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2025 MSP

Quote # 004124 Version 1

Prepared for:

Linden Housing Authority

Prepared by:

Morsell Allison

Thursday, July 10, 2025

Linden Housing Authority
Marlena Berghammer
1551 Dill Ave
Linden, NJ 07036
mberghammer@lindenhousingauthority.org

Dear Marlena,

On behalf of NetConnect, Inc., I want to thank you for the opportunity to present this proposal for comprehensive Managed Services.

Given the challenges facing the Linden Housing Authority, we understand the importance of selecting the right Managed Services Provider in an increasingly competitive marketplace. NetConnect has repeatedly proven itself to be the ideal Managed Services Provider for clients throughout New Jersey. Our expertise and experience across various aspects of Managed Service technologies and disciplines ensure that we will meet all your needs while providing exceptional service.

The enclosed proposal describes our plan for [maintaining your server, storage, and networking infrastructure; providing network security; performing continuous incremental backups and replication; and monitoring the IT infrastructure 24/7](#). On the following pages, you'll find the following:

- Our understanding of the Linden Housing Authority's need for Managed Services and your desired business outcomes
- Descriptions of our processes and deliverables for each of the proposed services

For more than 30 years, NetConnect has pursued a single goal: to provide high-performance, cost-effective technology solutions for our clients. We have invested considerable resources in developing and implementing best practices relative to technology deployment, monitoring, and maintenance. We also maintain strong relationships with industry leaders, including Microsoft, HP, Cynet, ConnectSecure, SonicWall, N-able, Cisco, IBM, VMware, Acronis, Lenovo, and Proofpoint to name a few. Thanks to those investments, NetConnect is able to offer a more robust and reliable service than any of our competitors.

Technology is constantly evolving, and we've responded by continuously investing in ongoing professional development to anticipate and address our clients' changing needs. Whether you need equipment, software, cloud solutions, on-premise installations, impenetrable security, or guidance on how you can best use automation and AI, our solutions-focused experts will guide you through every decision. And all our solutions are complemented and enhanced by our fully owned Service Desk and Network Operation Center, which provides 24/7 monitoring and alerts.

Thank you again for your interest in NetConnect's services. I look forward to speaking with you soon about our proposal and how we can help the Linden Housing Authority achieve its business goals.

Sincerely,



Morsell Allison
Director, Business Development
NetConnect

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Proposal for Managed Services

Your Need for Managed Services

We understand that the Linden Housing Authority seeks an experienced Managed Services Provider that specializes in security, cloud, backup and restore, automation, and artificial intelligence.

NetConnect has helped clients address these and similar challenges.

Cybersecurity - A Client Testimonial

Since hiring NetConnect, our concerns [about] cyber events have faded. NetConnect has been proactive in notifying us about potential security issues. Occasionally, we lose data due to user errors; NetConnect's backup and recovery procedures have been invaluable in retrieving such data.

Office Manager, Architect

Implementation Methodology

With 30 years of experience implementing technology solutions for our clients, we have honed our approach to designing, implementing and maintaining IT networks. Our implementation methodology emphasizes product standards, policies, procedures, security, assessments, onboarding, training, onsite support, help desk support, documentation, remote access, account management, and more. By adhering to these proven methodologies, we are able to provide our clients with an extraordinary IT experience under even the most challenging circumstances.

Standards

Designing and building an effective IT infrastructure requires setting clear standards for each specification. Technical standards secure the infrastructure, enable your technology to function as intended, and help your business succeed. These standards must be documented, agreed to, and implemented from the onset of each project, and they must be replicated across the entire IT infrastructure.

NetConnect follows the National Institute of Standards and Technology (NIST) framework, which provides guidelines for U.S. organizations to identify, protect, detect, respond to, and recover from cyberattacks. These standards include policies for cybersecurity incident response, information security, acceptable use, and password management, among others.

Transparency - A Client Testimonial

NetConnect is transparent in their approach and strives for high-quality output and a high level of standards. They think long term about your business, always suggesting what is best while taking into consideration the company's budget, knowledge, and future growth.

Executive Director of Operations, Not-for-Profit Organization

IT Assessment

Each engagement begins with a detailed assessment of your IT infrastructure without any interruption of service. We seek to

understand your network structure, security position, regulatory compliance, product inventory, and business policies. For the proposed engagement, we will complete an assessment and visual inspection of the IT environment. Then we will share our findings with you and work together to finalize our project plan and establish the project timeframe.

Project Plan

Below is our initial project plan including major task milestones.

1. Kickoff/onboarding meeting
2. Equipment procurement (if required)
3. Delivery, acceptance, and installation of equipment (if required)
4. Policy and security meeting
5. Onboarding
6. End-user and admin training
7. Network testing and acceptance
8. Documentation

Please note: All services will be provided remotely unless, at our discretion, we determine that an onsite visit is required.

Supported Applications

1. M365 Business Apps
2. Microsoft Outlook
3. Adobe
4. Need application
5. Need application

Required Resources

To implement this project, we require that the Linden Housing Authority make the following arrangements:

- All purchased equipment available on site
- A staging area to prepare equipment for installation
- Physical access to all required locations
- Administrative access to all systems throughout the IT infrastructure
- A Linden Housing Authority-designated point of contact assigned to the onboarding

About NetConnect

For more than 30 years, NetConnect has delivered secure, responsive, high-quality, and client-oriented networks and services that power the growth and success of agile companies. We aim to become your trusted IT business partner, providing the technology that allows your business to grow and thrive. Our experienced, dedicated, and hard-working specialists focus on developing highly functional IT infrastructure while building strong, long-lasting relationships with our clients.



Our goal is to become your trusted IT business partner, providing the technology that allows your business to grow and thrive.

NetConnect brings competence, expertise, and a stellar reputation in managing IT infrastructure and applications. Our dedicated technicians deliver tailored solutions and swift emergency support, going the extra mile to resolve any IT challenges and give you peace of mind:

- Data backup and off-site replication services for business continuity
- Proactive cyberthreat defense to protect your data and your systems
- Professional IT Managed Services that build your operational efficiency by setting up backend tools, leveraging client-facing tools, automating processes, and supplementing your marketing, sales, and service strategies

Over the past three decades, we've continued to perfect our processes and solutions. Today, NetConnect's efficiency distinguishes us from other Managed Service Providers and positions us to provide the highest level of IT business support.

Our Team

We've carefully grown our team to achieve the ideal balance between technicians, sales, and back-office operations. All our employees, and especially our technical team have an average tenure of nine years and are well rounded, highly trained in their fields, and service oriented. NetConnect encourages continuous professional development, and many of our employees have certifications and training in SonicWALL, Acronis, Microsoft, Cynet, N-able, CyberHoot, and NIST.

Our Technology Partners

NetConnect has built strong relationships with dozens of technology partners. This network gives us access to a broad and deep pool of technology resources. We draw on our vendor relationships as we continually research, evaluate, and train staff on new technologies and emerging industry trends.

A True Partnership

We are committed to becoming a true partner, working side by side to support you in achieving your business goals. Your Account Manager is permanently assigned to you and becomes intimately familiar with your systems, your processes, your culture and—most importantly—your people.

Exceptional Service - A Client Testimonial

They employ a great support technical staff that maintains our computers whenever we need. I have now been with NetConnect for over nine years and have had little to no problems. They are pleasant to work with, very open to

suggestions and attentive to our high security needs.

Associate to CEO, Financial Management LLC

Products and Services

We take pride in helping companies achieve the business results they expect. To do this, we provide the industry's most comprehensive services and support for your IT infrastructure. This includes technology implementation, user training, integration, asset management, phone and onsite support, and so much more.

- We maintain the highest possible security for your IT assets, protecting your data and systems from cyberthreats.
- We provide round-the-clock support, from basic troubleshooting to complex integration and performance issues.
- When the need for escalation arises, we serve as your permanent liaison with third-party vendors.
- We work with you to implement and enforce appropriate IT policies.
- We take responsibility for all relevant system administration roles.
- We ensure that you're always working with the latest versions of firmware and software.
- We manage inventory and provide warranty information for all hardware.
- We manage Microsoft licenses so you can manage your business.
- We confirm that your cloud-based vendor "security score" is met.

If you need something that's not listed in this proposal, just ask! You'll find we have experience doing just about everything related to your IT needs.

Enhanced Security	
Threat Hunting	By proactively searching for cyberthreats that are lurking undetected in your network, we dig deep to find malicious actors that may have slipped past your initial endpoint security defenses.
Cybersecurity Awareness Training	Through cybersecurity awareness training, we educate your workforce about the various security threats and your company's policies and procedures for addressing them.
Endpoint Detection and Response (EDR)	EDR is a significant upgrade over legacy anti-virus and anti-malware programs. It identifies and addresses viruses, malware, exploit, and insider attacks on your network.
Multi-Factor Authentication (MFA)	Access to your company resources requires two or more verification factors, strengthening your identity and access management (IAM) policy.
Password Encryption Management	Industry-standard encryption is the most effective way to achieve data security. Our password encryption changes all server passwords once a day for optimal data protection.
Firewall Management	We use SonicWall's Advanced Comprehensive Gateway Security Suite on all firewalls. This blocks confidential information, prevents access to malicious sites, assists with regulatory compliance, and helps us weed out the latest exploits.
Network and Security Assessments	This in-depth assessment evaluates your entire information security and network posture, including your edge security solution, firewall rules and settings, Windows hierarchy, the integrity of your Group Policy setup, email security, and more.
Extended	XDR takes advantage of recent advances in the industry to automate and streamline

Detection and Response (XDR)	many of the services listed above. XDR includes vulnerability assessments of security patches and upgrades, data protection on desktops and servers, log collection, inventory management, endpoint detection and response, malware protection, user interaction monitoring, data exfiltration, deception, file integrity monitoring, automated processes, 24/7 threat analyst, incident response, and threat hunting.
Data Center	
NetConnect stores all replicated backup data in a Class 5 certified data center with man traps throughout the facility. The data center is equipped with biometric fingerprint readers, and all site and office entry doors utilize HID card readers or keys. Security guards are onsite 24/7/365, and secure areas are monitored by CCTV cameras and a DVR system with three-month data retention. Security personnel perform routine tours to ensure that cabinets are locked at all times. Client-authorized access lists govern employees' access to relevant areas.	
Proactive Monitoring and Alerting	
Most IT issues arise without warning. At best, they result in lost productivity for a single employee; at worst, they interrupt your entire business. NetConnect takes a proactive approach by continuously monitoring the health and performance of key system components. These include servers, workstations, switches, routers, and security equipment as well as key services such as antivirus programs, backups, and email and website availability.	
Cybersecurity Oversight	
We have developed a series of Security Control Policy documents to secure your entire infrastructure and protect your data while also providing access to it. These documents enforce the security baselines required to maintain your IT infrastructure and support our efforts to minimize outages while providing the highest possible level of security and privacy for both NetConnect and Clientname .	
Patching and Updates	
Updated systems are critical for ensuring secure, reliable performance. Unfortunately, many businesses ignore system maintenance, which creates dangerous gaps and inadvertently causes serious problems. NetConnect's Patch Policy uses backend tools to automate system patches and updates:	
• Critical patches and updates address operating system or application vulnerability, security exploits, and bugs that degrade or interrupt the uptime of the production system. We implement critical patches and updates on an ad hoc basis, usually when they are released. • Non-critical patches and updates do not redress a negative impact of the system, but rather provide additional enhancements, feature sets, or preventive maintenance. We implement non-critical patches and updates monthly, quarterly, or semi-annually, usually during your defined system maintenance windows.	
Data Protection Plan: Backup, Replication, and Recovery	
Data Backup and Replication	NetConnect's fully monitored and managed Data Protection Plan includes the following: • Local backup and replication • Installation of an onsite data protection device • 24/7 monitoring, testing, validation, and verification of your data backups by NetConnect engineers
Disaster Recovery	NetConnect's Incident Response Plan Checklist presents a well-planned approach for responding to a cyberattack or security breach. During a breach, you won't have time to interpret a lengthy or tedious action plan, so our strategy aims to streamline the process, minimize damage, reduce disaster recovery time, and mitigate breach-related expenses.
Training	
Onboarding	Our onsite onboarding educates your employees about the importance of implementing robust security policies.
Security	This self-paced, online training educates your employees about the types and

Awareness	appearance of cyberattacks occurring in the industry today. We do this by sending emails that appear legitimate but could represent phishing attacks. We identify which employees are opening these unwanted emails and provide additional education and training as needed.
NetConnect Policies and Procedures	We provide training on day-to-day NetConnect policies and procedures, such as how to open a support ticket and easily reach the Service Desk via any of our three methods. We also provide administrator training on how to work with NetConnect and provide requested information.
Product-Specific Training	Our training portal provides access to more than 750 videos on various technology products and solutions.

Reporting

Many business owners lack the information needed to accurately assess the return on their IT investments and make informed decisions about system changes or upgrades. They also lack the tools needed to gauge system performance and monitor employee utilization. NetConnect bridges this gap by providing comprehensive reporting in customized views, from executive summaries to system-level details. Our tailored reports provide visibility into key elements, such as the effectiveness of threat protection, overall network health, and internet usage.

Help Desk and Onsite Support

NetConnect's in-house Help Desk is staffed by certified technicians and engineers who provide quick and efficient remote support. Our Help Desk succeeds thanks to the technologies, people, processes, methodologies, and other critical success factors that allow us to provide the highest possible level of service to meet your needs:

- Available Monday through Friday, 7:00 a.m. to 6:00 p.m. EST excluding holidays.
- Skilled service technicians.
- Ticket prioritization based on business impact.
- Rapid escalation to more skilled resources as needed.
- Easy-to-read, high-level, real-time reporting tools.
- A clear plan for successful ticket closure.
- Predictable monthly costs.

Support tickets can be opened by email, web, or telephone, and are acknowledged within 15 minutes of submission. The ticketing system keeps end-users apprised of our progress as we research and resolve issues.

Just like our Support Desk, our Field Service team is staffed by certified technicians and engineers who provide onsite support as needed. Our trained and experienced personnel follow strict IT business guidelines to ensure the successful deployment of your business technology.

Client References

We invite Linden Housing Authority to speak with the following client references, who can attest to the quality of our services. We will provide additional references upon request.

Edison Housing Authority	
Address	14 Rev Samuel Carpenter Blvd Edison, NJ 08820
Contact	Deborah Hurley, Executive Director (908) 561-2525 dhurley@edisonha.org
Scope	We manage the entire IT infrastructure and service desk, and we provide onsite support.

Orange Housing Authority of New Jersey	
Address	340 Thomas Blvd Orange, NJ 07050
Contact	Walter McNeil, Executive Director (973) 677-4577 wmcneil63@aol.com
Scope	We manage the entire IT infrastructure and service desk, and we provide onsite support.

Plainfield Municipal Utility Authority	
Address	515 Watchung Ave Plainfield, NJ 07060
Contact	Raj Patel, Chief Information Officer (908) 226-2518 rajeshp@pmua.org
Scope	We provide hardware, software and technical services, including backup, replication, and restoration of data.

New York Center for Interpersonal Development	
Address	130 Stuyvesant Pl Staten Island, NY 10301
Contact	Candace Gonzalez, CEO (718) 947-4021 cgonzalez@nycid.org
Scope	We manage the entire IT infrastructure and service desk, and we provide onsite support.

Adaptability - A Client Testimonial

The team at NetConnect understands our business, our technology needs, and our budget requirements, and works within those parameters. Netconnect has met all of our challenges to keep us operational at all times.

Executive Director, Housing Authority

Managed Services

Description		Recurring	Price	Qty	Ext. Recurring	Ext. Price
Comp Network Support	Comprehensive Network Infrastructure Support Comprehensive Network Infrastructure Support	\$35.00	\$0.00	9	\$315.00	\$0.00
Network Operation Center	Network Operation Center Network Operation Center-24x7 Network Monitoring	\$6.09	\$6.09	12	\$73.08	\$73.08
Cloud Support Services	Cloud Support Services Cloud Support Services	\$3.50	\$3.50	9	\$31.50	\$31.50

Monthly Subtotal: **\$419.58**

Subtotal: **\$104.58**

Security

Description		Recurring	Price	Qty	Ext. Recurring	Ext. Price
Cyber	Cybersecurity	\$634.59	\$634.59	1	\$634.59	\$634.59
Monthly Subtotal:						\$634.59
Subtotal:						\$634.59

Back Up

Description		Recurring	Price	Qty	Ext. Recurring	Ext. Price
Backup	Data Backup	\$156.2454	\$156.2454	1	\$156.2454	\$156.2454
Monthly Subtotal:						\$156.25
Subtotal:						\$156.25

VOIP Phone System

Description		Recurring	Qty	Ext. Recurring
VOIP	Phone System - unlimited calls, texts, call recoding, auto attendant	\$20.00	9	\$180.00
Monthly Subtotal:				\$180.00

Summary of Managed Services Offering

Included Services

- Administration
- Server and desktop IT policies creation and implementation
- Monitoring of server and desktop security and performance
- Monitoring of network security and performance
- Management of firewalls/switches, wireless and wired
- Management of remote access – VPN and LogMein
- Server and desktop patch management
- Backup of all critical servers – hourly
- Off-site replication of all critical servers
- Backup of cloud email users
- Vulnerability network and security scanning
- Endpoint detection and response (EDR)
- Extended detection and response (XDR)
- Security Operation Center
- Network Operation Center
- Threat hunting
- Password management for NetConnect
- Multi-factor authentication
- Incident response plan checklist
- Assigned Account Manager and Virtual Chief Information Office (VCIO)
- Emergency remote response for mission-critical servers
- Emergency remote response for mission-critical desktops
- Remote support during business hours
- Onsite support during business hours
- Vendor management
- Asset and warranty/service contract management
- Help desk support and ticketing
- Support for printer and scanner connectivity
- Third-party vendor support

Exclusions : Services that are not expressly described in this document are out of scope and will not be provided.

- Customization of third-party applications or programming of any kind
- Support for operating systems, applications, or hardware that is no longer supported by the manufacturer
- Data/voice wiring or cabling services of any kind
- Equipment relocation
- Support of personal devices (i.e., devices, hardware, or software used primarily or substantially for personal or non-business purposes)
- Professional services (i.e., any service designated to add or increase functionality or capacity in the network operation)
- Costs incurred to bring the system up to an “operationally efficient” position
- Costs incurred for repairs of hardware or software, or the cost to acquire parts

- Copier repairs
- Data backup for mobile devices

2025 MSP



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NetConnect

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Quote Information:

Quote #: 004124

Version: 1
 Delivery Date: 07/09/2025
 Expiration Date: 07/11/2025

Quote Summary

Description	Amount
Managed Services	\$104.58
Security	\$634.59
Back Up	\$156.25
Total:	\$895.42

Monthly Expenses Summary

Description	Amount
Managed Services	\$419.58
Security	\$634.59
Back Up	\$156.25
VOIP Phone System	\$180.00
Monthly Total:	\$1,390.42

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

NetConnect

Signature: 

Name: Morsell Allison

Title: Director, Business Development

Date: 07/09/2025

Linden Housing Authority

Signature: Dr. Berghammer

Name: Marlena Berghammer

Initials: DR. Marlene Berghammer

Date: 7/9/2025 8:06:49 PM

IP Address: 50.148.142.138

Email Address: mberghammer@lindenha.org

PO Number: _____

Appendix A: NetConnect Terms of Service Agreement

Terms and Conditions:

This Managed Services Statement of Work ("SOW") is between NetConnect (hereafter referred to as "NetConnect" and Linden Housing Authority, herein referred to as ("Customer") and is made and entered into pursuant and subject to the terms and conditions under the Master Solutions Agreement ("Agreement") between the Parties dated 7/7/2025. All items not specifically detailed in this SOW are considered out of scope. All capitalized terms in this SOW shall have the same meaning as defined in the Agreement, unless otherwise specifically defined in this SOW.

EFFECTIVE DATE AND GO-LIVE DATE:

The Effective Date of this SOW is 8/1/2025. NetConnect will notify Customer of the date when all Services specified in this SOW are available to Customer (the "Go Live Date"). NetConnect will host a welcome call and provide Customer with information needed for Customer to access the Services. NetConnect's obligation to deliver Services as specified herein does not begin until the Go Live Date. Prior to the Go Live Date, NetConnect will be in the implementation process, which means the Services will not be active. Failure of the Customer to engage with NetConnect effectively and efficiently during the implementation period, including but not limited to failing to provide required access and information, to the extent that impedes or delays the Go Live Date by more than ninety (90) days after the date this SOW is signed, may lead to all or any of the following, at NetConnect' sole discretion, regardless of the status of implementation: a start of billing for the Services; additional fees; the beginning of the SOW Term; termination of this SOW. The Term shall begin on the Go Live Date.

TERM:

The initial term of this SOW is 36 months (the "Term"). This SOW automatically renews for one (1) year terms unless either party gives the other party written notice to the other party of its intent not to renew this SOW at least sixty (60) days prior to the end of the then-current term.

EXCLUDED SERVICES:

Services rendered under this Agreement do not include the following, which are subject to NetConnect's then current time and materials rates:

- 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 NetConnect or any other source unless as specified in Exhibit A.
- g. Any response to or remediation of an identified security incident (ransomware, business email compromise, data exfiltration, etc.).
- h. Customization of Third-Party Applications, or Programming of any kind.
- i. Data/Voice Wiring or Cabling Services of Any Kind.
- j. Equipment Relocation.
- k. Support of Personal Devices - "Personal Devices" are devices, hardware, or software that are used primarily or substantially for personal use or non-business purposes.
- l. Professional Services - "Professional Services" is defined as any service designated to add or increase functionality or capacity in the operation of the network.
- m. Copier repairs.
- n. Back-up of Mobile Devices.

SUITABILITY OF EXISTING ENVIRONMENT:

In order for Customer's existing environment to qualify for NetConnect's Services, the following requirements must be met:

- 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 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.

THIRD-PARTY PROVIDERS:

To enhance the Services provided by NetConnect to Customer, NetConnect may utilize third parties for certain products ("Third-Party Product Vendors") or services ("Third-Party Providers"). In addition to NetConnect, Customer may be legally bound to certain third-party terms and conditions. The Third-Party Product Vendors and Third-Party Providers and links to their terms and conditions below. Customer may also be subject to any other agreements and documents presented by the Third-Party Product Vendors or Third-Party Providers that are required to provide the Services, each as amended by the third-party from time to time.

Third-Party Product Vendors and Third-Party Providers may be changed/replaced during the service period. We will inform you via e-mail of the change and advise you of the new terms and conditions web link for such services.

Third-Party Product Vendors and their Terms and Conditions applicable to Customer are listed at Client Portal of NetConnect's web site, www.nctny.com.

BACKUPS:

Under no circumstance is NetConnect responsible for the data in the backups, data retention, data recovery, data loss, corruption, or failures of any kind outside of the control of NetConnect. NetConnect recommends that Customer back-up its computer systems and files at a frequency that is prudent, including backing up all data used by the Customer on their network, servers, and computers. NetConnect further recommends, and has advised the Customer, of the importance of storing any and all backup media (if any) in a secured location, quickly available and at a different location than the data being backed up.

SECURITY:

The electronic and physical security of all electronic equipment, computers, servers, and network is the sole responsibility of Customer. While NetConnect may make recommendations regarding the security of electronic equipment, computers, servers, and networks, it in no way is responsible for the security of said items, whether or not NetConnect's recommendations are followed, as no security measures are 100% effective.

VIRUSES AND OTHER THREATS:

NetConnect recommends, and has advised Customer, of the importance of using active firewalls and up-to-date virus and malware protection. Customer understands that any attacks on Customer's computer networks and/or computers as a result of malicious software, viruses, worms, social engineering, phishing, and other hacker threats to exploit Customer's networks and computers are not the responsibility of NetConnect, and that while NetConnect does recommend certain security measures, it is not responsible for failure to comply with said recommendations or the failure of the recommended measures to protect Customer's systems, as no such measures are 100% effective.

ELECTRICAL POWER, LIGHTNING, AND SURGES:

NetConnect recommends, and has advised Customer, that Customer use UPS (Uninterrupted Power Supply/Backup Batteries) on all computer and network equipment. It is Customer's responsibility to provide such protection and/or backup batteries along with power outlets with sufficient power to support equipment at desired locations. Customer further acknowledges and agrees

that surges, power spikes, brownouts, blackouts, lightening damage or any acts of God are not the responsibility of NetConnect and are outside the scope of this SOW.

MULTIFACTOR AUTHENTICATION:

NetConnect requires the use of multi-factor authentication on M365 and externally available applications to provide increased security and to protect Customer from various security threats. Customer agrees to conform to the use of the multi-factor authentication software that is provided by NetConnect, and to keep any dependent software up to date to support multi-factor authentication. Customer agrees to train Customer's employees on the importance of complying with multi-factor authentication security requirements.

PRE-EXISTING DEFECTS AND CONDITIONS:

Customer understands and agrees that pre-existing defects and conditions to Customer's computers, network, servers, and software are outside the scope of this SOW.

OUT-OF-SCOPE ISSUES:

Upon request of Customer, NetConnect may provide services on a Time & Materials ("T&M") basis. T&M is a method of engaging NetConnect that allows Customer to utilize a variety of NetConnect technical resources on an as-needed basis. With a T&M engagement, Customer is not purchasing a fixed set of deliverables, but instead is purchasing time on an as-used basis. The work performed during the resource's time is governed by to the expressed requirements of Customer, and NetConnect makes no warranty or guarantees beyond "reasonable endeavors" and "best efforts." All actual hours used by the Customer will be billed according to the details and rates at www.nctny.com.