



Service Attachment for Managed Services

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This attachment describes managed IT services available from Kortech, Inc. It applies to the services expressly selected in the customer's accepted order and incorporated agreement. The order and service schedule identify the covered environment, responsibilities, support coverage and price.

1 Covered Environment

Covered assets may include users, endpoints, servers, network equipment, cloud tenants and locations identified in the service inventory. New sites, systems or quantities are added through the agreed change process. Onboarding establishes access, inventories, prerequisites, known gaps and a remediation plan. An existing deficiency does not automatically exclude all responsibility; the parties must identify who will address it and how the affected system will be supported.

2 Monitoring and Administration

Where purchased, Kortech configures monitoring, reviews alerts, performs agreed patch and firmware maintenance, administers selected systems, and documents material changes. The service schedule defines the monitored assets, maintenance windows, escalation responsibilities and evidence of completion. Monitoring outside ordinary business hours does not by itself establish a continuously staffed help desk or onsite attendance.

3 User Support

User assistance is provided through the designated support channels for covered systems and requests. Remote and onsite work, travel, after-hours assistance, and escalation are included only to the extent stated in the applicable service schedule. Service Level Objectives explain how priorities and response milestones are understood; the customer's purchased coverage determines when those objectives apply.

4 Security Services

Selected security work may include administration of endpoint protection, identity controls, email protection, network safeguards and incident triage. The order identifies the controls Kortech manages and the responsibilities retained by the customer or another provider. A recommendation that is declined is documented with its operational impact and agreed responsibility; it does not silently change the entire engagement.

5 Backup and Recovery

Backup services apply only to the identified workloads and repositories. The service schedule defines the backup frequency, retention, locations, monitoring, restore testing and recovery objectives. A completed backup job does not prove that every recovery scenario will succeed. Recovery depends on the protected data, available infrastructure, dependencies and tested procedures.

Kortech will investigate backup failures within its purchased scope. Broader reconstruction, forensic work or replacement infrastructure requires a separately agreed recovery plan where it is outside that scope. Customer responsibilities do not displace Kortech's expressly purchased backup duties.

6 Maintenance and Customer Cooperation

Routine maintenance follows approved procedures and windows. Material disruptive or nonstandard changes require the agreed authorization. The customer will maintain an accurate inventory, provide authorized contacts and lawful access, and coordinate changes that could affect the managed environment. Kortech will document rollback requirements and reasonably verify material changes.

7 Exclusions and Additional Work

New construction, major migrations, application development, independent certification, forensic investigations and other project work are included only when expressly purchased. Equipment, vendor licenses, consumables, travel and after-hours charges must be identified in the accepted terms. Ordinary covered support cannot be relabeled as separately chargeable project work without agreement.

8 Reporting and Transition

Reporting addresses the agreed measures, which may include support trends, patch status, inventory, backup results and unresolved risks. At the end of service, the parties coordinate customer-owned accounts, documentation, data, vendor transfers and removal of Kortech's access. Transition scope, fees and data handling follow the applicable agreement.