

Today's date, 202

RE: Monitoring, Software Support, Cloud Services

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## Statement of Work

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### 1. 24/7 REMOTE MONITORING SERVICES

- a. Continuously monitor the status of all critical system components, network devices, cloud-based appliances, and inputs and outputs of devices where present by utilizing software that provides
  - i. Real-time reporting
  - ii. A dashboard view and drill-down capabilities
  - iii. Automated notifications of failures sent via email or cell phone text message

### 2. REMOTE TECHNICAL SUPPORT SERVICES

- a. Phone and online support provided
  - i. to maintain system functionality
  - ii. to assist the customer with operating the system
- b. Evaluation and diagnostics conducted to resolve hardware and software issues as they arise
- c. Remote operations supplied as required to resolve issues
- d. Hours of operation M-F 8:00 -18:00 Eastern time

### 3. TRAINING

- a. Training for new users to navigate and operate controls through the web-based user interface
- b. Intermediate training available for current users requiring more advanced training
- c. Refresher training available as needed
- d. Training is conducted online M-F 8:00 – 18:00 Eastern by scheduling an appointment with Larry Schirmer by phone at 248-893-2374 or email at [larrys@illuminatingconcepts.com](mailto:larrys@illuminatingconcepts.com)

### 4. SOFTWARE, FIRMWARE, AND SECURITY UPDATES

- a. Remote release of scheduled updates as required
- b. Customer to be notified in advance
- c. Updates generally occur after midnight

### 5. HOSTING SERVICES FOR THE FOLLOWING CLOUD-BASED APPLIANCES AS APPLICABLE

- a. Push Blue third-party call forwarding software
- b. Meraki controller
- c. Digital Signage third-party software
- d. PTRG/ICRA platform delivering sensor data calls from sensor packages

## 1. EXCLUSIONS

- a. Technical support
  - i. Outside of business hours
  - ii. including but not limited to content creation or updates, special programming, or customer-requested changes to firmware or software to be provided under a separate agreement
  - iii. in-person onsite assessment, repair, installation, or replacement of hardware to be provided under a separate agreement

## 2. LIMITATIONS

- a. Illuminating Concepts is not responsible for
  - i. the continuous operation of the local network connection and cannot be held accountable for problems that may arise if the connection fails at any time
  - ii. Damage or service downtime caused by
    - 1. Acts of God, including but not limited to, war, water, weather, fire, sabotage, terrorist acts, accidents, power problems
    - 2. negligence, or the deliberate or accidental actions of others not affiliated with Illuminating Concepts