



Schedule of Services

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This schedule describes categories of services available from Kortech, Inc. The customer's accepted order determines which services are purchased, the covered assets, responsibilities, quantities and fees. A category appearing here does not make every listed task part of every engagement.

1 Endpoint and Server Management

Selected work may include asset inventory, health monitoring, operating system maintenance, deployment of agreed management tools and troubleshooting. Supported operating systems, maintenance windows, lifecycle requirements and responsibilities for replacement or unsupported software are established for the covered environment.

2 Network and Wireless Services

Network work may include switch, firewall and access-point administration, configuration, firmware maintenance, monitoring and troubleshooting. Wireless design or remediation may include site information review, predictive modeling, onsite assessment and validation against agreed requirements. Coverage, capacity, application performance and internet availability are different measures and require appropriate acceptance criteria.

3 Cloud and Collaboration Services

Purchased work may include tenant administration, user and license management, email and collaboration configuration, access controls, migrations and support. Vendor subscriptions, licensing commitments and platform support follow the selected products and accepted provider terms. A cloud subscription does not itself include every migration, security feature or backup service.

4 Security Operations

Selected security services may include administration of protective tools, alert triage, identity safeguards, vulnerability remediation support, user awareness and incident assistance. The service schedule identifies managed controls, coverage, escalation and customer or vendor responsibilities. Independent investigation, legal advice and notification services require separate scope where not included.

5 Backup and Recovery

The backup schedule identifies protected workloads, frequency, retention, storage, access controls, restore tests and recovery objectives. Monitoring a backup and performing a full recovery are distinct tasks. Recovery planning addresses infrastructure, credentials, data dependencies and the circumstances under which extra work or equipment is needed.

6 Help Desk and Field Support

Support covers the users, systems and request types identified in the order. Remote assistance, onsite service, travel, after-hours handling and escalation follow the purchased coverage. Standard requests, material changes and projects may follow different approval and scheduling processes.

7 Structured Cabling and Technology Installations

Installation work may include cabling, racks, pathways, switching, wireless equipment and technology deployment within the approved scope and applicable authorizations. Drawings, materials, permits, access, work by others, test records and handoff requirements are defined for each project. Technology Installation Terms apply where incorporated.

8 Video Surveillance and Access Systems

Selected work may include system design, installation, configuration, monitoring and maintenance. The scope specifies camera views, recording, storage, retention, authorized access and any enabled cloud features. Footage review, audio, biometric functions and legal notice requirements require specific consideration. A surveillance system does not guarantee prevention of crime or loss.

9 Business Voice Services

Voice services may include selected numbers, endpoints, calling features, voicemail, call routing, integrations, migration and support. Provider roles, subscriptions, porting, emergency calling and device limitations are governed by the accepted voice terms and service-specific information. Specialty lines and applications require compatibility review.

10 Compliance and Advisory Services

Compliance support identifies the applicable framework, evidence, deliverables and responsible parties. Advisory work may address technology planning, budgets, priorities, vendor coordination and project oversight. Recommendations support customer decisions and do not create unspecified implementation work or an independent certification.

11 Service Boundaries

For each purchased service, the order or service schedule identifies prerequisites, included work, exclusions, coverage, measurable completion criteria and dependencies. Changes require the agreed authorization. When a description is unclear, the parties clarify scope before work proceeds rather than assuming an unlimited service or an unapproved charge.