



## EXPERT TECH SUPPORT

- **Scope of services:** Fully managed 24/7 infrastructure monitoring, maintenance, cybersecurity, and support services.
- **Limitations:** Specialized services out of preset scope will require custom quote.
- **Terms:** 12-month managed services contract. Guaranteed uptime. Regular reviews and reports.
- **Support Hours:** Proactive 24/7 monitoring and maintenance. Assigned account representative.
- **Contact Methods:** Email, phone, ticketing system, account rep.
- **Next Steps:** Review needs annually and renew contract. Add-on specialized services.