



Breton Technologies Limited (BTech) engages in business activities pertaining to the sales, service, and support of computer hardware and computer software. It also provides software development services and implements custom solutions related to information technology.

BTech renders service and technical support either by applying an hourly service rate or by providing support under an annual support agreement. A copy of the annual agreement that is applicable to all clients, known as the Breton Technologies Service and Support Agreement (BTSSA), is maintained on the company website under the following URL: <https://bretontechnologies.com/btssa>.

This document is intended to accompany the BTSSA to define additional services to be rendered. As a client that is doing business with BTech under an annual service agreement, the following services are to be accepted or declined to form part of the BTSSA.

Service Offerings:

Service Offering	Description	Price	Accept	Decline
Cloud Data Backups and Retention Services	Automated encrypted scheduled cloud backup and restore service. Configurable retention periods, Private cloud account containing private encrypted data. Email Notifications. Offers the most convenient means of off-site storage protection against the internal threats, theft or damage to premises from events such as fire or flood. Pricing based on backup storage and retention capacities.			
On Premise Data Backup and Retention Services	Automated on premise scheduled backup and restore service. Configurable retention periods. Media rotation strategy. Email notifications. Offers added security when compared to cloud and data residing with a third party. Pricing on backup storage capacity.			
Backup for System Recovery Services	Adds operating system backup or on-premise backup and retention service for faster recovery in the events of equipment failure to cloud.			
Business Class Firewall Security Device & Annual Subscription	Business Class Hardware Appliance configured with security subscription services. Renewal options: Annually, 2 Yrs, or 3 Yrs. Intrusion Prevention, Content Monitoring, Optional Anti-Virus Scanning.			
Automatic Operating System Updates	Applying of Microsoft Windows operating system updates. General Updates, Fixes, Security Patches, Enhancements, O/S Major updates for servers and workstations. Monthly maintenance with accelerated schedule for critical updates required as a result of business interruption.			
Anti Virus/Malware Protection Subscriptions	Software anti virus and malware protection. Resides on all servers, desktops, laptops and supported tablets. Auto updates for protection patterns.			
Automatic Application Updates	Applying of software updates for applications such as MS Office, Accounting packages, business management apps.			

BTSSA: ACCOMPANYING CLIENT SERVICES

Data Destruction and Media Disposal	Preservation of business data prior to the destruction and disposal of storage media such as hard disk drives and memory sticks. Certificate of Disposal provided.			
VPN Remote Connectivity	Remote connectivity via hardware or software VPN devices with applicable licenses for a higher level of secure authentication and connectivity.			
Emergency After Hour Services Outside of normal operating hours	Emergency response times after normal operating business hours with triage for other remote support or site service.			
SUMMARY	Total Price and No. of Accepted & Declined Services.			

The BTSSA and Accepted Service Offerings in Effect for the Period:

Starting: January 2024	Ending: December 2024
-------------------------------	------------------------------

I certify that I am responsible for reading and understanding the Breton Technologies Service and Support Agreement (BTSSA) found at <http://BretonTechnologies.com/BTSSA> and I accept the terms of that agreement. Full payment of the BTSSA constitutes acceptance of the agreed upon price between the issuing and accepting parties.

X _____ Client Signature	X _____ Please Print Full Name
-----------------------------	-----------------------------------

I hereby certify this document accompanies the BTSSA for the above noted dates for additional service offerings and includes a before tax total price of accepted services. Accepted services are notated by an X in the Accept column corresponding to each service offering.

X _____ Client Signature	X _____ Please Print Full Name
-----------------------------	-----------------------------------

Date of Signatures	
--------------------	--