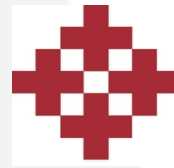


## Managed Services by NetPlanner Systems Strategy and Budgeting



**NetPlanner**  
SYSTEMS, INC.®  
*Your Pathway to Connectivity*

### Network & Voice Infrastructure (City Center & Lee Street City Park):

NetPlanner Systems will provide managed services for the account's corporate office network infrastructure. NetPlanner shall perform all duties associated with managing and maintaining the network infrastructure elements including but not limited to:

- 24x7x4 Monitoring and Management for 1 Cisco voice gateway PSTN host.
- 24x7x4 Monitoring and Management for 2 VMware based server hosts.
- 24x7x4 Monitoring and Management for 6 voice application servers.
- 24x7x4 Monitoring and Management for 2 Meraki Firewalls.
- 24x7x4 Monitoring and Management for 9 Meraki managed switches.
- 24x7x4 Monitoring and Management for 4 managed switches for the City Park
- 24x7x4 Monitoring and Management for 7 managed Ubiquiti wireless bridges for the City Park
- 24x7x4 Monitoring and Management for 27 Meraki wireless APs
- 24x7x4 Monitoring and Management for 4 network enabled UPSs.

Configuration changes, software updates, troubleshooting services, etc. are considered ticketed events and are charged towards monthly service hours.

☐ **Monthly Charge: \$845**

### Application Servers & Windows Active Directory Platform:

NetPlanner Systems will provide managed services for the account's cloud-based / on-premises active directory servers, application/print servers, and the physical hosts servicing the various virtualized servers. Managed services for these servers include but are not limited to:

- 24x7x4 Monitoring and Management for 1 VMware based server hosts.
- 24x7x4 Monitoring and Management for 5 virtualized application servers.

Configuration changes, patch management, troubleshooting services, etc. are considered ticketed events and are charged towards monthly service hours. Application software updates or major operating system updates will be considered special projects and handled separately.

☐ **Monthly Charge: \$700**

### Microsoft 365 Licensing

NetPlanner shall broker Microsoft 365 licensing as follows

*Monthly charges may change based on actual end point quantity.*

- 43 Business Premium (Office 365 E3) | \$24.61 each
- 27 Business Essentials (Exchange Online – Plan 1) | \$4.28 each
- 25 Exchange Online Archiving | \$3.21 each

☐ **Monthly Charge: \$1,254.04**

## Co-Managed Support Services

NetPlanner shall deliver helpdesk co-managed support services and troubleshooting efforts with ticketed events which are then drawn upon a monthly block of time.

- Standard business hours (Monday – Friday 8:00AM – 5:00PM local time); support calls outside of this time are handled on a severity level of “critical” and subject to an hourly multiplier of 1.5x billings.
- Ticket billings in 15-minute increments with 15 minute minimum
- Unused monthly hours do not roll-over to new month
- Hours provided in excess of monthly allocation are billed at rate of \$125/hr with quarter-hour partial billings.

Support services, including non-end-user initiated troubleshooting and/or problem resolution, performed outside of standard business hours, or weekends are charged 1.5-hour multiplier. Weekday national holidays are charged 2-hour multiplier. Major national holidays falling on weekends are charged 3.5-hour multiplier.

☐ **Monthly Charge for 4hrs: \$500**

## Data Protection, Retention & Disaster Recovery

NetPlanner Systems will install local back up appliance, desktop agent based, and cloud-based integration software into the M365 exchange admin portal for data protection, retention, and disaster recovery. Server and workstation hardware warranties are not included and assumed to be active on units.

- Microsoft 365 account protection and defense (infinite cloud stored retention) for “jonesboroga.com” M365 user accounts
- Application servers are protected with the onsite server backup & disaster recovery with customized retention periods.
- Cloud backup for City Center & PD workstations (once every 2 hours) with a 1-year time-based retention.

☐ **Monthly Charge: \$2,025**

## Cybersecurity:

NetPlanner shall provide the following cybersecurity protection items:

*Monthly charges may change based on actual end point quantity.*

- 60 Endpoint Detection and Response (EDR) with ransomware detection (*minimum commitment quantity purchased*)
- 60 End-user cybersecurity and compliance awareness training with continuous access to training modules, phishing campaigns, and customizable training content (*minimum commitment quantity purchased*)
- Dark web domain-wide credential threat protection and reporting
- DNSFilter providing DNS Security for CityCenter subnets
- DUO 2FA licensing for up to 10 defined users
- 60 seats of 24x7 Managed Security Operations Center (SOC) providing continuous monitoring and real-time threat and breach detection (*minimum commitment quantity purchased*)

While not included within this proposal, by selecting the cybersecurity services as presented, the end customer becomes eligible for 3<sup>rd</sup> party provided Cyber Liability Insurance at a significant discount when compared to traditional cyber insurance policies. Quoting and eligibility shall be handled separately.

☐ **Monthly Charge: \$1,100**

## SUMMARY OF SERVICES

*Services may change month to month based on actual end point quantity.*

Network & Voice Infrastructure (City Center & City Park):	\$845/mn
Office Active Directory & Application Servers Platform:	\$700/mn
Microsoft Licensing (Premium and Basic):	\$1,254.04/mn
Co-managed IT Support (4-hour block of time):	\$500/mn
Backup and Data Protection:	\$2,025/mn
2 <sup>nd</sup> BCDR Appliance	\$615/mn
Cyber Security [EDR, DNS Filtering, BullPhish, DarkWeb Monitoring]:	\$1,100/mn

**Total Recurring Monthly: \$7,039.04**

## PAYMENTS

NetPlanner Systems, Inc. will invoice CITY OF JONESBORO, GA monthly for the previous month's and based on actual device counts, end user subscription counts, total ticketed hours, etc. Each month's service invoice shall be generated and submitted to CITY OF JONESBORO, GA within the first business week. Standard payment terms are NET 30.

## DURATION OF AGREEMENT

NetPlanner Systems, Inc. and CITY OF JONESBORO, GA agree that this contract for services will begin upon acceptance on - **NOVEMBER 1, 2025** and shall remain effective for the period of 1 year, ending on **OCTOBER 31, 2026**.

## AUTO RENEWAL OF AGREEMENT

NetPlanner Systems, Inc. and the CITY OF JONESBORO, GA agree that this contract for services will auto-renew on the expiration date of **OCTOBER 31, 2026** for an additional 1-year and with no more than a 10% increase in price. Auto-renewal is superseded by a new service agreement / contract proposal presented to end-customer within 30-days from contract expiration.

## TERMINATION OF AGREEMENT

CITY OF JONESBORO, GA can terminate this agreement with no penalties so long as termination notice is submitted in electronic format (email) within 30 days of requested termination date.

## CUSTOMER RESPONSIBILITIES

To ensure that your project goes smoothly, please implement the following:

- A) Designate one person to be the Customer's point of contact. This person shall be kept informed of the job's progress and shall be provided answers to questions as they arise.
- B) Direct all questions to NetPlanner Systems, Inc.'s designated point of contact. Avoid trying to resolve questions or problems with workers, vendors, or other individuals on or off the job site.
- C) Make all changes to the original contract in writing and ensure that a "Change Order" form is completed and signed before those changes are made.

## LIMITS OF LIABILITY

Except for the obligation to pay for Services already provided, neither Party nor any of their respective Affiliates (nor any Person acting on its or their behalf) shall bear any responsibility or liability for any Losses arising out of any delay, inability to perform or interruption of its performance of obligations under this agreement due to events beyond the reasonable control of such Party (hereinafter referred to as a "Force Majeure Event"), including acts of God, acts of governmental authority, acts of the public enemy or due to terrorism, war, riot, flood, civil commotion, insurrection, strike or labor difficulty, severe or adverse weather conditions, lack of or shortage of electrical power, systemic malfunctions of equipment or

software programs or any other cause beyond the reasonable control of NetPlanner Systems, Inc. or its Affiliates or its or their third party service providers whose performance is affected by the Force Majeure Event. In such event, the obligations hereunder of such Party in providing the impacted Service or performing its obligations under this TSA shall be suspended for such time as its performance is suspended or delayed on account thereof but only to the extent that the Force Majeure Event prevents such Party or its Affiliates from performing its duties and obligations hereunder. During the duration of the Force Majeure Event, such Party shall use all commercially reasonable efforts to avoid or remove such Force Majeure Event and shall use all commercially reasonable efforts to resume its performance under this agreement with the least practicable delay. A Force Majeure Event shall not toll or otherwise extend the agreed upon duration. The Service Recipient shall not be obligated to pay Service Provider for Services with respect to the period when Service Provider is not providing such Services due to a Force Majeure Event and Service Recipient waives all claims for damages related thereto.

## **QUALITY**

All work shall be performed in a good and workmanlike manner per industry standards. All material is guaranteed to be new, unless otherwise specified.

## **SAFETY**

NetPlanner Systems, Inc. shall take all necessary precautions for the safety of persons and the protection of the work and adjoining property. NetPlanner Systems, Inc. shall comply with all applicable provisions of federal, state, and local safety laws and building codes including, without limitation, the provisions of 29 CFR 1910.147 (OSHA Lockout/Tagout Standard).

## ACCEPTANCE

This Order together with the Master Services Agreement and Service Attachments and other terms and conditions identified on Exhibit A, all of which are incorporated herein by reference (collectively, the "Agreement") is between NetPlanner Systems, Inc. (sometimes referred to as "we," "us," "our," or "Provider"), and the customer found on the signature block at the end of this Order (sometimes referred to as "you," "your," or "Client"). This Agreement is effective as of the date both parties have signed below (the "Effective Date"). Both Provider and Client are sometimes referred to individually as a "Party", or together as the "Parties". Any capitalized terms in this Order not directly defined are referred to in the applicable document identified on Exhibit A of this Order. If there is a conflict between this Order, the Master Services Agreement, any Service Attachment, or Exhibit, this Order will control.

By signing or accepting this Order, Client acknowledges, represents, and warrants that it has read and agrees to the terms and conditions identified on Exhibit A to this Order which are incorporated as if fully set forth herein.

The parties hereby agree that electronic signatures to this Order shall be relied upon and will bind them to the obligations stated herein. Each party hereby warrants and represents that it has the express authority to execute this Agreement(s). This Order supersedes all prior negotiations, proposals, orders, agreements, and communications between the parties regarding Provider's Services.

Provider may make changes to the Agreement at any time. If there are changes, Provider will revise the date at the top of the document. Provider may or may not provide Client with additional notice regarding such changes. Client should review the terms and conditions regularly. Unless otherwise noted, the amended terms and conditions will be effective immediately, and your continued use of the Services thereafter constitute your acceptance of the changes. If you do not agree to the amended terms and conditions, you must stop using the Services immediately. Please note, you may incur a termination fee or other third-party fees, if applicable.

### Exhibit A

- Master Services Agreement (<https://mspterms.live/NetPlanner/MSA>)
- Service Level Objectives (<https://mspterms.live/NetPlanner/Service-Objectives>)
- Schedule of Services (<https://mspterms.live/NetPlanner/Schedule-of-Services>)
- Schedule of Third-Party Services (<https://mspterms.live/NetPlanner/Third-Party-Services>)
- Services Attachment for Managed Services - Data Processing Agreement (<https://mspterms.live/NetPlanner/DPA>)

#### Customer

Authorized Signature:

\_\_\_\_\_


Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

#### NetPlanner Systems, Inc.

Authorized Signature:

\_\_\_\_\_

Printed Name: Steven Juras

Title: Director of Network Services

Date: September 8, 2025