



Service Guide – Managed Services

Version 2026-NE-CP2DLZ-V1

Effective Date: 04/08/2026

This Service Guide describes the service levels, scope boundaries, and operational procedures applicable to Managed Services provided by **BLS IT, Inc.** (“Service Provider”) under an applicable **Managed Services Statement of Work (“SOW”)** and **Master Services Agreement (“MSA”)**.

Capitalized terms not defined herein have the meanings set forth in the MSA or applicable SOW.

1. Purpose of This Service Guide

This Service Guide:

- Defines **how Managed Services are delivered**
- Establishes **response targets**, not guarantees
- Clarifies **what is included vs excluded**
- Describes escalation and support procedures

This Service Guide does **not**:

- Replace or modify the MSA
- Create deliverables or acceptance obligations
- Guarantee uptime or resolution times

In the event of conflict, the Master Services Agreement controls, followed by the applicable SOW, and then this Service Guide.

2. Service Coverage Overview

2.1 Support Hours

Unless otherwise stated in the applicable SOW:

- **Standard Support Hours:**
Monday–Friday, 7:00 AM – 5:00 PM local time, excluding BLS IT–observed holidays
 - **After-Hours Support:**
Available only if explicitly included in the SOW or approved as out-of-scope work
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2.2 Supported Users & Systems

Managed Services apply only to **Covered Users, Devices, and Systems** identified in the applicable SOW and onboarding documentation.

Coverage is limited to:

- Supported operating systems
- Vendor-supported software versions
- Documented environments

Unsupported or end-of-life systems may be excluded or supported on a best-efforts basis only.

3. Incident Severity Levels & Response Targets

Important: Response targets measure *acknowledgment and engagement*, not resolution.

Severity	Description	Target Initial Response
Severity 1 – Critical	Complete outage or material business impact (e.g., core system down, security incident in progress)	15 minutes
Severity 2 – High	Significant degradation, multiple users affected	30 minutes
Severity 3 – Medium	Individual user issue, workaround available	1 business day
Severity 4 – Low	Informational requests, minor issues	1 business day

Security incidents are handled within the scope of Managed Services unless otherwise defined in the SOW; incident response and forensic services are out of scope unless expressly included.

Severity classification is determined by **BLS IT in good faith**, based on available information.

4. Included Managed Services

4.1 Service Desk & End-User Support

- Remote support for covered users and devices
 - Troubleshooting of supported applications and systems
 - Account and access-related assistance
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4.2 Monitoring & Alerting

- Proactive monitoring of covered systems (where tooling is deployed)
- Alert triage and response during support hours
- Escalation of detected issues

Monitoring does not guarantee prevention of outages or incidents.

4.3 Patch & Update Management

- Scheduled patching for supported systems
- Coordination of maintenance windows
- Best-efforts validation

Emergency or zero-day patching may require after-hours approval or be handled as out-of-scope.

4.4 System Administration

- Routine administrative tasks for covered systems
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- Configuration maintenance
 - Policy and standards enforcement (where applicable)
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4.5 Vendor Coordination

- Reasonable efforts to coordinate with supported vendors
- Assistance opening and managing vendor tickets

Vendor performance, response times, and resolutions remain the responsibility of the vendor.

4.6 Reporting

- Periodic service summaries or reports as defined in the SOW
 - Metrics may include ticket volume, response times, and system status
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5. Minor Project Work (Bundled)

5.1 Included Allowance

Managed Services may include a limited allowance of **Minor Project Work**, as defined in the applicable SOW.

This allowance is intended for:

- Small, non-recurring tasks
 - Work incidental to ongoing support
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5.2 Examples of Minor Project Work

- Small configuration changes
 - Minor automation or scripting
 - Small workstation or user migrations
 - Limited network adjustments (non-architectural)
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5.3 Exclusions

The following are **not** Minor Project Work and require a separate Project Services SOW:

- Major infrastructure changes
- Large migrations or redesigns
- New site builds
- Compliance audits or certifications
- Custom software development

Minor Project Work does **not** create Deliverables subject to acceptance.

6. Out-of-Scope Services

Unless explicitly included in the SOW, the following are out of scope:

- Onsite support
- After-hours support
- Incident response or forensic investigations
- Disaster recovery execution
- Data recovery beyond reasonable efforts
- End-user training programs
- Support for unsupported or end-of-life systems
- Cabling, electrical, or physical construction work

Out-of-scope services may be provided at additional cost with Client approval.

7. Client Responsibilities

Client is responsible for:

- Maintaining supported systems and licensing

- Providing timely access and approvals
- Maintaining internet connectivity and power
- Adhering to security best practices
- Keeping documentation reasonably current

Failure to meet these responsibilities may impact response targets or service quality.

8. Service Limitations & Disclaimers

- No guarantee of uptime, availability, or uninterrupted service
- No guarantee of resolution within a specific timeframe
- No responsibility for third-party vendor failures
- No responsibility for data loss caused by factors outside BLS IT's control

Managed Services are provided on a **commercially reasonable efforts** basis.

“Commercially reasonable efforts” means efforts consistent with industry standards for similarly situated managed service providers

9. Escalation Procedure

If Client believes an issue is not being handled appropriately:

1. Escalate to the assigned Service Desk Manager
2. Escalate to the Account Manager
3. Escalate to BLS IT senior management

Escalations must follow this sequence unless circumstances require otherwise.

10. Changes to This Service Guide

BLS IT may update this Service Guide from time to time to reflect:

- Operational improvements
 - Tooling changes
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- Industry best practices

Material changes will be communicated to Client in advance and will not materially reduce services during an active SOW term without Client consent, unless required by law or vendor changes.

11. Relationship to Agreement

This Service Guide is incorporated by reference into the applicable Managed Services SOW and governed by the MSA. In the event of conflict, the SOW and MSA control.