



Client Welcome: January 3, 2023

From the CEO: Tom Hogue

Happy New Year!

ELEVATED MSP, LLC is pleased to welcome the loyal customers of TDS Clinical to our support for their NetProtect firewall solution. Since the transition of services to our full-time expert technical team, Elevated has had the pleasure of servicing many good pharmacies.

While this effort continues, we would like to address a few items.

1. Support Terms:

Elevated has committed to honoring the existing NetProtect support plan while the existing firewall equipment is in place. Current rates are honored for existing services, while additional services can be provided if requested. Help Desk Support contact information: support@elevatedmsp.com or 800.444.9484 x0.

2. Billing Transition:

Both Elevated and TDS require a transition for the NetProtect customers to the Elevated payment system. Each client will begin receiving invoices directly from Elevated for support in January 2023 - for February's upcoming services. ACH payments are standard – Terms are the 15th of each month for the upcoming month's services. Billing contact information: billing@elevatedmsp.com or 800.444.9484 x1.

A Welcome Email will be sent to create access to the automated billing portal to set up your payment and access invoices. You may also access the automated billing portal at <https://ebill.elevatedmsp.com/>.

For your added convenience, Elevated MSP, LLC will securely retain automatic payment information for each of our valued clients. The provided bank account information will be used when requested to process payments for open invoices, including Help desk support, Managed services, Network services, Project materials, and Project services. Again, Elevated's standard billing cycle is the 15th of each month with a Net 15-day term.

3. Systems Upgrades:

In February 2023, Elevated will propose upgraded firewall and connectivity solutions to begin a phased rollout for the replacement of the outdated Sonicwall devices currently in place.

This upgrade will provide additional security functionality such as:

Benefits of using a Meraki Firewall/Wireless AP:

- Centralized cloud management and firmware updates
- Next-generation layer 7 firewall and content filtering
- Intrusion detection and prevention
- SSL inspection (where applicable)
- Support for native IPsec or Cisco AnyConnect remote client VPN

Benefits of including Wattbox/UPS:

- Continuous power to prevent electronic damage in the case of facility power failure
- Automatic restart based on event triggers

Remote Operations Computer (ROC):

- Provides the ability to perform internal vulnerability scans needed for PCI/HIPAA compliance
- Central point for remote support without the need for having technicians connect to user's workstations and interrupt productivity

Please feel free to reach out with any questions regarding the billing cutover or future upgrades to your NetProtect services.

Elevated looks forward to taking its services and your business to the next level of IT excellence.