

GLASS TECH / CUSTOMER PROJECT DOCUMENT

Managed-service scope and pricing

GHT • Revision 2026.09.08-1 • 8 September 2026 • Complete project fields before signature

This schedule defines recurring service for the listed sites and assets. It is separate from installation. Complete the selected plan, inventory, commercial terms and responsibility matrix before signature. Marketing terms such as managed or secure do not replace a defined service boundary.

List the exact published plan/version, base quantity and price, added users/devices/sites, onboarding fee, monthly total, tax and third-party subscriptions. Attach the supported asset register. Identify excluded, unsupported or end-of-life systems and any remediation project required before service begins.

Responsibility matrix: assign an owner and scope for help desk, remote/on-site work, monitoring, operating-system/application patches, endpoint protection, identity, firewall/network changes, backup/restore, licensing, ISP/POS vendor escalation, security incidents and after-hours work. State included labor and separately billable project work.

Backup schedule: identify datasets, frequency, retention, storage location, encryption/access, RPO/RTO objectives, restore-test frequency and alert owner. A successful backup job is not by itself a demonstrated recovery.

Service term, renewal, fee-review and cancellation rules must be expressly completed. Do not assume unlimited on-site work, 24/7 response, guaranteed resolution time or automatic annual price increases from this template.

Customer / sites / plan ID and catalog version

Supported users-devices-assets inventory attachment

Onboarding fee / base monthly fee / additions / tax / total

Service start / term / renewal / cancellation / fee review

Coverage hours / time zone / holidays / contact channels

Included work and exclusions / responsibility matrix

Backup datasets / frequency / retention / RPO-RTO / tests

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Response, escalation and handover

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Define priority levels by actual business impact. Suggested categories for agreement are critical site/service outage, major multi-user impairment, routine single-user issue and planned request. For each, enter coverage hours, initial response target, update interval, escalation and any on-site objective. An initial response is acknowledgment/triage; it is not a promise that a third-party fault will be repaired within that time.

The customer identifies authorized requesters and change approvers. GHT uses named delegated access and agreed tools; access, data handling, logging and retention follow the completed terms. Establish incident reporting and third-party escalation contacts before activation.

Onboarding acceptance includes asset inventory, tool/agent check-in, an alert-to-ticket test, escalation contacts, backup/recovery evidence where contracted, known-issue register and customer access ownership. Record remaining remediation with owner/date; do not represent it as completed.

Offboarding: agree a transition date, transfer customer-owned configuration/data and recovery access, revoke delegated access and agents as authorized, complete agreed retention/deletion and reconcile final billing. Identify any licensed service that ends with the subscription.

By signing, the parties accept the completed service scope and referenced terms, including the explicit response targets and exclusions. An installation acceptance signature alone does not subscribe the customer to this schedule.

Priority 1: impact / response / updates / escalation

Priority 2: impact / response / updates / escalation

Priority 3-4: impact / response / updates / escalation

Authorized requesters / change approvers / incident contacts

Onboarding tests / known issues / acceptance date

Security-data terms / transition and offboarding terms

Customer signature / printed name / title / date

GHT signature / printed name / title / date
