

SERVICE QUALITY CONTROL TERMS

ESCALATION

While We strive to provide You with the best possible support at all levels, We leave an open communication channel right up to “the big boss” for You in the event You ever need to Escalate an issue further

If you ever need to escalate a Service Request or Issue, you agree to use the following escalation order to ensure quickest possible resolution time.

1. IT Helpdesk Support Team

Name: Service

Email: service@rcrtg.com

Phone: (419) 581-6173

2. Account Management

Name: Jordan Stock

Email: jstock@rcrtg.com

Phone: (419) 721-6973

3. Managing Director / CEO

Name: Kevin Stock

Email: kstock@rcrtg.com

Phone: (419) 721-6969



Please note that these Escalation Points are not to be used for lodging Service Requests.

All Service Requests must be lodged through the normal methods as outlined in our General Terms and Conditions.

If You lodge a Service Request through one of these Escalation Channels, this will be treated as an “Emergency Upgrade” Service Request and will be charged at the “Emergency Upgrade” rate found on our Rate Schedule.

OUR RESPONSIBILITIES

OUR RESPONSE TIME GUARANTEE

We agree to respond to your Service Requests within the Maximum time frames set out in **Appendix A**.

If the response time to an incident exceeds the times set out in **Appendix A** and provided that you reported the incident to Us via the methods as set out in Our General Terms and Conditions, please let your account manager know of the issue right away using the contact information on **page 1**.

If the support request is lodged outside Our Business Hours Our Response Time Guaranteed does not apply. We will still work on your Service Request as fast as possible, however it will be on a best effort basis.

Response Times are calculated as per the Definition as outlined in **Appendix A**.

Response Times are Guaranteed maximum times to respond to a Service Request.

Please see **Appendix A** for a list of the types of Service Requests that our Response Time Guarantee does not apply to.

SERVICE REQUEST PRIORITIES

We classify Service Request priorities as shown in **Appendix A**.

These priorities tie directly in with Our Response Time Guarantee to provide you with information about how quickly We will respond to Your issues.

As we know, not everything in life fits into a box so the final decision on classifying the priority of an issue will be made by Our responding technician.

WHAT'S COVERED

As part of this Agreement, we endeavor to include all day to day IT support items that are typically required to run a typical Business Technology Baseline Infrastructure.

You can see a list of all the items we will cover under this Agreement in **Appendix C**.

It's important to note that anything not included in **Appendix C** is explicitly excluded from Your Agreement and will be billed at our normal rates as found on our Rate Schedule.

From time to time, we may provide support for items not explicitly included in **Appendix C** without charge – however we will do this at our sole discretion.

REPORTING

Each week, we will email Your Primary IT Contact a list of all reports that are being generated by our managed services.

Executive Summary reports are available upon request. This report will outline the health of your network as a whole using our monitoring metrics. This allows you to be "graded" on how the devices are being used and show where there are areas to improve upon.

Starting in Summer 2023, you will have access to a portal to monitor your company ticket traffic as needed as well as view open invoices and start a ticket request. This portal will only be made available to the contacts listed in this agreement unless otherwise specified by one of the contacts listed, in writing.

We may modify the metrics We use in this report from time to time as We continually improve how we report to Our clients.

YEARLY BUSINESS REVIEWS

As part of this Agreement – every year starting 1 year from date of initial agreement signature. We will provide to You to a Business Review Session. Think of this session as meeting with your IT Manager.

In this session, we run through items such as, but limited to, the following:

- ⇒ Last Year's Metrics
- ⇒ Your Plans for the next Year
- ⇒ Refresh Cycle Update / Minimum Standards
- ⇒ Technology Budget Update
- ⇒ Technology Update
- ⇒ Anything else you need to raise / discuss related to your IT

This review is NOT mandatory, however, your participation in this process could be beneficial to save time and money down the line. This review may also be used to update and renew your current agreement.

****Note: You may call a meeting with us any time you see fit, however, not all metrics are guaranteed to be provided for review.****

YOUR RESPONSIBILITIES

MINIMUM STANDARDS

There are some Hardware and Software requirements that You need to have in place for Us to meet Our Service obligations, these can be found here www.rcrtg.com/clientstandards. (This URL will be available in Summer 2023. Until then, RCR will discuss our minimum standards with the client after our initial assessment) We will update this list from time to time as certain technologies age and other technologies are released and tested by us.

If You do not have all of these Minimum Standards in place before Your Agreement start date, we will work with you on a plan to bring your Network up to our Minimum Standards.

We understand that this may take some time depending on timing and budgets so we will do our best to support any items that do not currently meet Our Minimum Standards.

However, if an item requiring support does not meet our Minimum Standards, it will be listed on a waiver form as a declined recommendation.

APPROVED BUSINESS SOFTWARE

The list in **Appendix D** shows all of the Approved software that can be installed on any of the Computers or Devices covered by this Agreement.

This doesn't mean that all other software can't be installed – it simply means that if other software is installed, then it's up to our sole discretion whether we cover any Service Requests related any other Software under the scope of this Agreement.

If We deem any Service Requests to be Out of the scope of This Agreement, We will ask for Your approval before performing any work.

This list may change over the time we work together under this Agreement. We will email any updates to this list to Your Primary IT Contact.

LODGING OF SERVICE REQUESTS

The process for lodging Service Requests is outlined in Our General Terms and Conditions as referenced in the General Section of this Agreement.

It's important You and Your team follow this process to ensure You are guaranteed to receive the support at the levels We have promised.

You agree to make sure Your team is aware of any restrictions You have in place regarding who is authorised to lodge Service Requests, as all requests received by us will be chargeable and/ or allocated against this Agreement.

These steps are outlined in **Appendix B**.

ACCESS REQUIREMENTS

You agree to allow Us full and free access to Your computers, associated equipment. Your premises and Your team for the purposes of providing the Services in this Agreement.

If there is anything that interferes with our access, we may in our absolute discretion charge You for any extra time incurred.

****RCR is willing to sign an NDA that the client will provide, but this agreement will act as our promise and responsibility of confidentiality.****

PRIMARY IT CONTACTS

You agree to nominate from Your team a Primary IT Contact and a Secondary IT Contact (who We will treat as the Primary IT Contact should the current Primary IT Contact not be available).

When issues of Critical and High Priority are happening, your Team are to channel all communication through these people during business hours.

This allows Our team to work most effectively in restoring Your services as fast as possible, instead of fielding calls from multiple sources about the same problem.

The Primary IT Contact is to inform all staff at these times, to ensure fast resolutions.

The role of the Primary IT Contact is to also assist Our team to be the eyes and hands onsite, to allow them to remotely diagnose and solve issues in the fastest possible manner.

You will be asked to provide the details of your nominated Primary and Secondary IT Contacts in and you agree to update us if and when these Contacts change during the Term of this Agreement.

THIRD PARTY AUTHORIZATIONS

In order to be able to assist You quickly in times of need, You need to make sure We are authorized to work with all of Your external Vendors that We may require to work with to provide you Our Service.

This includes but is not limited to Your Internet Service Provider, Your Web and Domain Hosting Provider and Your Telephone Provider.

During your Onboarding process We will run through with You to determine all the Vendors You will need to give authorization to. You can use the template found in **Appendix F** to assist.

If We are not Authorized for a particular Vendor, We may in Our absolute discretion, charge You extra for any Time it takes us to obtain authorization for Us to deal with that Vendor on Your behalf when needed.

If You start working with any new Vendors that We will need to interact with after We start work on this Agreement, You agree to make sure that We are authorized to act on Your behalf on commencement of Your relationship with the new Vendor.

HOW DO I ORDER HARDWARE OR SOFTWARE?

Whenever you need any new equipment or software, we've got you covered.

We have a dedicated Procurement and Ordering system designed to take the hassle and pain out of the process whenever you need to order anything.

As a client, you are welcome to order hardware yourself, however, RCR cannot take responsibility for that hardware working correctly in your environment that is purchased by the client. RCR still recommends that the client communicates the intent of any hardware purchase to ensure best practices, security, and experience.

SMALLER ORDERS

If it's for a small order such as a few new computers or laptops – simply give us a call on (419) 581-6173 (Option 2 for sales) or shoot us an email to sales@rcrtg.com and we'll send you back a Quote.

We aim to get smaller quotes back to you within 4 business hours 🕒

LARGER ORDERS

If your order is large or it's for a project (like a migration an office move), then it's best to speak to your **Account Manager** so they can make sure that align everything up properly for you.

They'll work to get you an official Fixed Fee Proposal to cover everything you need!

APPROVING AND PAYING

Unless it's a complex project, we'll typically send you your quotes & proposals using our web based quote delivery system. This will be in the form of an Adobe e-sign form.

You'll simply need to click on the link in the email and you'll be able to view the quote or proposal. you can simply click to sign and once your select "Finish" it will send us the signed quote back.

Once the quote is signed, we will send an invoice that can be paid electronically, card over the phone (if applicable), or via check.






Please note that any orders over \$250 will need to be paid before the order can be submitted. If the order is less than \$250, the payment can be made immediately or it will be billed out at the end of the month. IF an order is over \$1,000, a card may not be accepted.

Sometimes we will not be notified of an item being out of stock until the order process has started. If our distributors tell us that it's going to be out of stock for a while, we'll work with you to find some alternatives (especially if it's something you need quickly).

APPENDIX A

GUARANTEED RESPONSE TIMES & PRIORITY LEVELS

The following table shows the Guaranteed Response times for each priority level and provides priority level examples.

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES
 Critical	Your Main Server is offline, and all users are unable to work.	1 Hour
	One of your Network Switches has failed and stopped half the company from working.	
	A VPN link between 2 x offices is offline causing one office to be unable to work.	
 Urgent	Your Internet Connection is offline, users can still work locally	2 Hours
	Your CEO's computer has stopped working	
	A user's desktop is not working properly, so they cannot work	
	Your main Accounting Software has stopped working	
 High	A user's desktop is not working properly, but they have a secondary laptop to work at a limited capacity	4 Hours
	One of the main printers is not working, but users can print to another one	
	A user is having problems connecting to the Wireless network	
 Normal	Printing is slower than normal	8 Hours
	A single user is unable to scan	
	A user needs a program installed on their PC	
 Low	Pro-Active maintenance of systems	N/A

RESPONSE TIME GUARANTEE EXCLUSION LIST





The Response Time Guarantee does not apply to:

- ⇒ Additions, moves or changes to users, devices, configurations, or network
- ⇒ Issues lodged in any other manner than specified in this Agreement and our *General Terms and Conditions*
- ⇒ Issues lodged outside Our Business Hours
- ⇒ Items caused by Hardware or Software not meeting our Minimum Standards
- ⇒ Service Requests related to Software not on our Approved Software List (see Appendix D)
- ⇒ Service Requests for issues that have been caused by You not acting on advice or recommendations given by Us
- ⇒ Service Requests for Issues caused by You or third parties modifying any Hardware or Software Configuration
- ⇒ Service Requests for issues related to user-initiated Virus and Malware Infections
- ⇒ Service Requests for Issues involving the sourcing of hardware/software
- ⇒ Service Requests for Hardware and Software issues of items that are not under current warranty or maintenance coverage

APPENDIX B

How to submit a Support Request

The first question you might have when working with us is.. **How do I Get Fast Support?** so here's our recommended ways:

	<p>USING THE RCR QUICK TICKET ICON</p> <p>This is the easiest and fastest way to get help.</p> <p>Simply click on our logo next to your Clock on your desktop (it looks like this: ) and a window will pop-up, guiding you easily through the process!</p>
	<p>BY SENDING US AN EMAIL</p> <p>If you'd prefer email, simply shoot us an email to service@rcrtg.com</p> <p>This will automatically pop-up in our system and we'll work on to it as soon as possible. You'll get an automated reply confirming we've got it!</p>
	<p>BY CALLING US</p> <p>You can call us on (419) 581-6173 whenever you need help. If there is no answer or you call after hours, please leave a message. This message will alert our entire team via email.</p> <p>If you need help URGENTLY, make sure you call us rather than use any of the other methods.</p>

 **IMPORTANT NOTE** 

If you send emails to our **Direct Email Addresses** or call us on our **Cell Phones**, this will very likely slow our response times down because we've built our processes to be quickest & most reliable when you use the methods above.

APPENDIX C

IN SCOPE VS OUT-OF-SCOPE

If you've ever been to an All-You-Can-Eat Buffet, you'll know that you're able to eat as much of anything that's out on the buffet's as possible.

However, if you'd like something that's NOT on the menu – then you must **pay for it separately**.

Our **Managed Services IT Agreements** and **Professional Services Projects** work in the exact same way.

That means, that you can have as MUCH as you like of anything that we cover in our **Inclusion List** for your Agreement or in the **Scope of Work** of a Project. This **Inclusion List** is outlined in the following pages of **Appendix C**

And, when you need something that's **not** on the list, we will work together on a quote that fits your budget and expectations.

We call this whole conversation **IN-SCOPE** and **OUT-OF-SCOPE**.

And, whilst we have worked hard to build an offering where pretty much *everything* you will need in the day-to-day operation of your business will be included **IN-SCOPE** – you might find from time to time that there will be things that are **OUT-OF-SCOPE**.

Hint: If the request will cause a planned outage, need to be done after-hours, need planned out days in advance, will take several on-site visits, or is a new technology or technology vendor that your organization is implementing.... chances are, it is **OUT-OF-SCOPE.**

We handle **OUT-OF-SCOPE** projects in two primary ways:

- **Flat Rate Quote:** Typical when RCR is running the project.
- **Hourly Estimate:** Typical when RCR is assisting with the project, whether it is being lead by another vendor, a new technology implementation requested by the client, or after-hours work requested by the client.

Flat Rate Quote: RCR will develop the full scope of the **Professional Services Project**, outlining **Scope of Work, Phases, and Timeline**.

Hourly Estimate: This will be charged at a rate of \$150/hr, charged by the ¼ hour.

- The client will have the option to set a budget limit for what they are willing to spend on RCR's involvement in the project and RCR will notify the client when that budget is met and work together to determine how to proceed.

Signature is required on both types of **OUT-OF-SCOPE** offerings.

Sometimes a helpdesk ticket turns into an **OUT-OF-SCOPE project. RCR will create an Hourly Estimate form for signature as notification that the work will be charged **OUT-OF-SCOPE**.**

In-Scope List

DESCRIPTION	FREQUENCY	IN-SCOPE?
CONSULTING		
Business Review	Yearly	YES
Business Technology Overall Consulting	As Needed	YES
Cyber Security Insurance Review	As Needed	YES
DESKTOP, LAPTOPS AND SERVERS		
Setup New Profiles on Desktops and Laptops	As Needed	YES
Add / Edit / Delete User Accounts	As Needed	YES
Forgotten Password Resets	As Needed	YES
Archive Old User Accounts (Backup Email & Files)	As Needed	YES
Setup & Maintain Security Groups	As Needed	YES
Setup & Maintain Network Drives	As Needed	YES
Restore Files from Backups ⁽¹⁾	As Needed	YES
Troubleshoot Operating System Not Working	As Needed	YES
Reboot Servers	As Needed	YES
Troubleshoot Hardware Issues ⁽³⁾	As Needed	YES
Hard Drive Clean-up (Remove Temp & Unnecessary Files)	As Needed	YES
Microsoft Patch Management (Service Packs & Updates)	Daily	YES
Update Approved 3 rd Party Applications (Adobe Flash, Adobe Reader, PDF Creator, Java, 7-Zip)	Daily	YES
Monitor all Critical Server and Computer Services and Fix	24x7x365	YES
Monitor Anti-Virus Running & Protection Enabled	24x7x365	YES
Monitor Anti-Virus Definitions +Updating Correctly	24x7x365	YES
Monitor Hard Disk Health + Space & Defrag if Necessary	24x7x365	YES
Monitor High CPU Usage	24x7x365	YES
Monitor Security and Event Logs	24x7x365	YES
Roll out our Best Practice Security Policies	On-Going	YES

BACKUPS AND DISASTER RECOVERY		
Monitor Server and Computer Backups ⁽¹⁾	24x7x365	YES
Troubleshoot Server and Computer Backup Failures ⁽¹⁾	As Needed	YES
Monitor Microsoft 365 Backups ⁽¹⁾	24x7x365	YES
Troubleshoot Microsoft 365 Backup Failures ⁽¹⁾	As Needed	YES
Manual Test Restore & Report of All Approved Backups ⁽¹⁾	Monthly	YES
PRINTERS ⁽⁴⁾		
Clear & Reset Printer Queues	As Needed	YES
Troubleshoot Users Unable to Print	As Needed	YES
Add / Edit / Delete Printer Mapping Group Policies	As Needed	YES
Add / Edit / Delete Printer Drivers for Existing Printers	As Needed	YES
NETWORK		
Troubleshoot Internet Service Provider Issues & Outages	As Needed	YES
Troubleshoot Network Switch Issues	As Needed	YES
Troubleshoot Wi-Fi Access Point Issues	As Needed	YES
Update Wi-Fi SSID / Keys	As Needed	YES
Troubleshoot Router Issues	As Needed	YES
Troubleshoot Firewall Issues	As Needed	YES
Firewall Security Audit and Adjustment	Monthly	YES
Monitor Network Switches Operations & Availability	24x7x365	YES
Monitor Wi-Fi Access Points Operations & Availability	24x7x365	YES
Monitor Router Operations & Availability	24x7x365	YES
Monitor Firewall Operations & Availability	24x7x365	YES
DOMAIN NAMES		
Add / Edit / Delete MX Records	As Needed	YES
Add / Edit / Delete TXT Records	As Needed	YES
Add / Edit / Delete PTR Records	As Needed	YES
Add / Edit / Delete CNAME Records	As Needed	YES

MOBILE PHONES & TABLETS		
Configure Outlook or Mail App ⁽²⁾	As Needed	YES
Configure OneDrive/SharePoint for Business App ⁽²⁾	As Needed	YES
Configure Teams for Business App ⁽²⁾	As Needed	YES
Microsoft 365		
Add / Edit / Delete User Accounts	As Needed	YES
Add / Edit / Delete User and Security Groups	As Needed	YES
Add / Edit / Delete Shared Mailboxes	As Needed	YES
Add / Edit / Delete Distribution Groups	As Needed	YES
Forgotten Password Resets	As Needed	YES
Archive Old User Accounts (Backup Email & OneDrive)	As Needed	YES
Restore Files from Backups ⁽¹⁾	As Needed	YES
Install & Connect OneDrive Desktop Client ⁽²⁾	As Needed	YES
Install & Connect Sharepoint Desktop Client ⁽²⁾	As Needed	YES
Install & Connect Teams Desktop Client ⁽²⁾	As Needed	YES

ALL above in-scope work assumes that the client did not waive any products or services from our offerings. The signed waivers will take present over the above table to determine in-scope and out-of-scope work for any client.

(1) Only applies to when using the Backup Platforms in our Recommended Technology Platform.

(2) This assumes that you already have the back-end systems and company-wide configurations all setup and configured for this product. If you don't, then We will discuss with You the scope of any potential Project and send You a separate Proposal for your review.

(3) As you can appreciate, it's hard to build a profitable and sustainable business offering "Included Support" at a reasonable price for items that we didn't recommend, sell and install.

As such, if the Hardware we are troubleshooting was not purchased from us and/or the device is not currently covered by the Manufacturer's warranty, a care pack or a maintenance agreement, then it is in Our sole discretion as to whether We will cover this work under the Scope of this Agreement or set it as Billable Out of Scope work.

(4) Printers provided by a printing vendor through a contract may necessitate our communication with that specific vendor. We will collaborate directly with the vendor, given the client's approval, and any associated charges will require the client's consent. Our involvement in printer purchases is generally limited unless explicitly requested by the client. While our recommendations are informed by comparisons with other

clients' printing environments, we must emphasize that, not being a printer vendor, we can only offer suggestions. The ultimate decision lies with the client.

Our capacity to troubleshoot printer hardware is constrained, and our support may not be extensive. In cases where paper, envelopes, or other media fail to feed or print correctly, we might suggest hardware replacement, even for relatively new machines. Referring clients to printer hardware support outside of a contracted vendor is challenging.

The process of scanning to email or a network folder varies across manufacturers and hardware versions. Some printers, including those under contract, may quickly become outdated and struggle with newer technologies. Consequently, frequent replacement might be necessary, even with a contracted vendor.

We remain open to discussing alternative methods with our clients to minimize costs, reduce waste, and mitigate downtime associated with reliance on printing.

APPENDIX D

APPROVED SOFTWARE LIST

- ⇒ Microsoft Software – *Microsoft Office Suite*
- ⇒ Google *Chrome*
- ⇒ Edge
- ⇒ Adobe Applications – *Reader, Air, Shockwave, etc.*
- ⇒ Java Runtime Environment
- ⇒ PDF Creator
- ⇒ 7 Zip
- ⇒ FileZilla
- ⇒ Endpoint Detection and Response ONLY for “anti-virus”

APPENDIX E

RELATIONSHIP WITH RECOMMENDED VENDORS

RCR wants to act as a complete technology resource for your business, but unfortunately, you may be in need of service that closely aligns with our industry that we do not offer. (ex. VOIP phone systems, internet provider, merchant services/POS systems, digital marketing). RCR has working relationships with vendors in many of these categories and those relationships all vary in the level of involvement we have with each other. When RCR recommends, introduces, or facilitates a relationship with you and a third-party vendor, we are in no way support for their products or services. The RCR team has a good understanding of the products and services our trusted vendors provide because of our familiarity with the company, but we cannot guarantee any knowledge of questions or concerns you may have.

All support for their products or services must go through that vendor. Initiating a ticket with RCR for an issue with a vendor's product or service may cause a delay in resolution since the RCR team will most likely just assist you in putting in a ticket with that vendor. There is no SLA when submitting a ticket to RCR about a third-party vendor, however, if you feel the issue may be the connectivity to the network in which we manage, we would assist in troubleshooting that connectivity.

If our involvement is necessary in resolution with an issue and that requires a task that is deemed out-of-scope, you will be notified that our involvement may incur additional one-time charges. Our team may assist and cover that time under your agreement, but RCR holds the right to do that at our discretion.

APPENDIX F

LETTER TO VENDORS FOR AUTHORIZATION

Copy and paste this text on to your letterhead and then modify to suit each vendor that We will need to work with while We support You.

To Whom It May Concern,

This letter is to inform you that we have contracted RCR Technology Group, Inc. to manage our IT and Technology needs.

To be able to do this effectively, RCR Technology Group needs to be able to support and manage all of our technology suppliers on our behalf.

As such, this letter authorizes anyone from the team at RCR Technology Group to access and modify all aspects of our account and all the products and services that we have with <vendor name> effective immediately.

This authorization is valid until we give you written notice otherwise.

Should you require any further details, please let us know.

Regards,

<Clients Name>

<Title>

APPENDIX G

Payment Information

How To Pay

- A. Direct Withdraw – ACH
- B. Check (Net 10 term)

Each payment made is not refundable unless error was made on the part of the Service Provider.

If any Direct Debit is denied for 3 days or if any other form of payment is not honored for whatever reason, we reserve the right to, at our sole discretion, to either suspend or terminate your membership and charge an early cancellation fee (the remainder of contract term payments) via invoice that will be physically sent to the recipient. At this point, the recipient can choose to pay the cancellation fee or provide new credit card information that will be verified.

You agree to advise us immediately of any change to the client details provided.

Payment setup will be done at the beginning of your relationship with RCR Technology Group.

Taxes

It is understood that any Federal, State, or Local Taxes applicable shall be added to each invoice for services or materials rendered under this Agreement. Client shall pay any such taxes unless a valid exemption certificate is furnished to the Service Provider for the state of use.

APPENDIX H

Confidentiality

Service Provider and its agents will not use or disclose client information, except as necessary to or consistent with providing the contracted services, and will protect against unauthorized use.

Miscellaneous

1. This agreement shall be governed by and interpreted and enforced in accordance with laws of the state of Ohio and the Federal Laws of the United States of America applicable therein without reference to rules governing choice of laws. Any action related to this agreement must be brought in Hancock County Ohio and you irrevocably consent to the jurisdiction of such courts.
2. Service Provider is not responsible for failure to render services due to circumstances beyond its control including, but not limited to, acts of God.