

### N-Central RMM - Schedule ITS-1

Effective Date: October 14, 2025 | Supersedes prior versions.

#### Service Summary

Service Provider shall provide Remote Monitoring and Management (“RMM”) services through the N-Central platform, supported by Service Provider’s Network Operations Center (“NOC”). These services are designed to provide visibility into the health, performance, and availability of Covered Systems and to generate alerts that facilitate timely remediation of issues. Covered Systems may include Client-owned or leased devices, whether hosted on-premises or in the cloud, provided they are actively onboarded and accepted under Service Provider’s management.

#### Scope of Services

Service Provider provides continuous monitoring and alerting for Covered Systems that are specifically enrolled for support. Monitoring is limited to the native capabilities of the N-Central platform and the supported features of each device. Where applicable, monitoring may utilize Simple Network Management Protocol (SNMP) or equivalent technologies. Customer is responsible for promptly disclosing and requesting enrollment of any new or replacement devices. Devices not properly disclosed and onboarded shall not be considered “Covered Systems” and will not be subject to monitoring or remediation under this Schedule.

Service Provider will make reasonable efforts to configure monitoring in a manner that is meaningful and actionable. Monitoring may include system availability, hardware health where supported, resource utilization, backup integrity (if managed by Service Provider), network connectivity, and security alerts as detected by integrated tools. Monitoring is not exhaustive and will vary depending on the compatibility of the device and the data points exposed by the manufacturer.

#### Monitoring Limitations

- Monitoring is restricted to what N-Central and the managed device are capable of reporting.
- Not all devices or manufacturers expose the same level of monitoring detail.
- Service Provider will not perform exhaustive searches or custom development of OIDs or unsupported telemetry.
- Enhanced or compliance-driven monitoring requirements (e.g., HIPAA, SOC 2, NIST 800-171, CMMC) must be expressly defined in writing and will require a separate Schedule or Addendum.

#### After-Hours and Weekend Events

The NOC continues to monitor critical systems outside of standard business hours, including weekends and holidays.

If a monitored event occurs when Client’s support coverage does not include after-hours response, the event will be logged and queued for review. In the event of a critical after-hours event, Service Provider may, at its discretion, notify Customer’s designated contact. Such notification is for Customer’s awareness only and does not obligate Service Provider to perform remediation outside standard business hours unless Customer has purchased after-hours coverage.

Remediation and Client communication will begin at the start of the next scheduled support window (e.g., 8:00 AM on the following business day), unless after-hours response has been expressly purchased under a separate Schedule.



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#### Exclusions

- Backup, disaster recovery, or business continuity services (covered under a separate Schedule).
- Line-of-business applications, unsupported third-party software, or “shadow IT” systems.
- Hardware failures or physical component replacement.
- Monitoring of devices or functions not supported by N-Central or the device manufacturer.
- Network redesign, configuration of unsupported devices, or security hardening services (unless separately contracted).
- Any service or function not expressly described in this Schedule.

#### Client Responsibilities

- Provide Service Provider with timely administrator access and credentials necessary for deployment and monitoring.
- Ensure that Covered Systems remain on supported hardware and software platforms.
- Maintain a reliable internet connection for devices under monitoring.
- Promptly approve or apply changes where Service Provider’s recommendations require Client consent.

#### General Terms

- Monitoring services are designed to aid in detection and response but do not guarantee prevention of all outages or failures.
- All response times are governed by the Service Level Objectives in Schedule A of the Master Service Agreement.
- Fees for this Schedule are billed in accordance with the Payment Terms of the Master Service Agreement. Vendor pass-through costs (e.g., licensing or third-party fees) may apply.