

Managed Services Agreement

This Managed Services Agreement ("Agreement") is entered into between Siuslaw Tech LLC ("Provider") and Mapleton Water District ("Client").

Siuslaw Tech LLC provides proactive, security-focused IT management designed to keep business systems reliable, protected, and operational with minimal disruption. Services include continuous monitoring, preventative maintenance, and administration of workstations, networks, and cloud platforms to eliminate reactive firefighting. We work with clients to evaluate and implement hardware and software solutions that improve security, productivity, workflows, and overall employee efficiency.

Service Model

Services are divided into three categories:

- Managed Services (proactive maintenance and monitoring)
- Support Services (interactive help desk support and projects)
- Emergency Services (after-hours critical response)

Managed Services

Managed Services are billed monthly based on the number of devices as seen below:

- **\$30/month** per workstation (desktop, laptop)
- **\$50/month** per server

Workstation Management

24/7 automated monitoring, alerting, and remediation provided by Provider's RMM platform. This includes:

- Operating system maintenance
- Microsoft 365 maintenance
- Virus, malware, and spyware protection
- Hard drive monitoring, clean-up, and optimization

Provider's remote monitoring and management software will monitor all PC's that are powered on for critical errors. Critical errors automatically generate a service ticket to be addressed by a technician or remediated through automated processes where appropriate.

Network & Infrastructure Management

Includes monitoring and management of servers, gateways, switches, and access points, firmware oversight, configuration backups, and internet connectivity monitoring.

Managed Services Hardware Bridge Program

- One temporary service replacement unit (provided on best effort)
- Only eligible during the event of an unexpected hardware failure
- Replacement hardware is temporary (14 day maximum)
- Data recovery is not guaranteed unless backups are in place
- Client is responsible for replacement costs if hardware is damaged after installation or not returned
- Compatibility with all client's systems and software is not guaranteed

Microsoft 365 Administrative Requests

Scheduled Microsoft 365 administrative tasks are included in Managed Services when requested in advance. Requests can be sent to requests@siuslawtech.com. They will be performed within 2 business days of the request and include the following:

- User creation or removal
- License assignment or removal
- MFA enforcement
- Group membership changes
- Alias or mailbox configuration
- Scheduled password resets
- Security baseline application

Cloud Backup Services

Cloud backup services are optional for an additional \$20/month per device.

Managed Services Exclusions

- End-user help desk support
- Software training
- New hardware installation
- Projects, migrations, or major configuration changes
- After-hours or emergency response

Support Services

Support Services are optional and billed separately from Managed Services. Support services include all time taken to resolve tickets submitted to the help desk. The support block times below are recommended based off Mapleton Water Districts current infrastructure and number of end-users.

No Support Block

- End-user help desk support billed at standard rate of \$140/hour
- Billed in 15-minute increments

- Minimum billable time: 15 minutes per request

Standard Support Block

- 2 hours end-user help desk support billed monthly at reduced rate of \$120/hour
- Unused hours expire monthly
- Overage billed at \$120/hour
- Clients enrolled in a standard support block receive priority scheduling over non-block clients.

Premium Support Block

- 4 hours end-user help desk support billed monthly at reduced rate of \$100/hour
- Unused support block hours may be applied toward proactive IT projects when scheduled and approved by the Client.
- Overage billed at \$100/hour
- Clients enrolled in a premium support block receive priority scheduling over standard and non-block clients.

Response Timetable

Trouble	Priority	Response Time 9am-5pm Weekdays	Response Time 5:30pm-9am Weekdays/Holidays
Service is not available (all users and functions unavailable. Ex: Server down).	1	Remote within 2 hours On-Site within 2 hours	Remote within 2 hours On-Site within 4 hours
Significant degradation of service (large number of users or business critical functions affected).	2	Remote within 2 hours On-Site within 4 hours	Remote within 4 hours On-Site within 8 hours
Limited degradation of service (limited number of users or functions affected; business processes can continue).	3	Remote within 8 hours On-Site within 48 hours	Remote within 12 hours On-Site within 48 hours
Small service degradation (business processes can continue; one user affected).	4	Remote within 24 hours On-Site within 72 hours	Remote within 24 hours On-Site within 72 hours

Emergency & After-Hours Services

Emergency rates vary by selected support tier as outlined above

- Minimum billing: 1 hour
- Examples include system-wide outages, active security incidents, or critical failures.

Compare Service Tiers

	No Support Block	Standard Support Block	Premium Support Block
Managed Services	\$30/month per workstation \$50/month per server	\$30/month per workstation \$50/month per server	\$30/month per workstation \$50/month per server
Help Desk Support	\$140/hour	\$120/hour	\$100/hour
Emergency Services	\$250/hour	\$225/hour	\$200/hour
Cloud Backup Add-On	✓	✓	✓
Priority Scheduling	✗	✓	✓
Proactive IT *	✗	✗	✓

**Proactive IT is defined as tenant upgrades, workflow improvements, security improvements or other projects as agreed upon between client and provider*

Billing & Adjustments

All services are billed monthly and autopay via ACH, or credit card is required. Pricing may be adjusted if the number of users, devices, or managed infrastructure changes. Emergency services and overage hours are billed after resolution. All invoices are payable within 14 days of receipt. A late fee of \$25 will be assessed for each week an invoice remains unpaid beyond the due date.

Client Selection

Client environment includes the following managed assets:

- 1 workstation
- Microsoft 365 tenant (licenses billed separately)

Based on the current environment, Provider recommends **No Support Block**. Support tiers may be adjusted with 30 days' written notice as business needs to change. Select one option below:

Client Selection	Service	Quantity	Fee
✓	Managed Services	3 + Network	\$140 / month
<input type="checkbox"/>	No Support Block	-	-
<input type="checkbox"/>	Standard Support Block	2 hours	\$240 / month
<input type="checkbox"/>	Premium Support Block	4 hours	\$400 / month
<input type="checkbox"/>	Cloud Backup	_____	\$20 / device
Total:			_____ / month

Term & Acceptance

This Agreement remains in effect for 90 days from the start of service date agreed upon by both parties below. After which it may be terminated by either party for any reason by providing a written 30-day notice. Services paid for are non-refundable. By engaging services, Client agrees to the terms outlined in this Agreement.

Client Signature: _____

Date: _____

Provider Signature: _____

Date: _____