

Brick Technology Group, LLC

Managed Services Excluded and Suitability

1. EXCLUDED SERVICES:

- a. Any service not specifically identified as included under this SOW.
- b. Parts, equipment, or software not covered by vendor/manufacturer warranty or support.
- c. The cost of any software, licensing, or software renewal or upgrade fees.
- d. The cost of any 3rd party vendor or manufacturer support or incident fees.
- e. The cost to bring Customer's environment up to minimum standards required for services.
- f. Maintenance of application software packages, whether acquired from Company or any other source.
- g. Data restoration due to failed hardware or software corruption.
- h. Any response to or remediation of an identified security incident (ransomware, business email compromise, data exfiltration, etc.).

2. SUITABILITY OF EXISTING ENVIRONMENT:

- a. All servers, desktops and laptops with Microsoft Windows operating systems must be running a version that is not end of life per Microsoft, have all the latest Microsoft updates installed, and all drives must be encrypted with industry standard enterprise-level encryption.
- b. Hardware and software must not be end-of-sale or end-of-life. Replaceable parts must be reasonably available.
- c. All software must be genuine, properly licensed and vendor-supported.
- d. The entire IT environment must have a currently licensed, up-to-date, and vendor-supported server-based antivirus or EDR solution protecting all servers, desktops, laptops, and email.
- e. The environment must have a currently licensed, vendor-supported server-based backup solution.
- f. The environment must have a currently licensed, vendor-supported firewall between the internal network and the Internet.
- g. Any wireless data traffic in the LAN environment must be encrypted with industry standard, enterprise-level encryption.