List here

Desktop Supported Operating Systems

• **Microsoft Windows**: All versions that have not reached EOL (End of Life) / EOS End of Support

• **Apple OSX**: All versions for which Apple actively maintains patches and security updates. Apple

does not publicly disclose their support policy, and the time period may change from version to

version of the operating system.

Desktop Supported Software Applications

(including but not limited to)

• Adobe Professional

Suite

• Firefox / Chrome / IE / Edge / Safari Browsers

• Google G-Suite

• Google Chrome

• Microsoft Office 365

• Microsoft Office Suite (Windows / Mac)

• Mac Mail / Thunderbird

• Quickbooks / Sage

• Various Antivirus applications

HelpDesk Exclusions and Conditions (General, Per-Device)

• Moat's services are intended as Incident resolution.

• A discount of 30% is available on each additional device licensed for the same user.

• User association with onboarded devices are intended to be the true daily user(s) of the device. It is not permissible to associate users to device who are not the true daily user(s) of the device. A single device may be associated with up to two (2) active, daily users.

• Mass installation / reinstallation of software (3 machines or more at the same time and/or within a 30-day period) where automated deployment is not available is not included and will be considered a Project.

• Onsite desk-side support is out-of-scope.

• OS reinstallation / imaging are out-of-scope and are considered Projects.

• Setup of new devices and retirement of devices are to be considered projects. We can provide flat-rate predictable costs for this work based on your documentation.

• User account creation / workstation profile setup, and user account termination included in our HelpDesk services; RMM agent deployment is included in our HelpDesk services; However, user profile setup including application customization, software installation, email profile setup, printer installation and customization and related are to be considered projects. We can provide flat-rate predictable costs for this work based on your documentation.

• User account creation applies to authorized users associated with Onboarded devices only.

Moat does not include user account management (account creation, password resets, etc) for non-onboarded device users such as "email only users". Those users must either be onboarded or be serviced via per-incident requests.

• The installation and configuration of individual applications and miscellaneous peripherals is included in HelpDesk Per-Device, so long as the device has been in service for at least 3 business days; Otherwise, these requests will be considered as Service Requests and must be serviced as HelpDesk Per-Incident Time.

• Service requests and Incident support that require more than 1.5 total hours of support agent engagement exceed the standard support service scope. These engagements are considered Projects, and Partner authorization will be obtained for any such escalations.

• Wide-spread or serious infection / attack related services are not included and will likely be escalated to Partner. Partner will be notified.

• Within a Billing Cycle, a change in the quantity of Onboarded HelpDesk Devices (increase or decrease) up to 10 total quantity of Onboarded devices across all Customers or up to 10% of total Onboarded devices across all Customers requires a minimum of 30-days notice. Larger changes in the quantity or percentage of Onboarded HelpDesk devices (increase or decrease) requires a minimum of 90-days notice.

• Backup systems and technologies, including vendor coordination / liaison efforts unless specifically onboarded separately are not included in scope for per-device services of NOC and/or HelpDesk. Specifically, Backup systems and technologies including troubleshooting and restore efforts will always be considered a billable task. Individual file / folder restores are considered in scope.

• VOIP systems and technologies, including vendor coordination / liaison efforts unless specifically onboarded separately are not included in scope for per-device services of NOC and/or HelpDesk. Included VOIP end-user support is limited to connectivity and credentials-related issues only.

• HelpDesk Per-Device is not available for Customers operating within the following industries or technologies: Logistics / Transportation, Education for Students, Restaurants, Hotels / Hospitality, Point-of-Sale, Gyms / Fitness Studios, Medical clinics / Hospitals. For these types of Customers, HelpDesk Per-Time would be required.