

BlueReef Technology Managed Services Agreement

1. **All-inclusive remote support** (such as in the standard and advanced plans) do not include change, projects or what BlueReef Technology would consider “standard support”.
 - a. Examples of change or exclusions include projects, new solutions, major software change. Supporting devices deemed to be outside of coverage due to age, not fit for purpose, or other technical issues we have raised. Major failure of loss of any of the customers IT, reconstructions of the customers IT because of malware, hacking or other malicious third-party activity. This includes security breach, investigation & reporting. Installation of major software upgrades and the application of specific service packs which require substantial after-hours work. Repair of malicious damage to equipment & systems configurations that could lead to major failure or loss of the customers IT. Third party interference leading to a major failure or loss. Repair to damage of the IT arising from activity not approved by BlueReef Technology. Significant variation in use of Information Technology from usage patterns expected by BlueReef Technology, arising because of changes to business practices, locations or other change that impacts our maintenance program. Any works incurred or required due to third parties entering administration or change or ownership. Call out charges apply when coming onsite – as can hourly rates. Software not provided by BlueReef Technology. Any optional extra services. Fair usage policy applies.
2. **Cyber Security Services – Virus, Spyware and Malware Removal** – This is limited to individual desktop, not network wide infection (of more than two computers). Data may be lost if not properly backed up.
3. **Data Backup Services** – Excess fees:
 - a. Additional fees for more mailboxes, cloud services (OneDrive, SharePoint, etc.) than machines/users monitored will be charged (per account and/or site.).
 - b. Where a desktop/laptop/computer exceeds 100GB of backup storage, an excess (per GB, per month) charge will be applied for the additional storage required.
 - c. Where a server exceeds 500GB of backup storage, an excess (per GB, per month) charge will be applied for the additional storage required.
4. **Phone System** support includes BlueReef Technology phone systems only.
5. **Mobile phone** support includes BlueReef Technology provided handsets and sims only.
6. **Data Backup Services – multiple devices** - If a user has multiple devices that are being backed up, a backup fee will be charged per device, instead of per user.
 - a. Excess fees will also apply to these devices if they exceed the thresholds setout in points 3a, 3b & 3c.
7. **Cyber Security – Two Factor Authentication & Single Sign on for Microsoft 365 & Windows Devices** - Microsoft 365 Business Premium License required per user, and a modern Windows Desktop Operating System.
 - a. You agree to the Microsoft Cloud End User Agreement.
8. **BlueReef Technology Business Hours** are Monday to Friday, 7.30am to 4.30pm. Excluding public holidays.
9. The terms of this agreement can change from time to time, with or without notification.

All other terms & conditions also apply, located - <https://bluereef.tech/trading-terms>.