



24x7 NOC Services (Monitoring + Remediation)- Schedule ITS-7

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

Service Summary

Service Provider shall provide 24x7 Network Operations Center (“NOC”) services for covered infrastructure (servers, network devices, and critical systems) designated under this Schedule. The NOC service extends beyond monitoring by including after-hours, weekend, and holiday remediation of alerts and events, ensuring continuous availability and response.

Scope of Services

- Continuous monitoring of covered servers, network devices, and infrastructure components.
- Alert triage and initial investigation of system events.
- Remediation of common issues (e.g., service restarts, reboots, policy enforcement, patch failures).
- Escalation to Service Provider’s engineering team during business hours for issues requiring advanced intervention.
- Logging and documentation of all NOC activity in Service Provider’s ticketing system for Client visibility.

Service Limitations

- NOC remediation is limited to supported infrastructure; end-user workstation support is excluded.
- Service Provider does not guarantee that all incidents can be fully resolved remotely; some may require escalation or on-site work.
- Vendor-specific issues (e.g., ISP outages, SaaS platform failures) remain the responsibility of the vendor; NOC may assist in coordination.
- NOC remediation is limited to standard system administration tasks and does not include project work, root-cause analysis, or forensic investigation.

Exclusions

- End-user workstation troubleshooting or helpdesk functions.
- Configuration changes, upgrades, or project-based engineering (covered under separate Schedules).
- Security monitoring or incident response beyond infrastructure events (covered under MDR/XDR or SOC Schedules).
- Support for systems not explicitly designated and onboarded under this Schedule.

Client Responsibilities

- Ensure covered systems are under active management by Service Provider’s RMM platform.
- Maintain valid vendor support agreements where required (e.g., firewall support contracts, hardware warranties).
- Provide Service Provider with administrator credentials, documentation, and approvals necessary for remediation.
- Cooperate in scheduling maintenance windows for intrusive remediation tasks when required.

General Terms

- NOC services are delivered remotely and limited to remediation within Service Provider’s standard runbooks and playbooks.
- Incident 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.