

MANAGED IT SUPPORT SERVICE SCHEDULE

COMNEXIA Corporation

Service-Specific Schedule

Version 2026.08.14

Intended permanent URL

<https://comnexus.com/service-schedules/managed-it-support/>

How this schedule applies. This schedule applies only when a Sales Order expressly identifies the Managed IT Support Service Schedule and this version. It is governed by the MSA applicable to that Sales Order. The Sales Order controls the Services, quantities, pricing, term and any service-specific commitments.

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1. Covered Services

Managed IT Services may include help desk support, remote support, onsite support, endpoint management, server management, network management, monitoring, Microsoft 365 administration, vendor coordination, maintenance, patch-management assistance, security administration and other items specifically listed in the Sales Order.

No technology, location, user, device, application or task is covered merely because it exists in Customer's environment. The Sales Order and applicable service inventory determine the covered scope.

2. Standard Support Hours

Unless the Sales Order states otherwise, COMNEXIA Standard Support Hours are Monday through Friday, 8:30 a.m. to 5:30 p.m. United States Eastern Time, excluding COMNEXIA-observed holidays.

COMNEXIA may make emergency or on-call assistance available outside Standard Support Hours. Availability outside Standard Support Hours and any related response target are not guaranteed unless expressly stated in the Sales Order or an incorporated SLA.

3. Requesting Support

- Customer should use COMNEXIA's designated support telephone number, support email, portal or other published support channel.
- A support request should include the affected user or location, callback information, a practical description of the issue, and any known business impact.
- Requests sent directly to an individual technician may not enter the normal ticket queue and may delay response.

4. Priority and Response

COMNEXIA may prioritize requests based on business impact, number of users affected, security risk and service availability. A Sales Order or SLA may define priority levels and response targets.

Response time is not resolution time. A response target means that COMNEXIA will acknowledge, triage or begin working the request within the target period. Resolution may depend on Customer cooperation, troubleshooting results, vendor support, replacement parts, Internet or carrier service, third-party applications and other factors.

5. Remote and Onsite Support

COMNEXIA may determine whether a request can reasonably be handled remotely or requires onsite work, unless the Sales Order requires a specific delivery method.

Onsite travel, after-hours work and project work may be billable when not included in the purchased managed-service scope.

6. Covered and Excluded Work

Included support is limited to the scope and quantities stated in the Sales Order. Unless expressly included, managed support does not automatically include:

- major projects, migrations, office moves or deployments;
- new site construction or structured cabling;
- forensic investigation or specialized incident response;
- custom software development;

- support for unsupported or unlicensed systems;
- large-scale remediation caused by Customer changes, third-party changes or pre-existing conditions;
- data restoration or disaster recovery where backup/recovery Services were not purchased; or
- material after-hours project work.

7. Customer Responsibilities

- Maintain accurate Authorized Contacts and promptly report personnel departures or role changes.
- Provide reasonable access, information, approvals and cooperation.
- Maintain supported and properly licensed technology unless replacement or licensing is within COMNEXIA's scope.
- Follow reasonable security and remediation recommendations or document a business decision to decline them.
- Avoid installing or materially changing systems in a manner that conflicts with COMNEXIA management tools without coordination.

8. Third-Party Vendors

COMNEXIA may coordinate with software vendors, Internet providers, carriers, hardware manufacturers and other Third-Party Providers when that coordination is within the purchased scope. COMNEXIA does not control those providers and cannot guarantee their response or resolution time.

9. Monitoring and Alerts

Monitoring means use of the monitoring tools and policies included in the Sales Order. Monitoring does not mean continuous human observation of every system, event or log unless the Sales Order expressly says so. Not every fault, threat or degradation can be detected before business impact occurs.

10. Service-Level Credits

No service credit applies unless a Sales Order or incorporated SLA expressly provides one. Where a service credit is provided, eligibility, exclusions, request procedures and credit limits are governed by that Sales Order or SLA.

11. Changes in Environment

Material increases in users, devices, locations, servers, cloud workloads, applications or support demand may require quantity adjustments, an amended Sales Order or additional project work under the MSA.