



STATEMENT OF SERVICES (Exhibit F)

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2. **Background and Description**

EpiGrid, is an OEM provider of managed hosting / cloud solutions to VAR's and distributors that resell / provide hosting services to their Customers. In order to delineate and communicate scope for each party, EpiGrid has developed this "Statement of Services" documents that can be easily shared with the Customer. as needed, to explain applicable services and responsibilities for EpiGrid, Reseller, and Customer.

3. **Reference Documents**

All the below documents can be found at www.epigrd.com/legal

- 3.1. EpiGrid Terms of Service
- 3.2. EpiGrid Privacy and Acceptable Use Policy
- 3.3. EpiGrid Site - Site Policy
- 3.4. EpiGrid Storage Capacity Policy
- 3.5. EpiGrid Statement of Services
- 3.6. EpiGrid Service Level Policy
- 3.7. EpiGrid SQL Licensing Compliance Policy

4. **Limitations and Exceptions**

- 4.1. Any activity or service not explicitly stated herein is considered out of scope and billable to the Reseller and/or Customer.
- 4.2. Reseller is responsible for defining the scope of applicable services being provided to Customer in addition to the services included in this document.
- 4.3. Reseller is only responsible for application support and management for supported applications. (Refer to Section 6)
- 4.4. Reseller will refer Customer to the applicable SOLIDWORKS Reseller, if Reseller is not also the Customer's SOLIDWORKS Value Added Reseller, for support of all SOLIDWORKS application issues once EpiGrid Services are excluded as a root cause.
- 4.5. Reseller reserves the right to request scheduled downtime to perform and maintain



supported services. Reseller shall notify Customer before any scheduled downtime.

- 4.6. Services not included in this "Statement of Services" shall be billed separately at an hourly rate. (Refer to Section 7)

5. **Generally Applicable Services**

5.1. **Supported Applications**

EpiGrid provides and maintains software agnostic hosted environments for use by its Resellers and Customers. EpiGrid is not responsible for any third party software that is installed on a SVR (server), VWS (Virtual Workstation / Virtual Desktop Instance), or infrastructure by an EpiGrid Reseller or Customer. Installation and administration of any application, other than the ones listed below, on the SVR or VWS are the responsibility of the EpiGrid Reseller and Customer.

Reseller is not responsible for any third party or additional software that is installed on the server or infrastructure by Customer except as covered by a separate agreement between Reseller and Customer.

5.1.1. Windows Server OS

5.1.1.1. Windows Server OS version upgrade is offered as a service, see below.

5.1.2. Windows 10 OS or later

5.1.2.1. On VDI's only, Windows OS version upgrade is offered as a service, see below.

5.1.3. Sophos VPN Client

5.1.4. VMware Horizon View

5.1.5. SOLIDWORKS PDM

5.1.5.1. installation and integration only, other technical support by Customer's SOLIDWORKS Value Added Reseller including version upgrades.

5.1.6. Microsoft SQL Server and SQL Express

5.1.6.1. upon request, installation only, other technical support by Microsoft.

5.1.6.2. SQL version upgrade is offered as a service, see below.

5.2. **Performance / Resource Monitoring and Optimization (CPU, HDD, GPU etc.)**

5.2.1. All Virtual Machines are setup for centralized monitoring and reporting.

Performance and resource reports are available upon request for the proceeding 30 days from the date of the request.

5.2.2. Customer/Reseller will be notified via email when warnings are triggered indicating unusual or persistent behavior that may cause damage or that may affect Customer performance.

5.2.3. EpiGrid maintains a weekly (generally weekend) maintenance window for all Virtual Machine's to allow for reboot, updates, and patches. At is discretion,EpiGridmay force a reboot to address identified performance issues outside of this window.

5.2.4. EpiGrid will advise Reseller / Customer should additional resources (CPU, RAM) be needed to correct performance issues.

5.2.5. Reseller is responsible for submitting orders to EpiGrid for resource changes.



5.2.6. EpiGrid maintains and will add storage according to the Storage Capacity policy.

5.2.6.1. see 3.4 above

5.2.7. EpiGrid does not actively monitor static persistent network connections (Site - Site) nor does EpiGrid actively monitor the Customer's internal local network or the Customer's ability to access a network connection.

5.2.7.1. see 3.3 above

5.3. **Windows OS patch management**

5.3.1. EpiGrid maintains Windows OS patch updates for all Virtual Machine's.

5.3.2. All patches are tested and verified before deployment to production to mitigate impact and Customer downtime.

5.3.3. Patches are generally deployed on a 2 week delay after release during a predefined weekly maintenance window / Reboot schedule.

5.4. **Network Security and Threat Detection**

5.4.1. see 3.2 above

5.5. **Hardware Maintenance, Management and Refresh.**

5.5.1. EpiGrid works to maintain a 36 month hardware refresh schedule to meet general and accepted performance. Customers may NOT be notified of hardware upgrades as these generally do NOT require any downtime outside the normal weekly maintenance / reboot schedule (refer to 6.2.3).

6. **Included and Excluded Services**

The following section defines which activities are included or excluded from a particular Service. Excluded activities are considered out of scope and are billable to the Customer. Excluded activities or services as well as activities and services not mentioned here must be scoped, quoted, and ordered prior to their commencement.

6.1. **EpiGrid Environment Configuration (SVR and VWS)**

6.1.1. SVRs and VWSs are deployed within a private network (VLAN) to ensure data security.

6.1.2. SVR and VWS instances are created with the most current operating system and fully patched.

6.1.3. Sophos Endpoint Anti Virus and an RMM Agent are installed and configured for central reporting, monitoring, and threat detection.

6.1.4. Network, Virtual Machine's, connection verification, and delivery to Reseller for ultimate delivery to Customer.

6.1.5. EpiGrid will modify or change resources provisioned to an SVR or VWS as requested by Reseller / Customer at no additional cost other than increased monthly charges. Applicable resources are VCPU and/or RAM. Some SVR or VWS may have a minimum resource increase.

6.1.6. Customer may request Multi-Factor Authentication for VWS user login. Customer is responsible for maintenance of VWS user credentials. Issues with VWS user credentials are



NOT considered downtime or CRITICAL.

6.2. **SVR and VWS Operating System Version upgrades**

6.2.1. Servers are initially delivered with the most current Windows OS version. The installed OS version is considered to be a central requirement to the compatibility for the other applications running on the server. OS upgrades must be ordered, planned, executed and coordinated by an EpiGrid engineer and the Reseller / Customer as downtime is required.

6.3. **SQL Server version Upgrade**

6.3.1. SQL Server is an underlying functional requirement for many applications. SQL Server upgrades require downtime and must be ordered, planned, executed and coordinated by an EpiGrid engineer and the Reseller / Customer as downtime is required.

6.4. **Storage and BaaS (Back-Up as a Service)**

6.4.1. AllEpiGridstorage includes a minimum of 7 day backups. 30 day backup retention is available upon request.

6.4.2. EpiGrid is responsible for storing backups based according to retention agreement and shall retain the backups for the agreed duration.

6.4.3. In the event of a disaster, data loss, and/or accidental deletion,EpiGridshall provide recovery services based on the available backups.

6.4.4. Recovery services must be submitted via ticket by Reseller with specific details and instructions for recovery. EpiGridwill work with Reseller / Customer to recover restore data in a timely manner.

6.4.5. Data recovery services are not considered Critical and will be assigned a normal priority with a target resolution of 2 days.

6.5. **Network and Bandwidth**

6.5.1. **IP Addresses**

6.5.1.1. see 3.2 above

6.5.2. **Bandwidth**

6.5.2.1. see 3.1 above

6.5.3. **User Access Control**

6.5.3.1. Access and uptime to all EpiGrid hosting services are defined by access via the Sophos VPN client provided.

6.5.3.2. Connection issues related to any other method are NOT considered Critical and will be assigned a normal priority with a target resolution of 2 days.

6.5.3.3. EpiGrid will initially provide up to 5 generic usernames and passwords for Reseller and Customer to access the SVR or VWS via the Sophos VPN Client.

6.5.3.4. Passwords may be updated by the Customer at login.

6.5.3.5. Customer is responsible for credential distribution, security, and



maintenance.

- 6.5.3.6. Customer is allowed up to 50 named users, additional users will incur additional fees/cost.
- 6.5.3.7. Customer via their Reseller must request additional named users in writing.
- 6.5.3.8. Customer may request Multi-Factor Authentication (MFA) for all users of their account inclusively for Sophos VPN Client logins. Password and MFA issues are NOT considered as downtime or Critical.
- 6.5.3.9. see also 4.2 above

6.6. **Site - Site Connections and Special Network Configurations**

- 6.6.1. Customers requesting or requiring special network configuration such as Site - Site Connections, Domain Trusts, Web2, Internet Information Services (IIS), or alternate VPN Clients are responsible for any fees to configure and maintain the configuration.
- 6.6.2. see 3.3 above
- 6.6.3. EpiGrid is not responsible for maintaining or monitoring any network, connectivity resources, or issues that originate outside the EpiGrid network.

7. **Other Services and Activities**

- 7.1. Data Migrations
 - 7.1.1. Migrating or moving any data to or from any hosted server is out of scope and must be ordered, planned, executed and coordinated by an EpiGrid engineer and the Reseller / Customer.
 - 7.1.2. The Cost for data migration is determined on a case by case basis.

8. **Technical Support (Support Requests / Tickets)**

- 8.1. Reseller is responsible for providing Tier 1 support to the Customer as defined in EpiGrid Service Level Policy.
 - 8.1.1. see 3.6 above
- 8.2. EpiGrid will provide Tier 2 support to the Reseller following escalation to EpiGrid support desk.
 - 8.2.1. see 3.6 above
- 8.3. EpiGrid will escalate technical support issues involving service outages to EpiGrid hosting provider or OEMs after other root causes are eliminated and the scope of EpiGrid services is exhausted.
 - 8.3.1. see 3.6 above