanup. If that fails to provide sufficient free space, a list will be compiled of objects occupying the greatest percentage of the disk, and promptly provided to the Customer with recommendations for freeing more space (such as, identifying databases, data files, or programs that can be moved to other partitions or network locations).

Any code-related defect suspected or identified in IOC that impacts the ability to deliver maintenance services will be escalated until the issue is resolved.

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NOC Maintenance Activities for Workstations

Non-Windows operating systems are managed using SNMP only.

MAINTENANCE ACTIVITY	SCHEDULE	DESCRIPTION
Monitoring	Continuous	Monitoring will be configured using IOC policy modules except where the Customer has specified pre-existing policy modules for continued use. All products for which a policy module exists are eligible for monitoring services. Device-level monitoring for all supported protocols is available upon request, or will be maintained where pre-existing.
Green Computing	Daily or as defined	All non-essential workstation class devices will be shut down and/or woken daily on an automated schedule to save energy costs. Windows power management plans will be remotely configured as requested. This service is available upon request only.
AV Services	Daily	All definition and signature updates are performed on a daily or as-needed basis. Quarantine or clean actions are taken to best protect data integrity and stem the infection from compromising network systems.
Disk Health Audit	Monthly	An extensive checkdisk (CHKDSK) routine is executed upon logical drive c:\ creating error events that will trigger alerts for all issues identified.
Disk Cleanup	Weekly	Temporary files and Temporary Internet files are removed on all Windows devices.
Disk Defragmentation	Monthly	Defragmentation of all fixed disks using operating system native utilities.
Microsoft Patch Management	Weekly or as defined	Microsoft patch management will be configured using IOC update agent policies and approval groups except where the Customer has specified pre-existing update agent policies and approval groups for continued use. All products and classifications for which IOC support exists are eligible for patch management services. By default, critical and security updates for all present software components will be approved and automatically installed. Service pack installations are performed by request as a scheduled activity.
Application Updates	Weekly, Monthly	Third-party applications for which update scripts are included in IOC will be scheduled on a weekly basis except where the Customer has a pre-existing schedule.

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HC-045

HRC-828

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NOC Maintenance Activities for Servers

SNMP monitoring will also be configured where available. Non-Windows operating systems are managed using SNMP only.

MAINTENANCE ACTIVITY	SCHEDULE	SCOPE
Monitoring	Continuous	Monitoring will be configured using IOC policy modules except where the Customer has specified pre-existing policy modules for continued use. All products for which a policy module exists are eligible for monitoring services. Device-level monitoring for all supported protocols is available upon request, or will be maintained where pre-existing.
AV Service	Daily	All definition and signature updates are performed on a daily or as-needed basis. Quarantine or clean actions are taken to best protect data integrity and stem the infection from compromising network systems.
Disk Health Audit	Monthly	An extensive checkdisk (CHKDSK) routine is executed upon logical drive c:\ creating error events that will trigger alerts for all issues identified.
Disk Cleanup	Weekly	Temporary files and Temporary Internet files are removed for all profiles on all Windows devices.
Disk Defragmentation	Monthly	Defragmentation of all fixed disks using operating system native utilities.
Microsoft Patch Management	Weekly or as defined	Microsoft patch management will be configured using IOC update agent policies and approval groups except where the Customer has specified pre-existing update agent policies and approval groups for continued use. All products and classifications for which IOC support exists are eligible for patch management services. By default, critical and security updates for all present software components will be approved and automatically installed. Service Pack installations are performed by request as a scheduled activity.
Application Updates	Monthly	Critical, Security and Definition updating for all other applications as named by the Customer where not requiring vendor-approved contact or access to restricted portals will be scheduled. Depending on automation schedule, anti-malware definitions should be updated on a daily basis.

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HC-046

HRC-829

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NOC Maintenance Activities for Network Infrastructure

Supported infrastructure devices includes, but are not limited to, IP-based hardware and software firewalls, switches, routers, bridges, VPNs and security devices. Note that these devices must support, SNMP and/or syslog monitoring and management, where protocols or logs are exposed that provide status information in a format that may be read by IOC.

ACTIVITY	SCHEDULE	SCOPE
Monitoring	Continuous	• Availability • Bandwidth utilization • Service availability (FTP, HTTP, VPN, etc) • Resource monitoring (CPU, memory, sessions, etc) • Performance
Firmware Updates	Ongoing	Critical and security patches for the firewall operating system will be installed. Security patches are reviewed and installed based on releases by the technology vendor on an as-needed basis that conforms to the change management policy. Configuration backup of the device will be taken before the patches are installed on the devices.

NOC Maintenance Activities for Network Printers

Supported print devices include, but are not limited to, IP-based hardware and software from all major vendors. Note that these devices must support, SNMP and/or syslog monitoring and management, where protocols or logs are exposed that provide status information in a format that may be read by IOC.

ACTIVITY	SCHEDULE	SCOPE
Monitoring	Continuous	Monitoring will be configured using IOC policy modules except where the Customer has specified pre-existing policy modules for continued use. All products for which a policy module exists are eligible for monitoring services. Device-level monitoring for all supported protocols is available upon request or will be maintained where pre-existing.

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HRC-830

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NOC Maintenance Activities for Other IP-based Devices

Supported devices include, but are not limited to, IP-based hardware and software installed on the same, such as firewalls, switches, routers, bridges, VPNs and security devices. Note that these devices must support, SNMP and/or syslog monitoring and management, where protocols or logs are exposed that provide status information in a format that may be read by IOC.

ACTIVITY	SCHEDULE	SCOPE
Monitoring	Continuous	Monitoring will be configured using IOC policy modules except where the Customer has specified pre-existing policy modules for continued use. All products for which a policy module exists are eligible for monitoring services. Device-level monitoring for all supported protocols is available upon request, or will be maintained where pre-existing.

NOC Maintenance Activities for Connectivity

IOC Services will, when provided with access and authorization to do so, act as your agent in all communications with managed end-client Internet Service Providers (ISPs) to resolve the issues with the primary Internet connection or other named connections, as described in the table below as as-needed responses to issues.

ACTIVITY	SCHEDULE	SCOPE
Connection Assurance	Continuous	IOC Services will open a ticket with the ISP and perform actionable tasks in support of resolution, including communicating via email, chat, and phone or as applicable. Email or phone notification will be provided to the Customer. The Customer must provide the following details prior to commencement of service: • Name of the ISP • Location of the client • Bandwidth / service plan details • Circuit ID • Service provider member ID • ISP online credentials to create ticket
Failover	On-demand	IOC Services will back up the configuration of network devices. Backup will be stored on the Onsite Manager server for disaster recovery purposes and for configuration management. Configuration backup is only available where supported by the managed device.
Vulnerability Scanning	Monthly	A scheduled monthly external vulnerability scan is performed for one or more public IP addresses.

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NOC Maintenance Activities for Microsoft Exchange

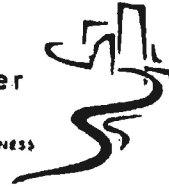| ACTIVITY	SCHEDULE	SCOPE
Monitoring	Continuous	Comprehensive monitoring collects continuous performance metrics and critical Windows log events. SMTP and MTA statistics are gathered and interpreted 24/7.
Service Assurance	Continuous	Consistent running state of Windows services is managed 24/7.
Database Management	Continuous	Management of all database and log files disk space (selectively/collectively), performance of each disk and I/O balancing across disks, management and monitoring of database size and traffic.

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HC-049

HRC-832

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Additional IOC services

The following additional remediation and maintenance services are offered.

ACTIVITY	SCHEDULE	SCOPE
Servers		
Microsoft Patch Management	Weekly or as required	Any issues observed during or following updates will be worked and resolved by the IOC team within the appropriate priority tier of the SLA, including unsuccessful installations and suspected generation of secondary issues.
Microsoft Exchange		
Security Assurance	Quarterly	Complete security hardening exercise will be performed during scheduled non-production hours. Key components include hardening the Windows infrastructure, back-end and front-end servers.
Administration	Upon request	Ongoing administration for creating objects in the Exchange server and configuring distribution lists, mailboxes, user groups, and calendars. Backups and database redundancy are validated and restored or otherwise managed as necessary in response to failure conditions.
Other IP Devices		
Firmware Updates	Ongoing	Patches for the device firmware will be installed. Service not available for smartphones.

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HC-050

HRC-833

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IOC Services Reporting

Regular reporting on IOC Services includes but is not limited to the following. Reports listed will be available to the Customer and archived.

Daily Activity Summary

The Daily Activity Summary provides a daily summary of the following:

open tickets

closed tickets

automated activities performed

remote sessions conducted

Monthly Activity Summary

The Monthly Activity Summary provides a monthly summary of the following:

open tickets

tickets open for more than one day

closed tickets

automated activities performed

remote sessions conducted

graph summarizing year-to-date tickets, organized by month

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Intuition Help Desk Services

Where IOC Services are focused on the client's infrastructure, the function of Intuition Help Desk Services is to support individual users. Our Help Desk (HD) team provides 24/7 remote assistance and repair to help the Customer's end users use their technology—reducing downtime and increasing their productivity.

We set up a dedicated phone number for the Customer, only the Customer will have access to this phone number.

We set up a dedicated email for the Customer. The Customers end users receive 24 /7 HD support to troubleshoot and fix all third-party and operating system issues at the workstation level through the dedicated phone number, IOC remote tools, and email. The method of communication is the choice of the end user. Upon end user approval, our Help Desk Technicians can remotely control the end user's desktop in order to expedite remediation, and if requested by the end user, will call the end user on the phone to expedite the resolution process.

Help Desk issues that cannot be resolved at the level of the single workstation and end user are escalated directly to the IOC for resolution with an explanation of the issue.

Features of Help Desk Services

Intuition Help Desk Services feature the following:

- End-to-end support for PC, Mac and alternative operating systems, applications and devices.
- Certified experts providing live, experienced assistance to the Customer's end users for all aspects of their interaction with information technologies.
- Dedicated phone number, email instantly connects the Customer's end users with our Help Desk Technicians so best-in-class support is available any time of day, from anywhere in the world.
- Remote access technologies enable our Help Desk Technicians to perform direct diagnostics, determine what the end user's technical problem is, implement corrections and instruct the end user to achieve resolution *without interrupting the end user*.
- Help Desk Technicians will use advanced screen sharing and remote workstation control technologies extensively, upon Customer's end user permission, to facilitate superior understanding of end user issues and questions, and to illustrate and execute appropriate solutions most effectively and efficiently.
- If requested by the Customer's end user, a Help Desk Technician will call the end user on the phone to expedite the resolution process.

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Intuition Help Desk Scope of Services for PC and Mac Workstations

Help Desk includes support to answer Customer end user questions and resolve issues that can include, *but are not limited to*:

Assistance with the operation and configuration for all workstation-class operating systems, encompassing all user-originated activity and requirements, such as installation and removal of applications, enabling user-specific settings, peripheral management, and resolving system or application error messages received.

Help with basic networking configuration of user-specific devices such as workstations, phones, laptops and tablets. Internet connectivity using DSL, cable, or wireless modems, routers, and transceivers which are not business- or enterprise- class devices. This includes registering computers on networks, configuring availability of or access to shared network resources including file systems, printers, scanners, fax servers, mail servers, and Blackberry servers.

Supporting all line-of-business and productivity applications by ensuring vendor-recommended software updates have been installed and that the integrity of the installation its configuration allows for expected performance levels. This includes complete removal and secondary installation, as required, where licenses and installation sources are available. Where data loss is a potential outcome, PRN will advise users of this possibility and assist in preventative efforts including using backup applications or migrating data directories, but will not be held responsible for data loss occurring during user-approved activity.

Verification and optimization of performance of user-level devices.

Removal of all types of malware including viruses, Trojans, spyware, browser hijackers and botnets.

Remote diagnosis and remediation of faults with interoperation of operating system and device hardware, driver evaluation, installation and upgrades.

Connectivity assurance with bring-your-own-device endpoints such as cameras, storage devices, phones, and multimedia players.

Appropriate and safe use of Internet-enabled technologies including Web browsers, FTP clients, online storage services and news readers from all manufacturers.

Configuration and use of all Internet-related security applications including personal firewalls, malware scanners and blockers, proxy and privacy clients.

Operation of office and multimedia applications from vendors such as Microsoft, Apple and Adobe.

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Intuition IOC Services Exclusions

IOC Services shall not be provided under any of the following circumstances or for the following items or programs:

- When requested actions violate copyright laws, or introduce liability concerns that limit processes to those that render incomplete required steps for successful completion of the task.
- Authoring of code-based content, including but not limited to, shell or user mode scripts, applications, web pages, applets, or other development solutions.
- Authoring of media-based content, including but not limited to, graphics, copy text, audio or visual content.
- Where resolution of identified faults require correcting code-based defects in applications or firmware.
- When end-users are unable to provide sufficient proof of identity and are asking for security related information such as non-default access to network resources, passwords, activity histories, etc.

Intuition Help Desk Services Exclusions

Help Desk Services shall not be provided under any of the following circumstances or for the following items or programs:

- When requested actions violate copyright laws, or introduce liability concerns that limit processes to those that render incomplete required steps for successful completion of the task.
- Authoring of code-based content, including but not limited to, shell or user mode scripts, applications, web pages, applets, or other development solutions.
- Authoring of media-based content, including but not limited to, graphics, copy text, audio or visual content.
- Where resolution of identified faults require correcting code-based defects in applications or firmware.
- When the activity requires on-premise physical access to a device during period of work, or following configuration changes (BIOS flash, power-cycling devices not WOL enabled).
- Change to core components of an operating system or application introduces potential barriers to further remediation or remote remediation, such as changes to Windows Registry, .NET Framework or WMI repository made manually and not under direct vendor advisement with express approval of PRN and the Customer.

Additional Clause

PRN employees, IOC and Intuition Help Desk employees, will not access any Customer's email content or Customer's Exchange infrastructure without prior permission from the Customer and only if the approved access is for Customer account basic remediation purposes. In the event remediation requires admin access to the Customer's Exchange infrastructure and the Customer grants PRN permission to access, the only appointed and approved PRN employees who will be granted admin access are the following:

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