

Service Hold & Service Suspension

Classifications & Definitions

The following table constitutes **emergency support definitions** relating to **61+ days of payment delinquency**:

| Service or Support Category | Service Hold Action/Limit | Service Suspension Action/Limit |
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| <p>Help Desk Support (24x7x365):</p> <ul style="list-style-type: none"> • End User Support (workstations, mobile devices, etc.) • Infrastructure Support (routers firewalls, switches, etc.) • Server Support (On-premises physical servers, virtual servers, cloud-based servers, etc.) • Platform Support (AWS, Office 365) | <p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All help desk service issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p> | <p>Access to ITS service desk for issue resolution or request fulfillment will be suspended.</p> |
| <p>Network Operations Center (NOC) Services:</p> <ul style="list-style-type: none"> • Automated Alert Monitoring & Notification • Asset Management Service • Patching | <p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All NOC issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p> | <p>All monitoring, alerting, notifications, and patch services will be suspended.</p> |

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| <p>Datacenter Services:</p> <ul style="list-style-type: none"> • Datacenter Services (NearCloud, Dedicated Hosting) | <p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All datacenter issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p> | <p>All access to datacenter resources including will be suspended including RDS environment (NearCloud), virtual applications, SPLA licensing, etc.</p> <p>All services and applicable licensing will be suspended.</p> |
| <p>Security Services</p> <ul style="list-style-type: none"> • ITSecure+ (Dark Web Monitoring, Phishing Testing & Routine Training, Two-factor Authentication, etc.) • Security as a Service (SECaaS) | <p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All service issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p> | <p>All services and applicable licensing will be suspended.</p> |
| <p>Licensing</p> <ul style="list-style-type: none"> • Office 365/Microsoft 365 • Anti-virus/EDR • Malware Protection (Mimecast) | <p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All licensing service issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p> | <p>All services and applicable licensing will be suspended.</p> |

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| <p>Professional Services</p> | <p>ITS will not issue Work Order or Change Order scope requests for pending projects and any work on existing projects will be put on hold.</p> <p>Any project issues and/or requests will be marked as ‘Do Not Work’ until Service Hold is lifted.</p> | <p>All open project work will cease immediately, regardless of project status (open, pending, implementation, migration, wrap-up, etc.)</p> |
| <p>Procurement Services</p> | <p>ITS will not provide standard or renewal quotes to the client for any new or existing equipment.</p> <p>All procurement service requests will be marked as ‘Do Not Work’ until Service Hold is lifted.</p> | <p>ITS will not provide standard or renewal quotes to the client for any new or existing equipment.</p> |