SpireTech VIP Managed Services Program (MSP)

In-Scope Terms of Service (TOS)

The products, software and hardware listed below are within support scope **but:**

1. Any out of date versions.
2. Software not listed will result in additional billing for related support issues, unless otherwise agreed in your contract.
3. Some plans do not include everything listed here. Please refer to your Statement of work, proposal, and contract. For example, basic or starter plans may not include business line software support.

Note: Clients are responsible for purchasing and maintaining software-vendor support contracts for any important line-of-business software. Examples: Accounting software, ERP software, CAD software, custom software packages, etc., *must all have active support contracts with the software company or a 3rd-party support partner.*

MSP Out of scope time thresholds:

SpireTech strives to be flexible in requests for support from our VIP Support clients, however, there are applicable limits on the scope of work included.

Support for software or hardware not listed in this document will become billable if the support time in a single instance exceeds 15 minutes, or 1 hour in total in a single month. Version updates, installation, service packs or upgrades to any non-supported software or line of business software exceeding the above time limits is also billable.

MSP In scope supported products, hardware and services - Helpdesk and Administrative support (not user training), is provided for the following:

1. Server Operating systems:
   a. Current Microsoft supported Windows Server operating systems. See Microsoft website for details at https://support.microsoft.com/en-us/lifecycle
   b. Linux (Centos) operating systems not in end-of-life status
2. Workstation operating systems:
   a. Current Microsoft supported Windows operating systems. See Microsoft website for details at https://support.microsoft.com/en-us/lifecycle
   b. Current Apple supported Mac operating systems (basic troubleshooting only: network, email, printing)
3. General Work Office software:
   a. Current Microsoft supported versions of Microsoft Office Products and Microsoft Office 365 Products
   b. Adobe PDF
4. Email:
   a. Outlook, Thunderbird
   b. Microsoft 365, Exchange
   c. webmail
   d. Mobile mail clients – iOS, Android
   e. Office 365 Email backup and archive
   f. Office 365 retention, and legal hold
5. Anti-virus / Anti-malware software

   a. Sophos Endpoint + Intercept X
   b. Symantec Endpoint
6. Firewalls and VPN software
   a. Sophos
   b. Fortinet
   c. SonicWall
   d. Watchguard
   e. Cisco Meraki
   f. TunnelBlick VPN Software
   g. OpenVPN
7. Collaboration and File sharing Software
   a. OneDrive and SharePoint online
   b. Teams
   c. Synology NAS systems
   d. Box.com
   e. Dropbox for Business
8. Websites (when hosted at SpireTech)
   a. Basic Wordpress & HTML type sites (additional fees generally apply)
9. VoiP System supported vendors (refer to contract if included or not):
   a. M365 Business Voice/Teams
   b. Comcast
   c. Mitel
   d. RingCentral

TOS for software products considered out-of-scope, unless otherwise contracted:

1. All backup and archiving software only if specifically identified in client's contract as covered.
2. Line of business software (LOB) products and apps are normally considered out of scope unless specifically provided for in Client's contract and are not normally supported. *However, assisting clients with vendor support for LOB software, and providing advocacy as needed is considered in-scope and included (Business and Enterprise plans only).*
3. Exceptions to excluded Line of Business software currently include (Business and Enterprise plans only):
   a. Versions of Quickbooks that are currently being supported by Intuit (basic open, print, and multi-user functionality)
   b. Updates to Quickbooks will only be installed upon your request, and upgrades are treated as out of scope and billed on time & materials.
   c. AutoCAD Current versions on AutoDesk Support (basic network, license servers, basic printing and plotting). Quarterly updates upon client request. Annual version updates upon client request.

Third Party tools and Installed Software

SpireTech utilizes automated tools to perform updates on certain commonly-installed software. While our helpdesk does not provide end-user support for most of this software, we do perform periodic updates and patches to the software listed. Please note that this list is subject to change at any time due to compatibility or technical issues:

7-Zip, Acrobat, Chrome, Dropbox, Evernote, FileZilla, Firefox, Google Backup and Sync, Google Drive, Google Earth, Google Talk, GotoMeeting, iTunes, Java, QuickTime, Adobe Reader DC, Safari, Skype, TeamViewer, Thunderbird, WebEx, Zoom

Supported Hardware

1. Client is required to maintain hardware warranties or service contracts on server and other critical hardware.
2. Hardware SpireTech generally can work on includes Dell, HP, Supermicro, Sophos Firewalls, Synology NAS, and Spire-provided workstations and servers. Replacement hardware parts and labor are not included in SpireTech VIP support packages.
3. SpireTech recommends a computer and server replacement interval of every 3 to 5 years, depending on quality and specification when originally purchased. Generally, higher-quality computer hardware lasts longer. SpireTech reserves the right to invoice for labor to repair computers older than 5 years.
4. SpireTech requests that clients have us review any new computer purchases you are considering to avoid compatibility or suitability issues.
5. Installation, relocation, removal, repair, or upgrade of computer hardware is billable parts and labor, with estimates provided in advance whenever possible.

End-of-life for MSP Supported Software/Hardware

Because of the risks and additional work required when software and/or hardware is no longer supported by its vendor, SpireTech follows end of life support practices.

In scope software products that reach their end-of-life, as determined by the software provider, are treated and billed as out of scope services. For software that has reached end-of-life status, clients are responsible for obtaining or purchasing vendor support (if available) or upgrading to a currently-supported version to retain in-scope status.

Please note: new or alternative software may be incompatible and unusable with other existing software, or software versions, which may necessitate upgrades or changes to additional software products used by Clients that will likely result in additional costs for new software, support services and SpireTech project work related to the changes.

SpireTech encourages clients to upgrade software well in advance of end-of-life dates. Support issues relating to version incompatibility or out of date software is out of scope of any maintenance contract and will be performed by SpireTech on a time and materials basis.