Description of Services

For

mPowered IT's 'Ensure' Program

This document describes the services provided as part of the monthly subscription to the 'Ensure - Basic' Program ('Program').

Included in the Program:

- File-based or image-based backup services on scheduled intervals to a secure, offsite facility for all configured devices in the Program
- Hardware and software as needed for offsite file-based or image-based backup services
- Software as needed for local file-based or image-based backup services, if elected. Customer will provide hardware to serve as local backup repository
- Offsite ('Cloud') storage of files or images, up to the storage allocation provided per the respective 'Order for Service' ('monthly allocation'). If your file storage exceeds the monthly allocation, you will automatically be billed in the additional increments, at the additional fees, as specified on the 'Order for Service'
- 256-bit AES Encryption of data in transit and 'at rest' (stored on disk)
- Ability to request that data sets be sent to you from the secure facility via a hard drive. Additional fees will apply
- Ability to restore any file(s) from any currently stored version
- Monitoring of backup and offsite service performance
- Warranty of any hardware/software provided by mPowered IT for the Program, except as otherwise specified herein
- Remediation of any specific issues of hardware or software related to the Program and provided by mPowered IT, except as otherwise specified herein
- Access to the Service Desk Monday through Friday 8:00am to 5:00pm Eastern Time, excluding holidays ('Standard Business Hours') for Program related requests
- Service/incident tracking and reporting for Program related incidents
- Access to the ticketing portal 7x24, 365 days per year, excluding maintenance windows and any unforeseen outages

Not included in the Program:

- Unless otherwise stated herein, any services or support whatsoever including, but not limited to, basic backup and restore requests, or any remediation of protected systems (available via other mPowered IT programs)
- Specific selection of files for backup. The Customer is solely responsible for specifying what files and/or directories must be backed up
- Backup of any operating system files, unless the backup is image-based
- Backup of any system that does not meet minimum standards as specified by any vendor used in delivery of the Program
- Backup of any system that does not have genuine, licensed operating system software
- Backup to multiple offsite locations
- Backup to a local repository, unless elected and the appropriate hardware provided by Customer
- Replacement and installation or remediation of any Program hardware or software due to 'Acts of God', negligence, damage, or theft
- Incidents resulting from any modifications to any Program hardware or software provided not made and/or authorized by mPowered IT
- Training or 'How To' service requests of any kind
- Any labor, hardware, or shipping fees associated with business continuity or disaster recovery assistance, including but not limited to, the provision of requested copies of images from the cloud repository (certain coverage available via other mPowered IT programs)
- Failure of any Program hardware or software resulting from the lack of adequate network malware and/or firewall protection (available via other mPowered IT programs)
- Failure of any Program hardware or software resulting from the lack of adequate systems or bandwidth
- Failure of any Program hardware, software, or service resulting from any alterations made by any non-mPowered IT personnel, regardless if access to the system was approved and/or granted by mPowered IT
- Changes made necessary by modifications to any system, network configuration(s), or ISP
- Onboarding of any net new systems
- Any failure of the Program resulting from telecommunication issues
- Any service level guarantee
- Ability to request activation of and have access to a server(s) in the Cloud for a period of time in the event it becomes necessary and/or desired (Disaster Recovery; available for additional fees)
- 'Run book' development for disaster services (available for additional fees)

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