

MANAGED SERVICE PROVIDER (MSP)

TERMS OF SERVICE

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At Software Consulting Services (SCS), our Managed IT Services are designed to support your evolving technological needs with the diligence and care that reflect both our respect for the simplicity of early computing and the demands of today's complex IT landscape. By using our MSP Services, you agree to be bound by the following terms and conditions.

1 Definitions

- **"MSP Services"**: The Managed IT Services provided by SCS as described in this document.
- **"Customer" or "User"**: The individual or entity subscribing to or using our MSP Services.
- **"User/Endpoint Devices"**: Desktops, laptops and tablets covered under certain service offerings. Note that some services offered for user devices do not apply to servers.
- **"Data Transfer"**: Transfers exclusively limited to user profile data.
- **"Additional Services"**: Any service requests not expressly covered by these MSP Services, which will be billed at an hourly rate.
- **"Pricing Tiers"**: The service levels offered are as follows:
 - **BASIC**: \$25 per endpoint per month
 - **STANDARD**: \$50 per endpoint per month
 - **PREMIUM**: \$65 per endpoint per month

2 Scope of Services

Our MSP Services are delivered on a best-efforts basis, contingent upon the Customer maintaining a stable and reliable internet connection. Please note that service performance may be affected by connectivity issues or third-party disruptions.

Our service offerings are divided into three main categories:

1. **User/Endpoint Device Management** (applies to desktops and laptops)
2. **Network Device Management** (for firewalls, switches, routers, and access points)
3. **Server Device Management**

Each category is offered across three pricing tiers (BASIC, STANDARD, PREMIUM) as specified above. The details of the service offerings under each category are set forth below.

3 Managed IT Services Offerings

3.1 User/Endpoint Device Management

Service	Basic Plan	Standard Plan	Premium Plan
Anti-virus and Anti-Malware Software and Monitoring	Included	Included	Included
Endpoint Detection and Response -- Real-time monitoring, data analytics, and automated response to detect and investigate threats	Included	Included	Included
RMM - Remote Management	Included	Included	Included
Device Health Monitoring & Alerting	Included	Included	Included
Operating System Patching	Quarterly	Monthly	Monthly
Critical/0-Day Device OS Patching	Included	Included	Included
Onboarding New Systems and New Users in Active Directory	Included	Included	Included
Offboarding Systems and Users in Active Directory	Included	Included	Included
Monthly Virtual Meeting Check-Ins -- Q&A and review monthly activity reports	Included	Included	Included
Tablet Support	Excluded	Included	Included
Quarterly review of event logs	Excluded	Included	Included
Quarterly device drivers and firmware updates (as needed)	Excluded	Included	Included
System Monitoring & Preventative Error Checking	Excluded	Included	Included
Update and Configure OS and install security applications on newly purchased PCs	Excluded	Excluded	Included
Assist with Voicemail and Desk Phones	Excluded	Excluded	Included
HelpDesk Tier 1 Support	Included	Included	Included
Help Desk Tier 2 Support Escalation	Excluded	Excluded	Included
VIP Hourly Rate	Excluded	Excluded	Included

3.2 Network Device Management (Firewalls, Switches, Routers, APs)

Service	Basic Plan	Standard Plan	Premium Plan
Monthly Device Health Check	Included	Included	Included

Service	Basic Plan	Standard Plan	Premium Plan
Critical/0-Day Patching - 3rd party required	Included	Included	Included
Firmware Patching & Updates (as needed)	Bi-annually	Quarterly	Monthly
Remote ISP Outage Troubleshooting & Resolution - Act as Liaison	Excluded	Included	Included
Remote Network Equipment Troubleshooting	Excluded	Included	Included
Maintain Network Documentation & Diagrams	Excluded	Excluded	Included
Act as Liaison for Phone and Internet Carrier	Excluded	Excluded	Included
HelpDesk Tier 1 Support	Excluded	Included	Included
Help Desk Tier 2 Support Escalation	Excluded	Excluded	Included
VIP Hourly Rate	Excluded	Excluded	Included

3.3 Server Device Management

Service	Basic Plan	Standard Plan	Premium Plan
Anti-Virus and Anti-Malware Software and Monitoring	Included	Included	Included
Endpoint Detection and Response - Real-time monitoring, data analytics, and automated response to detect and investigate threats	Included	Included	Included
RMM - Remote Management	Included	Included	Included
Device Health Monitoring & Alerting	Included	Included	Included
Operating System Patching	Quarterly	Monthly	Monthly
Critical/0-day Device OS Patching	Included	Included	Included
Monthly Virtual Meeting Check-Ins -- Q&A and review monthly activity reports	Included	Included	Included
Monthly Log Reviews	Excluded	Included	Included
HelpDesk Tier 1 Support	Excluded	Included	Included
Help Desk Tier 2 Support Escalation	Excluded	Excluded	Included
VIP Hourly Rate	Excluded	Excluded	Included

3.4 Helpdesk Tier 1 Support

Helpdesk Tier 1 Support services are performed as remote services only.

- Basic Support
- M365 basic office tools assistance
- Computer hardware / operating system troubleshooting
- Support SCS Managed Security applications
- Printer Troubleshooting
- Performing reboots of wireless APs
- VPN troubleshooting
- 2 Factor Authentication Support

- Verify successful backups if using SCS's Managed Backup services

3.5 Help Desk Tier 2 Support

Helpdesk Tier 2 Support services are performed as remote services only.

- Enhanced Support
- Firewalls, switches, routers, and AP's
- Server hardware and operating system support
- Computer hardware / operating system troubleshooting
- M365 enhanced troubleshooting
- Advanced VPN troubleshooting
- Managed Security Applications Support
- SCS's Managed Backup Support

4 Customer Obligations

- **Stable Internet Connectivity:**
To ensure effective delivery of MSP Services, you must maintain a stable and reliable internet connection. Interruptions may adversely affect our service performance.
- **Third Party Fees**
If a vendor or third party requires a fee for a support ticket with said vendor or third-party, then the client will be responsible for those fees.

5 Data Transfer Limitations

All data transfer services provided under these Terms are strictly limited to user profile data transfers. Any requests for data transfers beyond this scope will be treated as Additional Services and may incur additional charges.

6 Additional and Hourly Services

Any service request not expressly detailed in the Service Offerings above will be rendered as an Additional Service. These services will be billed on an hourly basis in accordance with our applicable service rate.

Any services provided at the customer site are always considered an Additional Service.

7 Payment Terms

- Fees for MSP Services are billed on a per-endpoint, per-month basis as outlined in the Pricing Tiers.

- Hourly charges for Additional Services will be invoiced monthly, with payments due within 30 days from the invoice date.

8 Limitation of Liability

- **Service Limitations:**
The MSP Services are provided on a best-efforts basis. [Your Company Name] does not guarantee uninterrupted or error-free service.
- **Liability Cap:**
In no event shall SCS be liable for any indirect, incidental, or consequential damages related to the MSP Services. Liability is limited to the fees paid for the services during the period in which the claim arises.

9 Termination

- **Termination for Convenience:**
Either party may terminate the service engagement with 60-day written notice.
- **Termination for Cause:**
SCS reserves the right to terminate the service engagement immediately if a material breach occurs, including failure to maintain required stable internet connectivity.
- **Accrued Rights:**
Termination does not affect any rights or liabilities accrued prior to the termination date.

10 General Provisions

- **Entire Agreement:**
These Terms and Conditions constitute the complete and exclusive agreement between SCS and the Customer regarding the MSP Services, superseding all prior agreements and understandings.
- **Amendments:**
Any modifications or amendments to these Terms must be in writing and published to the SCS website at least ninety (90) days prior to their effective date. If the Customer continues to use our MSP Services after the effective date, such continued use shall be deemed acceptance of the amended Terms.
- **Best Efforts Commitment:**
Our services are provided on a "best efforts" basis. While we strive to deliver high-quality support, factors beyond our control – such as connectivity issues and third-party disruptions – may impact our service delivery.

- **Severability:**
Should any provision be deemed unenforceable; the remaining provisions remain in full force and effect.
- **Governing Law:**
These Terms shall be governed by and construed in accordance with the laws of Rankin County, Mississippi, United States of America, without regard to conflict of law principles.

By using our MSP Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.