

PRO SUPPORT PLAN TERMS AND CONDITIONS

Blackfoot's Pro Support Plan services include:

1. Up to five (5) annual hours of Standard IT time per subscription.
2. Annual hours do not accrue or rollover.
3. Premium IT time is available for use.
4. Premium IT time will be accrued at 1.5x of Standard IT time. For example, 1 hour of Premium IT time will deduct 1.5 hours from the annual hours included in the Pro Support Plan.
5. Standard and Premium IT time is charged per quarter hour (15 minute intervals).
6. Support services are provided during Blackfoot's normal business hours—e.g., 8am-5pm MST.

Standard IT time includes the following services:

- Virus and spyware removal.
- Printer support, including installation, configuration and removal of printer.
- File restoration, when data is available to restore (i.e. have a backup solution).
- Installation of upgrades to existing hardware – excluding materials costs.
- Existing software management, including warm transfer to software vendor or Blackfoot will engage vendor on behalf of customer, or when able, Blackfoot will troubleshoot issues.
- Basic computer troubleshooting, including mouse, keyboard and monitor issues.
- Uninterrupted Power Supply (UPS) replacement – excluding materials costs.
- Unmanaged switch troubleshooting. If a managed switch or managed firewall support services may be charged at current network engineering time and material rates.
- Travel time (one-way travel) is deducted from annual hours.
- Basic computer training as requested—e.g., best practices for file retention, security, etc.

Premium IT time includes the following services:

- Major network reconfiguration, including new equipment, structural changes, like virtualization, fixed tunneling and split tunneling (VPN), customer requested file system restructuring, implementation of VLANs.
- Software upgrades to new versions, including OS, new management systems, databases, migration of third party software to hosted environment.
- Physical moves, including network design, configuration and installation at new location or site.
- Upgrade of on premise server, including installation and configuration of new hardware and OS for existing server.
- Migration of Exchange data or migration of third party software.
- Reconfiguration of data backups.
- New project planning, including new software or hardware implementation. Includes time to research and develop implementation plan.

Pro Support Plan DOES NOT INCLUDE:

- Disasters: Recovering and rebuilding network or IT systems or hardware after floods, fires, earthquakes, lightning strikes, pipe leaks, power surges/failures, etc. Service requests of this nature would require new Service Order.
- Legacy Hardware: Support for hardware (i.e. server or computer) that is older than six years old and/or running an OS more than two generations old. Upgrade is required to receive support.