

SPARTA SERVICES

Managed Intelligence Provider

Schedule of Services

Effective Date

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Document Version

Version 1.0.0

This Professional Service Terms supersedes and replaces all prior versions.

MANAGED SERVICE

The Services to be performed for Client by Sparta Services are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

Sparta Services, through its Third-Party Service Providers, will use commercially reasonable efforts to provide and maintain the Services described herein. Client designates Sparta Services as its limited agent solely for the purpose of procuring and administering Third-Party Services necessary to provide the Services to Client. This limited designation does not create a general agency, partnership, joint venture, or fiduciary relationship, and does not modify the independent-contractor provisions of the Master Services Agreement. Use of this Service is subject to the applicable Third-Party Service Provider agreements regarding terms of use, which are identified in the Schedule of Third-Party Services posted at <https://www.spartaserv.com/legal-center/>. Client acknowledges that Third-Party Service Providers and their licensors own all intellectual property rights in and to the Security Software. Client will not engage in or authorize any activity inconsistent with such ownership.

DESCRIPTION OF ONGOING SERVICES:

FULL SERVICE MANAGED SERVICE

- **User Support.** Sparta Services will provide unlimited remote support to assist users in the proper and efficient use of work technology.
- **In-Person Assistance.** Requests made by Client will be classified as Priority Levels 1, 2, 3, or 4. Sparta Services will use remote troubleshooting for all four Priority Levels. Client may request in-person assistance at Client site to troubleshoot problems reported on supported devices. In-person assistance will be performed in situations when an issue cannot be resolved remotely.
 - *In-person assistance is available at an additional cost.*
- **Frontline Worker Support.** Sparta Services will provide routine support of Microsoft 365 user accounts. Support will be limited to routine adds, moves, and changes of Microsoft 365 user accounts, as well as troubleshooting of email (Exchange Online), Microsoft Office Online, and basic multi-factor authentication. Microsoft Office Desktop applications are not supported and/or maintained.
- **Workstation Monitoring and Management.** Sparta Services will provide routine system maintenance and management of supported workstations, including troubleshooting hardware and software and the installation of Microsoft and non-Microsoft updates. Sparta Services, in its sole discretion, will determine which maintenance activities and updates are performed. Monitoring is limited to various performance metrics; information gathered will be used to perform Network Documentation and Technology Improvement.
- **Workstation, Hardware and Software Procurement and Installation.** Sparta Services will procure hardware and/or software products for Client, including performing a technical requirements assessment and cost analysis. Installation and configuration of procured hardware and/or software products will also be performed. The installation and configuration of hardware and/or software products constitute Additional Services.

- **Unassigned Workstation Management.** Sparta Services will support, troubleshoot, and maintain Client workstations that are not assigned to users. Troubleshooting and maintenance will be limited to Workstation Monitoring and Management and Essential Workstation functions.
- **Microsoft 365 Support and Management.** Sparta Services will provide basic support and management of Client's Microsoft 365 tenancy. Support and management are limited to Exchange Online, OneDrive, Basic Microsoft 365 Multi-Factor Authentication, and Azure AD support, including add/moves/changes, licensing assistance, and Azure AD Connect.
- **Vendor Management.** Sparta Services will provide vendor service management for Client devices and users.
- **24x7 Threat Monitoring and Attack Disruption.** Sparta Services, in its sole discretion, will use third-party identity threat detection and response tools and/or endpoint detection and response tools ("Security Software") to protect Client's Microsoft user accounts, devices, and documents stored in OneDrive, SharePoint, and Teams. Sparta Services will provide 24x7 automated monitoring and alert auto-remediation, whenever technically feasible.
- **Threat Remediation.** Where technically feasible, Sparta Services will remediate potentially compromised identities and devices identified by the threat monitoring and attack disruption services, as well as those reported by Client. Remediation tasks requiring human intervention will be performed during regular business hours.
- **Breach Investigation.** Any investigation of breaches and potential breaches is considered billable work.
- **Phishing Simulation.** Upon written request by Client, Sparta Services will perform up to two (2) scheduled phishing simulation tests during each calendar year.
- **Network Monitoring and Management.** Sparta Services will provide routine monitoring and management of network devices. Management is limited to troubleshooting hardware and software and the installation of updates. Monitoring is limited to availability and various performance metrics. Sparta Services, in its sole discretion, will determine which management activities and updates will be performed.
- **Server Management.** Sparta Services will provide routine monitoring and management of servers. Server management is limited to troubleshooting hardware and software and the installation of Microsoft and non-Microsoft updates. Monitoring of servers is limited to server availability and various performance metrics. Sparta Services, in its sole discretion, will determine which maintenance activities and updates are performed.
- **Server Backup and Disaster Recovery.** Sparta Services will provide data backup and recovery services for supported on-premises servers.
- **Microsoft Teams and SharePoint Support & Management.** Sparta Services will provide support and management of Client's Microsoft SharePoint and Microsoft Teams environments. SharePoint support includes troubleshooting groups, sites, libraries, storage, security, access configurations, reporting, forms, and basic workflows. Teams support includes troubleshooting user management, SharePoint integration, user and application policies, retention policies, security configurations, teams and channel creation, and basic Teams meetings.
- **Microsoft 365 Data Backup.** Sparta Services will provide data backup and recovery services for Microsoft SharePoint, Microsoft Teams, and Microsoft OneDrive for user accounts.
- **Microsoft Teams Voice Support & Management.** Sparta Services will manage and maintain Client's Microsoft Teams Voice calling solution.
- **Microsoft Teams Room Support & Management.** Sparta Services will provide support and management services for Microsoft Teams Rooms (MTR) devices installed at Client's premises.
- **Strategic Business Reviews.** Sparta Services will perform Strategic Business Reviews with Client on an as-needed basis to identify technology improvement opportunities across productivity, collaboration, communications, and security. Reviews will result in recommendations for both infrastructure improvements and strategic cloud technology adoption.
- **Copilot Takeoff Program.** As part of the Strategic Business Reviews, Sparta Services will perform a basic assessment of Client's data management capabilities and data security controls to identify recommendations facilitating the deployment of Microsoft 365 Copilot. The Copilot Takeoff Program is intended as a foundational assessment and is not meant to replace a more comprehensive Copilot Readiness Assessment project, which may be recommended by Sparta Services as a result of this program.

POWER STUDIO CARE

Sparta Services will provide ongoing support and management for custom application development workloads designed, built, or deployed by Sparta Services. This service is structured to support Client's modern application portfolio, including custom integrations, Power Platform solutions, and related development workloads.

- **Supported Workloads.** Support services apply to application development solutions and workloads that have been designed, built, or deployed by Sparta Services. Supported workloads include, but are not limited to, configurations, integrations, applications, or customizations directly implemented by Sparta Services. Sparta Services may, at its sole discretion, elect to support workloads not originally deployed by Sparta Services. In such cases, Client must provide a written outline of the workloads to be supported, subject to written approval by Sparta Services.
- **Support Plans.**
 - **Month-to-Month Support Plan:** Clients enrolled in a month-to-month support plan receive a set number of support hours each month. Support provided beyond this allocation is considered overage and subject to additional billing at Sparta Services' standard hourly rate. Unused hours do not roll over and expire at the end of each monthly period. Support hours may be used during standard operational hours.
 - **Annual Support Plan:** Clients enrolled in an annual support plan receive a higher monthly allocation of support hours compared to the month-to-month plan. Additional support beyond the monthly allocation is billed as overage at a preferred hourly rate. Unused hours expire at the end of each monthly cycle and do not carry over. All support hours must be used within Sparta Services' standard operational hours.
- **After Hours Support.** Support outside of standard operational hours is available as an add-on service. Any after-hours work must be pre-approved by Client and is subject to a separate billing rate.

MICROSOFT CSP SERVICE

- **Software.** Upon acceptance of each order, Sparta Services will provide Software to the Customer as defined by the terms and conditions of the Microsoft Cloud Agreement.
- **Online Services.** Customer may use the Online Services as defined by the terms and conditions of the Microsoft Cloud Agreement.
- **Support.** Sparta Services will provide Tier 1 support services to the Customer for subscription services purchased. Tier 1 support is defined as Adds, Moves, and Changes (AMC). Sparta Services will provide Tier 1 support for Products on a continuous basis subject to applicable terms and conditions. Tier 2 and Tier 3 support requests will be escalated to Microsoft. Sparta Services will serve as the primary point of contact for all operational or technical support questions related to Products purchased.
- **Escalation Support.** The Customer agrees that Microsoft will provide Sparta Services with escalation support for all Tier 2 and Tier 3 support requests, undocumented scenarios, and service-impacting events. 'Escalation Support' is defined as support that Sparta Services cannot reasonably provide because it lacks the necessary training, documentation, and/or support tools. Service requests requiring Escalation Support by Microsoft are exempt from standard Resolution Times.

Sparta Services does not provide internet connectivity. Client is solely responsible for providing internet access to use the Service.

THESE DESCRIPTIONS MAY BE REVISED BY SPARTA SERVICES FROM TIME TO TIME BY POSTING AN UPDATED, DATED VERSION TO THE LEGAL CENTER. REVISIONS TAKE EFFECT AS PROVIDED IN SECTION 1 (CONTRACT HIERARCHY) OF THE MASTER SERVICES AGREEMENT AND DO NOT APPLY RETROACTIVELY DURING A THEN-CURRENT ORDER TERM.