Covered Device Eligibility & Remediation Policy

Purpose

This Covered Device Eligibility & Remediation Policy ("Policy") defines the standards and conditions under which devices, systems, and environments qualify for included support under Gyver Technologies managed services offerings.

This Policy is intended to clarify support eligibility requirements, establish operational boundaries for inherited or pre-existing technical issues, and define when remediation work falls outside the scope of included Managed Services.

This Policy supplements the applicable Master Services Agreement ("MSA"), Service Order, and associated Service Level Agreements ("SLAs").

Covered Device Eligibility

To qualify as a Covered Device under Managed Services, a device or system must:

• Be listed as Covered in the applicable Service Order
• Remain compliant with Gyver security and operational standards
• Be within vendor-supported lifecycle requirements
• Operate on supported hardware and operating systems
• Maintain required monitoring, security, and management agents
• Be connected and capable of receiving updates and policy enforcement
• Be in reasonably stable and supportable working condition, as determined by Gyver Technologies

Gyver reserves the right to determine whether a device or environment meets supportability standards.

Pre-Existing Conditions & Remediation

Devices, systems, applications, or environments with pre-existing instability, deferred maintenance, malware, corruption, hardware failure, significant performance issues, unsupported configurations, or other material technical deficiencies identified during onboarding or initial support activities may require remediation work outside the scope of included Managed Services.

Examples may include, but are not limited to:

• Existing malware or compromise conditions
• Corrupted operating systems or user profiles
• Failing or degraded hardware
• Unsupported or end-of-life operating systems
• Improperly configured networks or wireless infrastructure
• Devices lacking required updates, patching, or security protections
• Significant performance degradation caused by age or prior neglect
• Inherited environments with undocumented or unsupported configurations
• Third-party software conflicts or failed migrations
• Existing backup failures or storage issues

Such remediation work may be billed separately at Gyver's current hourly, project, or remediation rates.

Unsupported & Aging Equipment

Devices exceeding Gyver's recommended lifecycle standards may continue receiving limited monitoring or best-effort support at Gyver's discretion; however, included troubleshooting coverage may be limited or excluded entirely.

Gyver reserves the right to classify troubleshooting involving aging, unstable, unsupported, or repeatedly failing equipment as billable remediation work.

Previously Unmanaged Environments

Clients transitioning from another provider or from internally managed environments may require stabilization, remediation, cleanup, documentation, restructuring, or modernization work before systems fully qualify for standard Managed Services coverage.

Discovery of such conditions during onboarding or ongoing support does not imply those remediation activities are included within standard recurring Managed Services fees.

Security & Compliance Requirements

Covered Devices must maintain compliance with Gyver security standards, including but not limited to:

• Supported operating systems
• Required endpoint protection
• Monitoring and management agents
• Encryption requirements where applicable
• MFA and identity security requirements where applicable
• Patch management compliance

Failure to maintain compliance may result in reduced support eligibility, suspension of support coverage, or billable remediation work.

Third-Party & Legacy Systems

Gyver does not guarantee supportability, stability, compatibility, or issue resolution for:

- Unsupported third-party applications
- Legacy infrastructure
- End-of-life systems
- Client-modified configurations outside Gyver standards
- Systems managed by third parties
- Consumer-grade hardware used in business-critical roles

Support involving such systems may be limited, best-effort only, or billable separately.

Policy Updates

Gyver Technologies may update this Policy periodically to reflect evolving operational, security, support, or compliance requirements.

The current version of this Policy may be maintained on Gyver's website or client documentation portal.

END OF COVERED DEVICE ELIGIBILITY & REMEDIATION POLICY