Example Coverage Section for

Master Service Agreements

## *MSPs: Use this template to add Infrastructure Protection and Workstation Assurance as required line items to your Master Service Agreements. Edit as needed to suit your specific services and standards.*

# Coverage Minimum Standards

**Mandatory operating environment requirements:**

1. All workstations must run fully supported operating systems (*include current operating system version here*).
2. All servers must run fully supported operating systems (*include current operating system version here*).
3. All server and network equipment supported by the MSP must have an active service contract with a 4-hour on-site replacement.
4. All workstation hardware supported by the MSP must have full-replacement coverage.
5. All server and desktop software must be genuine, licensed, and supported.
6. The Client has and shall maintain all necessary licenses, permits, rights, consents, registrations, approvals, and titles.
7. The environment must have a currently licensed, up-to-date, and vendor-supported server-based antivirus solution protecting all servers, desktops, notebooks, and email.
8. The environment must have a currently licensed, supported server-based backup solution that can be monitored and send notifications on job failures and successes.
9. The environment must have a currently licensed, supported hardware firewall.
10. All wireless data traffic in the environment must be encrypted.

# Excluded Services

**Services performed relating to the following are specifically excluded from the agreement and are billable at the applicable rates:**

1. Parts, equipment, or software not covered by vendor/manufacturer warranty or support.
2. The cost of any parts, equipment, or shipping charges of any kind.
3. The cost of any software, licensing, software renewal, or upgrade fees of any kind.
4. The cost of any 3rd party vendor/manufacturer support or incident fees of any kind.
5. The cost of bringing the Client’s environment up to the minimum standards required for services.
6. Failure due to acts of God, building modifications, power failures, or other adverse environmental conditions or factors.
7. Service and repair made necessary by the alteration or modification of equipment other than that authorized by the service provider, including alterations, software installations, or modifications of equipment made by the Client’s employees, contractors, or anyone other than the service provider.