

Managed IT. Clearly agreed.

Customer legal name**Trading name (if different)****Authorized signer - full name****Title / role****Business email****Business phone****Service address, city, state, postal code, country****Billing address (if different)**

YOUR PLAN

Covered Workstations (Computers/Laptops): \$69.99 / device / month**Covered Servers (Physical or Virtual): \$149.99 / server / month**

A minimum monthly billing amount of \$250.00 applies to all MSP accounts.

Covered workstations (0-100)**Covered servers (physical or virtual)****Requested start date****Billing: monthly / annual prepaid****Selected base fee due (USD)****Monthly base fee (USD)****Annual prepaid base (USD)**

Annual prepaid: twelve months for the price of eleven. The \$250 monthly minimum is applied before the annual discount (\$2,750 annual minimum). Taxes and separately approved extras are additional.

Includes proactive cybersecurity, monitoring and automated maintenance. All user-requested remote and on-site helpdesk labor is billed separately. More than 100 computers requires a custom quote.

Service begins after Mynians acceptance, advance payment and a confirmed start date.

Scope & support

This Managed IT Services Agreement is between Mynians, LLC (Mynians), 1322 Daniels Cove Drive, Winter Garden, FL 34787, and the Customer identified in the enrollment form. The completed order summary, these terms, Schedule A, Schedule B, Schedule C - Card Authorization, and the electronic acceptance record together form the Agreement. The person signing for Customer represents that they have authority to bind Customer.

1. Your order and start date The order summary identifies Customer, the service address, covered workstation and server counts, billing choice, recurring base fee, requested start date, and authorized signer. The requested start date is subject to confirmation by Mynians. Service begins on the effective date confirmed in writing by Mynians after acceptance of the order and receipt of the required advance payment. Submitting this form does not charge a payment card or itself activate service. Changes to covered computers, pricing, or scope must be documented in a written amendment accepted by both parties.

2. Managed IT services Mynians provides technical support on a best-effort basis for currently supported hardware, operating systems, and software within the agreed environment. The MSP base fee includes our Elite Cybersecurity Suite (featuring 24/7 Managed Detection and Response) and 24/7 continuous remote monitoring and automated patch management for each covered computer. This base fee covers proactive security, monitoring, and automated maintenance. It does not include a monthly allowance for free remote or on-site helpdesk support. Any user-requested remote support, troubleshooting, or on-site labor is billed separately at the standard rates outlined in Schedule B. This Agreement does not promise unlimited support, 24-hour availability for helpdesk tickets, a guaranteed resolution time, uninterrupted operation, or recovery of lost data.

3. Included Services and Exclusions The base fee covers the automated, backend labor required to keep your systems secure. This includes 24/7 AI-driven computer monitoring, automated Windows updates and service patching, next-generation antivirus, and 24/7 active threat hunting by our Security Operations Center (SOC). Exclusions: User-facing support - such as fixing printer issues, password resets, application troubleshooting, Wi-Fi connectivity, remote assistance, and on-site equipment installation - is considered Helpdesk Support and is billed hourly under Schedule B. Materials, hardware, software licenses, cloud backup, and new structured cabling or drop installations are strictly excluded from the base fee and require separate written quotes.

Billing & your service term

4. Helpdesk support and additional work There is no included monthly allowance for remote or on-site helpdesk labor. User-requested support, troubleshooting and on-site labor are recorded through the ticketing system and billed separately at \$129.99 per technician per hour during regular billing hours under Schedule B, unless otherwise agreed in a written quote. Separately authorized after-hours work, specialist services and quoted projects use the applicable Schedule B rate or agreed quote. Hourly work has a one-hour minimum and is then billed in half-hour increments unless a project quote provides otherwise. The \$45 non-contract trip charge does not apply to service under this MSP contract.

5. Fees and payment Schedule A determines the base fee for the selected workstation and server counts, the \$250.00 monthly minimum and billing option. Monthly billing is payment in advance for each service month under the Agreement's term; it is not a month-to-month contract. Annual prepayment covers twelve service months for the equivalent of eleven monthly base payments. The initial selected base fee is due before the effective date. Non-contract work is payable before it is performed unless a written quote states otherwise. Base fees exclude applicable taxes and separately approved purchases or services. No additional security-suite charge applies to covered MSP computers because that suite is already included. Schedule C records Customer's separately acknowledged card-on-file and recurring-payment authorization for the selected plan. Mynians and its accounting team arrange secure card setup through QuickBooks Payments and confirm the first charge date. Full card details must be provided only through that secure workflow. The signed authorization alone does not store a card, capture a payment, or activate service.

6. Term and renewal The initial term is twelve months from the confirmed effective date, subject to the termination rights below. The Agreement automatically renews for successive twelve-month terms at the then-prevailing support contract rates unless either party gives written notice at least thirty days before the renewal date. Renewal payments are due in advance of the renewal date. The selected base rate applies to the initial order; renewal rates may change. Changes to the order during a term require a written amendment accepted by both parties.

Responsibilities & risk

7. Termination Either party may terminate the Agreement at any time on thirty days' written notice. Prepaid amounts are forfeited and are not refunded on termination, subject to applicable law. Customer may terminate by written notice if Mynians defaults in performance or materially breaches this Agreement. Mynians may terminate for nonpayment if Customer does not cure the failure within thirty days after the payment due date. The Agreement terminates upon bankruptcy or insolvency of either party, sale of either party's business, or the death of an individual Customer, to the extent permitted by law. An attempted assignment without the written consent required by Section 9 also terminates the Agreement.

8. Customer cooperation Customer will provide timely access to the systems, documents, files, facilities, and authorized contacts reasonably necessary for the agreed services and will cooperate with support requests. Customer will identify an authorized contact for service decisions and approvals. Customer remains responsible for the accuracy of the enrollment information and for arranging separately quoted services that are not included in the selected plan.

9. Assignment Neither party may assign this Agreement or transfer its rights or obligations without the other party's prior written consent. An unauthorized assignment is void and is grounds for termination under Section 7.

10. Disclaimer of warranties TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MYNIANS MAKES NO EXPRESS OR IMPLIED WARRANTY CONCERNING THE SERVICES PROVIDED UNDER THIS AGREEMENT. Services are provided on a best-effort basis. This provision does not exclude rights or liabilities that applicable law does not allow the parties to exclude.

11. Limitation of liability TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MYNIANS WILL NOT BE LIABLE TO CUSTOMER OR ANY PERSON OR ENTITY CONNECTED WITH CUSTOMER FOR CLAIMS, LOSSES, OR DAMAGES ARISING OUT OF OR CONNECTED WITH PERFORMANCE OF THIS AGREEMENT, INCLUDING INTERRUPTION OR LOSS OF SERVICE, LOSS OF USE OF SOFTWARE OR SYSTEMS, SOFTWARE FAILURE, LOSS OF FILES OR DATA, LOSS OF PROFITS, SALES OR BUSINESS, OR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This limitation applies notwithstanding a failure of the essential purpose of a limited remedy. Nothing in this Agreement excludes liability that applicable law prohibits excluding.

Disputes & electronic records

12. Disputes and governing law Florida law governs this Agreement, without regard to conflict-of-law rules. Upon a written request served by either party, a dispute concerning the interpretation or application of the Agreement will be submitted to arbitration under applicable Florida arbitration law. Each party will select one arbitrator; if those two cannot agree, they will select a third impartial arbitrator whose decision will be final and binding, subject to applicable law. Arbitration costs will be allocated as the arbitrators determine. For matters properly brought in court, the parties submit to the jurisdiction of the courts of Florida. The prevailing party in an action to enforce or interpret this Agreement is entitled to reasonable attorneys' fees and other relief allowed by law.

13. Formal notices Notices of termination, nonrenewal, default, arbitration, and other formal demands must be in writing and delivered personally or by certified or registered mail, return receipt requested, to the party's address in this Agreement or a replacement address designated by written notice. Mailed notices are deemed delivered three days after mailing. Notices to Mynians must be addressed to Legal Services, Mynians, LLC, 1322 Daniels Cove Drive, Winter Garden, FL 34787. Routine service communications and electronic copies of this Agreement may be delivered electronically; that does not replace these formal-notice requirements.

14. Entire agreement and general terms This Agreement, including the completed order summary, its schedules, and any written amendments signed by both parties, is the entire agreement concerning its subject matter and replaces prior oral and written agreements on that subject. Neither party relies on a representation not included here. Amendments must be in writing and signed by both parties. A failure or delay to enforce a provision is not a waiver. If a court or other competent tribunal finds a provision invalid or unenforceable, the remaining provisions remain effective, and the parties will negotiate in good faith an enforceable replacement that most nearly reflects their original intent.

15. Electronic records and signatures By selecting the electronic-consent, agreement-acceptance, and card-authorization checkboxes and signing, Customer agrees to conduct this enrollment electronically, receive this Agreement as an electronic record, and use an electronic signature to express Customer's intent to accept the Agreement and grant the limited payment authorization in Schedule C. Customer must have access to a browser and the ability to view and retain a PDF. Customer may download a copy of the completed submission and may request a copy from Mynians. A customer-signed submission records Customer's acceptance and remains subject to Mynians' written acceptance and confirmation of the effective date. No signature is applied on behalf of Mynians automatically. A customer who does not consent to electronic enrollment may contact Mynians at 407-374-2782 to discuss an alternative.

Your rates, in writing.

Schedule A | MSP base pricing

All prices are in USD. The rate applies to every covered device in the order.

Covered device	Monthly / device	Annual prepaid / device
Covered Workstations (Desktops/Laptops)	\$69.99	\$769.89 (12 months for 11)
Covered Servers (Physical or Virtual)	\$149.99	\$1649.89 (12 months for 11)

Monthly base fee = workstation count x \$69.99 plus server count x \$149.99, subject to a minimum monthly billing amount of \$250.00 per account. Annual prepayment is eleven times the monthly base fee after applying the minimum (\$2,750.00 minimum per year), covering twelve service months. More than 100 computers requires a separate written custom quote. All user-requested remote and on-site helpdesk support is billed separately under Schedule B.

Schedule B | Additional services

Standard Labor & Helpdesk Support	\$129.99 per technician per hour Regular billing hours: Monday-Friday, 8:00 a.m.-5:00 p.m. Applies to all user-requested remote support and troubleshooting. One-hour minimum, then half-hour increments, unless quoted.
Holidays and after-hours labor	\$185.00 per hour After 5:00 p.m. and before 8:00 a.m. Monday-Friday, and all day Saturday and Sunday; subject to scheduling.
Non-contract remote assistance	\$115.00 per hour or quoted session Separately authorized non-contract work only. All MSP helpdesk tickets use the Standard Labor & Helpdesk Support rate above unless otherwise quoted.
On-site training / consultation	\$720.00 per eight-hour session or \$115.00 per hour Labor only.
Custom programming	\$165.00 per hour Application-specific imports, exports, and platform file transfers; labor only.
Cat6 cabling and certification	See Schedule B - Cabling Labor-only rates depend on installation conditions. Separate written project quote required; excluded from the MSP base fee.
Non-contract trip charge	\$45.00 per call Does not apply to work under this MSP contract.

Additional-service rates are subject to change. Mynians will identify the applicable rate or written quote for separately authorized work. The initial MSP base fee is governed by the completed order summary and Schedule A.

Cabling labor & testing

These are Mynians labor-only pricing floors for customer-supplied Cat6 plenum cable, compatible patch panels and keystone jacks. A written project quote confirms the environment, pathways, quantities, testing and final price before work begins. Difficult conditions may cost more.

Installation environment	Labor per drop	Conditions
Open ceiling / new build	\$125 per drop	Accessible, unobstructed pathways; no hard-lid fishing or unusual access work.
Standard drop ceiling	\$175 per drop	Accessible commercial ceiling grid with normal tile lifting and routing.
Hard-lid / occupied retrofit	From \$250 per drop	Drywall fishing, occupied-space obstacles or complex routing; final price by site assessment.

Small-job mobilization. Projects with 1-9 drops add a \$250 mobilization charge for one planned mobilization. This is separate from per-drop labor. Additional visits caused by unavailable access, incomplete site preparation or customer-material issues require written approval. The general \$45 trip charge is not added to the same mobilization. The cabling project charge applies even if Customer has an MSP agreement.

Optional full certification. 1-25 links: \$50/link; 26-49 links: \$35/link; 50+ links: \$25/link. Full certification has a \$250 minimum per scheduled test session, applied as a minimum rather than an additional fee. The volume band applies to the links in the agreed test session. No automatic discount is promised for fragmented visits or mixed project phases.

What one drop includes. One drop means one continuous cable run between one agreed outlet and one patch-panel port, terminated at both ends. Base labor includes the pull through an agreed accessible pathway, termination, labeling, normal rack dressing of the installed cable, and standard qualification testing: wiremap, measured length and support for the agreed Ethernet speed, normally 1 Gb/s. A two-cable outlet counts as two drops.

Materials, scope & approvals

Qualification and certification. Qualification is not full standards certification. Full certification is an optional, separately priced test using a suitable calibrated certifier against the agreed Cat6 permanent-link or channel test limit, with a pass/fail PDF report for each tested link. The quote identifies the test standard, link model and any manufacturer-specific requirements. Test reports alone do not promise manufacturer warranty eligibility.

Separate scope and access costs. Unless expressly included in the written quote, labor-only drop pricing excludes materials, new pathway/support systems, conduit, coring, firestopping, lifts or scaffolding, permits, wall/ceiling repair, painting, hazardous-material work, extraordinary access and after-hours work. These items are priced separately before work. Necessary compliant firestopping is never omitted; it must be included in the agreed scope or provided by an identified qualified party before completion.

Customer-supplied materials. Customer must supply sufficient compatible, undamaged, appropriately listed materials suitable for the environment and specified Cat6 performance, including plenum-rated cable where required. Copper-clad-aluminum cable, mismatched or unsuitable connectors, and materials unable to meet the agreed test limit are not accepted as compliant substitutes. Customer provides product specifications and any required warranty-system documentation before scheduling. Mynians may pause or decline installation of unsuitable materials.

Extra work and repeat visits. Extra time caused by defective, incompatible, missing or unsuitable customer materials is outside base per-drop labor. After documenting the cause and obtaining written approval, diagnosis, replacement installation and retermination are billed at \$129.99 per technician per hour, with a one-hour minimum and half-hour increments thereafter, plus approved replacement materials and agreed remobilization. Separately requested repeat certification is quoted before work; the normal certification minimum applies to a new test session, not to each cable retest.

Our workmanship. Mynians will correct its own installation workmanship and retest the corrected work without charging Customer additional labor or testing fees. A failed test by itself does not establish that customer materials caused the failure. Customer-supplied product defects and third-party work are not covered by that workmanship correction.

Written approval before extra charges. The accepted project quote records drop counts by environment, route assumptions, material responsibility, qualification or certification choice, mobilization, access/equipment costs and the total approved price. Hidden conditions, added drops, changed routes, extra visits and work outside that scope require a written change order before additional charges are incurred. Certification equipment or rental needs must be included in the accepted quote; no unapproved equipment charge is added later.

Authorize your MSP billing

Merchant: Mynians, LLC | Service: IT Managed Services (MSP)

Cardholder name (as shown on card)

Cardholder / receipt email

Card billing ZIP / postal code

Receipt preference: email, mail, or both

Receipt mailing address (if mail selected)

Processor record: card brand / last four / reference (when available)

Authorized amount and purchases. The amount authorized is the Selected base fee due (USD) in the completed service order: the monthly base fee for monthly billing, or the annual prepaid base fee for annual billing. Applicable taxes must be shown on the invoice before charging. Project charges, cabling, certification, helpdesk labor, and other extras require separate written approval identifying the amount; this is not unlimited charging authority.

Recurring schedule and first charge. Monthly billing: recurring base payments on the 1st of each month. Annual prepaid billing: once every twelve months on the confirmed annual billing date. Mynians will confirm the first charge date and any initial partial-period amount in writing before charging. A change to the recurring amount or schedule requires a new written authorization before the changed charge.

Permission to retain and charge the card. I authorize Mynians, LLC to charge the payment card that I securely provide or identify on file for the approved MSP payments described here. I am the cardholder or have authority from the cardholder to grant this permission. I authorize QuickBooks Payments to retain the payment method for these approved charges. This permission applies only to the stated amount, service and schedule, together with separately approved purchases.

Secure card details. Mynians and its accounting team arrange QuickBooks Payments secure card setup separately. Full card number, expiration and any verification code are entered only through that secure workflow. The form, email and downloadable agreement retain only the cardholder details and, when available, the card brand, last four digits and processor reference. No full card number or verification code belongs in this agreement.

Cancellation and receipts. To revoke authorization for future card charges, contact Mynians Billing at trmosby@mynians.com or 407-374-2782. Revocation applies to future charges; it does not reverse valid prior charges or itself terminate the MSP agreement. Service termination and amounts otherwise owed remain governed by the Agreement. Payment receipts follow the selected email and/or mail preference. The completed agreement is delivered electronically to the business email independently of receipt preference.

Review. Sign. Keep your copy.

Customer acceptance

- ☐ I consent to electronic records and signatures and can download and retain my completed Agreement.
- ☐ I am authorized to bind Customer. I accept the completed order summary, all fifteen sections, and Schedules A, B and C, including the twelve-month renewal term, thirty-day notice requirements, and nonrefundability of prepaid amounts.
- ☐ I authorize the card-on-file and recurring charges described in Schedule C. I am the cardholder or have authority from the cardholder. My signature below applies to both this authorization and the service agreement.

Customer electronic signature - captured in the online form

Signer full name

Title / role

Submission reference

Submission date and time

Agreement version: MSP-2026-09-16-R4

Customer-signed submissions are subject to written acceptance by Mynians. A signature is never applied automatically on behalf of Mynians. Keep the completed PDF and acceptance confirmation together.

Mynians authorized representative (when accepted)

Confirmed effective date

Keep this completed agreement, Schedule C authorization, and the submission confirmation together.