

Re: Update

From Chelsea Rheault <chelsea@houghtoncounty.gov>
Date Wed 5/28/2025 3:18 PM
To Board of Commissioners <boc@houghtoncounty.net>
Cc Daniel Helmer <prosecutor@houghtoncounty.gov>

Hello,

I would like to provide an update on the recent progress regarding the TCPD situation, following the Board's formal request at the May meeting for all invoice expenditures.

Joe M., our CPA consultant, and myself, completed a review of TCPD's invoices and financial reports. We did not note any significant discrepancies. However, Joe requested additional context in certain areas. Ann provided clarifying comments, which are noted in red within the document below:

Can you give us a better understanding of the retirement plan and how that expense is calculated? We have a retirement plan which is comprised of individual 401(k)s. It is with American Funds and it is overseen by Pension Consultants, Co., Inc. Each employee contributes whatever they want to the plan each pay period. Some employees contribute nothing from their paycheck. Each year an Employer contribution is made by TCPD. The amount of the Contribution is in our budget/cost analysis each year with the MIDC. Pension Consultants calculates how much will be deposited into each individual 401(k). They calculate that by taking the previous year's total payroll amount and each employee receives a pro-rata share of the employer contribution depending on their total salary/wages for that prior year.

Another item that we are trying to understand is the travel item. What are the procedures for travel expenses? Is this something that you get approval from MIDC? I believe you are referring to mileage for the employees. If so, the three attorneys and our case manager receive a mileage reimbursement each quarter. They are the only employees who travel for their employment. They receive the IRS mileage rate for traveling to and from Court in Baraga and Eagle River. Round trip from our office to the Baraga Courthouse is 70 miles and round trip from our office to Eagle River is 80 miles. We don't reimburse mileage to the Houghton Courthouse as it is only a few blocks away. This is an internal policy of TCPD. Travel to and from CLE seminars are paid to all attorneys in our system who attend seminars and those rates are set by the MIDC and are in our budget under Training. Not many attorneys use this though because most of them are too busy to travel and they just do them online.

There are also expenses for utilities. Are these bills split with Dave's private practice and is there an allocation that you use? Dave does not have a private practice. The MIDC does not permit attorneys who work in the public defender's office to do ANY private work. I worked for Dave prior to opening up TCPD and we had to farm out any remaining cases we had before opening our doors at TCPD on 10/1/18. We did have a thriving private practice but closed it to do criminal indigent defense.

We also consulted with Rebecca Mack, Grant Director at MIDC. She clarified the following:

" [This is a] local control statute, its more of what the county was allowing that is within the confines of the grant manual. So salaries, retirement etc... and furniture are all points of negotiation with your contract with them as long as they are approved expenditures in the grant manual."

Based on this, it is my understanding that all current expenses are considered MIDC/contract-allowable, unless the contract explicitly states otherwise-- which I do not believe it does.

It may be advisable to establish a formal lease agreement for the TCPD building. Currently, TCPD pays a monthly rental fee and assumes costs for repairs and snow removal. While this arrangement is acceptable per MIDC if stipulated in a lease, these responsibilities would typically fall to the property owner in a standard rental arrangement.

Responses to Common Questions

1. Who is responsible for conflict attorney payments?

Houghton County is to pay conflict attorneys directly. Per Rebecca Mack, TCPD should not receive funding for conflict attorney costs within their budget. This payment is made using MIDC money.

2. How are travel requests handled?

For out-of-state travel, TCPD must submit a written request to Houghton County. The County would then forward the request to MIDC for approval.

3. How much do we pay for conflict attorney expenses?

10/01/2022 - 10/01/2023 = \$67,474.00 (MIDC approved budget = \$50,000.00)

10/01/2023 - 10/01/2024 = \$91,740.33 (MIDC approved budget = \$65,015.00)

10/01/2024 - 05/28/2025 = \$48,234.76 (MIDC approved budget = \$145,910.00)

4. What are the W-3 Reported Wages?

2024 W-3 = \$530,233.35 (Box 1 - Wages, tips, other compensation)

2023 W-3 = \$474,806.60 (Box 1 - Wages, tips, other compensation)

2022 W-3 = \$417,570.22 (Box 1 - Wages, tips, other compensation)

2021 W-3 = \$374,124.83 (Box 1 - Wages, tips, other compensation)

2020 W-3 = \$345,347.47 (Box 1 - Wages, tips, other compensation)

2019 W-3 = \$317,785.62 (Box 1 - Wages, tips, other compensation)

2018 W-3 = N/A (TCPD had a different accountant then)

5. What is the MIDC Grant Amount?

10-01-2025 thru 09-30-2026: Amount of Funds Requested = \$1,245,906.87; Project cost = \$1,405,131.32; Agency Local Share = \$159,224.45

10-01-2024 thru 09-30-2025: Amount of Funds Requested = \$1,085,825.36; Project cost = \$1,245,514.92; Agency Local Share = \$159,689.56

10-01-2023 thru 09-30-2024: Amount of Funds Requested = \$914,489.22; Project cost = \$1,074,178.78; Agency Local Share = \$159,689.56

6. How much money has Houghton County sent TCPD YTD?

A total of **\$448,966.98** was disbursed between **October 1, 2024, and May 28, 2025**. This amount includes:

The forwarding of the first half of Keweenaw County's payment,

The first half of Baraga County's payment, and

The issuance of a check for the first half of Houghton County's payment.

In addition, payments (reimbursements) were made to the Tri-County Public Defenders (TCPD) for the following monthly expenses:

October 2024: \$124,430.33

November 2024: \$74,000.48

December 2024: \$66,973.60

January 2025: \$103,717.79 — *Note: This check was placed on hold during the May Regular Board of Commissioners meeting and remains in the possession of Houghton County.*

7. How many MI Counties operate under the non-profit structure versus a County Defense Department?

Ms. Mack explained that many counties in Michigan are moving to county-run public defense systems, which tend to be more efficient, cost-effective, and offer better oversight. Out of 120 Michigan Indigent Defense Commission (MIDC) grant recipients, fewer than eight counties still use a nonprofit model. These include Keweenaw, Houghton, and Baraga, as well as Alpena, Saginaw, Kalamazoo, and Wayne (which uses a hybrid model). Kent County transitioned to a county-run system in October 2024, and another Upper Peninsula county—possibly Iron—has also adopted this structure.

Ms. Mack emphasized that transitioning to a county-run model does not significantly change the relationship with MIDC. Even under the nonprofit model, the county remains the official client of MIDC. For example, Houghton County—not the Tri-County Public Defenders (TCPD)—holds the MIDC grant contract. While Keweenaw and Baraga Counties benefit from the services, the contractual relationship is exclusively between MIDC and Houghton County, which also manages separate contracts with Keweenaw and Baraga.

8. How much MIDC \$ has Houghton County received for the current fiscal Year?

\$271,456.34 (of the \$1,085,825.36 contract amount)

Other payments to Houghton County have been put on freeze by MIDC pending this current situation. I believe payment was expected January 1 and April 1 of 2025, which have not yet been released to Houghton County.

9. What are the next steps?

The focus now shifts to finalizing the FY24 quarterly FSRs and the Unexpended Fund Balance Report.

To accurately complete the reports, a comprehensive review of TCPD's finances from 2018 to present was required. Joe and I reviewed all data in conjunction with figures provided by MIDC. The reported unexpended state grant funds as of 09/30/2024 were \$203,047.52. After the six-year reconciliation, the corrected amount is \$721,913.04—a difference of \$518,865.52.

This overage will result in MIDC reducing its FY25 grant disbursement (Oct 2024 – Sept 2025) by \$518,865.52. Based on this adjustment, I am concerned that TCPD may not have sufficient funds to continue operations, and I am currently awaiting guidance from MIDC on next steps, should that be the case.

Additionally, MIDC still believes there may be a total overpayment of approximately \$1.3 million. I am waiting to receive their supporting documentation to confirm this figure.

Based on our review, there is no indication that the overspending was nefarious or intentional. However, TCPD must propose a new payment plan that does not rely on current or future grant funds to pay off existing debt. Their previously proposed plan was deemed unacceptable by MIDC.

The primary challenge appears to be helping TCPD understand that this is not merely a one-year issue. While last year's audit did show a fund balance deficit for that year alone, further analysis revealed that TCPD's financial reports have been consistently inaccurate over all years.

I have submitted TCPD's repayment proposal to MIDC twice and communicated their response to Ann, as outlined below:



Mack, Rebecca (LARA) <MackR2@michigan.gov>

To: Chelsea Rheault

Cc: Baker, Brett (LARA) <BakerB24@michigan.gov>; Calef, Lauren (LARA) <CalefL@michigan.gov>; Joseph Mangan <jmangan@lauterbachamen.com>

Reply Reply all Forward

Mon 3/21/2025 9:37 AM

You forwarded this message on Wed 5/21/2025 2:28 PM

CAUTION: This email originated from outside the organization of Houghton County. Exercise **EXTREME** caution when opening external attachments or links from unknown sender.
Good Morning Chelsea;

Chelsea, I would appreciate if you could direct your correspondence to the MIDC to me regarding the issues facing Houghton County and the non profit regarding the MIDC grant and the funding of the non profit. I have concerns about this review, the size and scope, and possible misinformation.

Regarding an email that Ann Harris recently created recapping a meeting you had last Tuesday, it appears to just include information for the past two fiscal years, and not the entirety of the problem, with local share funds which should have stayed in the local 260 being forwarded directly to the non profit in several grant years. In Ann's recent messaging regarding your meeting, this issue appears to be perpetuated, stating, "Houghton County would not deposit the local shares into our 260 account as scheduled on April 1, 2025. That payment in the amount of \$79,845.00 would instead be paid to Houghton County as partial repayment of the deficit." This cannot happen and violates the grant contract and clearly is the root of the problem starting in the FY19 grant year.

I as I state previously, we are leaving the FY24 grant open for now for reconciliation, but for all grant years, including using the Unexpended Balance report for FY24 as a mechanism for a true up for the grant years FY19-23.

Before we move forward with any revised reporting, I would like to be apprised of the complete analysis of all grant years, much like Brett Baker has presented to the county, for records of payments made to and expenditures reported by the county and where variances are reported by the county and corrections need to be made.

Please contact me if I can be of further assistance in this matter.

Regards,

CR

Chelsea Rheault

To: Ann Harris <aharris@tcpd.legal>

Reply Reply all Forward

Fri 4/4/2025 6:04 PM

You forwarded this message on Mon 4/14/2025 12:49 PM

Hi Ann,

I spoke with Ms. Mack, and it was my understanding that she would be reaching out to Mr. Gemignani directly.

Ms. Mack indicated that the proposed repayment plan is not acceptable, as it violates the terms of the contract. She also clarified that the discrepancy spans six years, not two as previously thought. As a result, we will need to review records for the entire six-year period in order to determine the accurate FY24 unexpended funds and the total amount of overpayments. Only after this review can the FY24 correction reporting proceed.

To begin this process, could you please provide monthly profit and loss statements from October 2018 through the present? I understand that you have already shared P&L documents, but those were organized by year and had formatting issues—specifically, the far-right column was carried over to a second page, which made them difficult to follow, as the pages were out of order.

To expedite the process, please send the FY24 documents first so I can begin reviewing them while you compile the remaining years.

If possible, I would prefer to receive these documents in digital format.

Additionally, could you please send copies of all invoices for expenses incurred from October 2023 through September 2024?

Thank you,

Chelsea

Now that the process of reviewing reports and invoices is through, I find that it is time to complete the FY24 quarterly FSR's and the Unexpended Fund Balance Report. I put in a request to MIDC for them to reopen the 5 reports so that I can make the required edits-- I will let you know when MIDC permits my request.

As for the local share revenue-- I can confirm that Baraga County sent Houghton County the 1st half of their payment for TCPD in the amount of \$15,170.50 and this was receipted on 10/08/2024. Keweenaw County sent Houghton County the 1st half of their payment for TCPD in the amount of \$3,992.24 and this was receipted on 11/5/2024. Baraga County sent Houghton County the 2nd half of their payment for TCPD in the amount of \$15,170.50 and this was receipted on 03/31/2025. Keweenaw County sent Houghton County the 2nd half of their payment for TCPD in the amount of \$3,992.24 and this was receipted on 04/22/2025. Houghton County issued a check for their 1st half of their payment for TCPD in the amount of \$60,682.04 on 10/29/2024. A journal entry is still required of Houghton County to transfer in the 2nd 1/2 of Houghton County's contribution totaling \$60,682.04-- we were told by MIDC to transfer in the money to TCPD's fund at Houghton County-- NOT to send this over as a check to TCPD (as a reimbursement and expense report is required of TCPD). This was something I was waiting to complete until I had a better understanding of the situation, but I can process this at any time.

If you have questions about any of this, please call my cell directly.

Thank you!



Outlook

RE: Deficit repayment plan

From Ann Harris <aharris@tcpd.legal>

Date Thu 5/8/2025 3:19 PM

To Chelsea Rheault <chelsea@houghtoncounty.gov>

Cc David Gemignani <dgemignani@tcpd.legal>; Cameron Herrington <cherrington@tcpd.legal>; Ken Talsma <ken@antack.com>; jmangan@lauterbachamen.com
<jmangan@lauterbachamen.com>

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Chelsea:

Our proposal for repayment of the FY-2023 deficit would be as follows:

- * We would pay one-half of the \$149,294.43 deficit, which would be \$74,647.22 by the end of this fiscal year (9/30/25)

- * We would pay the remaining half of the deficit, in the amount of \$74,647.21 by the end of the next fiscal year (9/30/26)

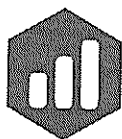
We will only be able to make the first payment when you amend the four FSR's and the Report of Unexpended Grant Funds for FY-24. Once you do that, the State/MIDC will release our funding and we can make that first payment and continue operations.

If you have any questions, please feel free to contact me.

Ann

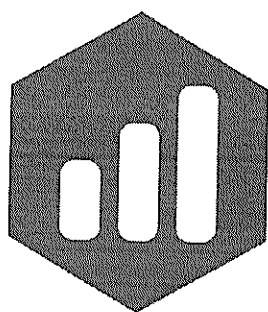
PLEASE CONFIRM RECEIPT OF THIS E-MAIL.

Ann M. Harris
Administrator
Tri-County Public Defenders
1221 Schoolhouse Drive
Houghton, MI 49931
Phone: 906-487-7007
Fax: 906-487-7027
Email: aharris@tcpd.legal



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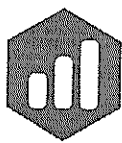
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Hosted Phone System Agreement

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IT Consulting | Managed Services | Computer Repair | Phone Systems | Surveillance Systems
Printers & Copiers | Managed Backups | E-mail Hosting | Web Hosting



Definitions

This Hosted Phone System Agreement ("Agreement" or "Contract") sets forth the specific terms and conditions under which Up and Running Technology Solutions ("UAR" or "Contractor") shall supply certain Services to Client ("Client" or "Customer" or "User"). This Agreement entered into between UAR and Client fully incorporates the terms herein and provides that this Agreement constitutes acceptance of the terms and conditions stated herein.

Service Description

UAR provides phone system services as outlined in Appendix A below. UAR agrees to provide these services to and for the benefit of the Client at the price and for the term defined on the Pricing & Term page found below.

Hours of Operation

UAR's regular hours of operation are Monday through Friday from 8:30am-5:00pm EST. Service Requests are typically scheduled during regular hours of operation. Certain projects may be scheduled outside of UAR's regular hours of operations to reduce system downtime. In addition, UAR understands emergency support may be required from time to time and will respond as efficiently as possible.

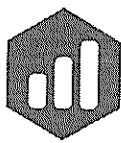
Placing a Service Request

You may place a service request by calling (906) 482-4800 or emailing support@uartechsolutions.com

For after-hours emergency support (evenings and weekends), please leave a voicemail and indicate in your message that you need emergency support. Voicemails are sent to our team after hours and we will respond as efficiently as possible. We currently do not monitor voicemails overnight (11pm-6am EST).




When placing a Service Request, it is important to provide relevant information such as:

- a reasonably detailed description of service request
- first and last names of affected users
- proper call back number or email address
- priority of the request:
 - **Medium** and **High** level requests **must** be placed by phone so we can verify the details and properly dispatch the request. For after-hours support, please leave a voicemail and indicate in your message that you need emergency support.
 - **Normal** level requests may be placed by phone or by emailing our support team.



Service Request Priorities

We classify Service Requests with a priority level as shown in the table below. When you place a Service Request, we will ask for the priority level so we can properly dispatch the request. The examples in the table below are purely a guideline, and not all-inclusive. While not guaranteed, UAR strives to provide the response times listed in the table below.

PRIORITY	EXAMPLES	AVERAGE RESPONSE TIMES
 High	Entire phone system is down. Multiple users are unable to make or receive calls.	< 1 hour
 Medium	A single phone is offline or otherwise non-functional. A single user cannot make or receive calls.	2-8 hours
 Normal	Phone move or change. Programming changes.	1-5 business days

Client Requirements

Designate Authorized IT Contacts to be the point of contact to interface with UAR on a regular basis. You will be asked to provide the details for your Authorized IT Contacts during the onboarding process.

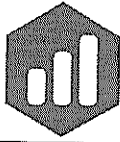
There are certain hardware requirements that need to be in place so we can effectively meet our service obligations. We will update this list from time to time as certain technologies age and other technologies are released and tested by us. If you do not have all of these minimum standards in place before your Agreement start date, we will work with you on a plan to bring your infrastructure up to our standards. We understand that this may take some time depending on timing and budgets so we will do our best to support any items that do not currently meet our standards. However, if an item requiring support does not meet our standards, it will be at our sole discretion whether we charge you for any time incurred for supporting that item.

UAR standard hardware and software:

- Actively supported Sonicwall router or comparable with VOIP QoS enabled
- Unifi POE network infrastructure or comparable
- Properly labeled network infrastructure (labeled wall jacks, patch panels, etc.)

Pricing & Billing

Pricing for the term of this Agreement will be defined on the Pricing & Term page found below. Invoices are sent during the first week of each month for any of the previous month's out-of-scope work and for the current month's service. Most invoices for services rendered are due NET 25. We often require hardware and software to be paid in full prior to ordering and larger projects often



require a 50% down payment. Quotes will be provided for hardware and software as well as larger projects which will clearly define the applicable payment schedule.

Payments can be made by check, ACH or credit card. We also offer an auto-pay option via ACH or credit card. If you would like to enroll in auto-pay, please contact our office. Auto-pay payments are always charged on the 15th of each month.

UAR reserves the right to modify pricing at a Term renewal or Term auto-renewal. Any upcoming price changes will be discussed prior to a Term renewal or Term auto-renewal.

Agreement Term

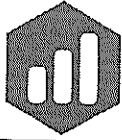
The Term for this Agreement will be defined on the Pricing & Term page found below. This Agreement will automatically renew for a period equal to the period of the original Term unless a notice of non-renewal is sent to the other party 90 days before the current Term is scheduled to end. UAR strives to provide an excellent level of service. We hope that if you are not satisfied with us in any way, you would let us know.

Termination

This Agreement may be terminated at any time by either party by providing written notice to the other party at least 90 days in advance of the desired Termination Date. If this Agreement is terminated by the Client, the remaining amount of this Agreement (current monthly rate multiplied by the number of months remaining in the current Term) will be due in full by the Termination Date. If this Agreement is terminated by UAR, a written notice at least 90 days in advance of the desired Termination Date will be provided to the Authorized Company Officer who signed this Agreement and/or the Authorized IT Contacts. If this Agreement is terminated by UAR, the Client will only need to pay for the service through the Termination Date and will be relieved of paying for the service beyond the Termination Date. If this Agreement is terminated by either party, during the 90 day termination period, both parties each agree to work professionally to continue an acceptable level of service and communication. Once the Termination Date has passed, any additional Service Requests will be billed hourly at UAR's current hourly rate, which is \$150/hour, with a 1 hour minimum. UAR will coordinate with the Authorized IT Contacts to return a current copy of any pertinent information such as admin passwords, technology documentation, warranty records, etc.

Confidentiality

Both parties agree not to use any confidential information of the other party for any purpose except to perform their obligations under this Agreement. UAR agrees not to disclose any Confidential Information of the Client to third parties without the prior written approval of the Client, except that UAR may disclose Confidential Information if such disclosure is required by law, provided that UAR gives the Client prompt written notice of such requirement prior to such disclosure and assistance in obtaining an order protecting the information from public disclosure.



Legal Disclaimers

Assignment

Contractor's obligations under this Agreement may not be assigned or transferred to any other person, firm, or corporation without the prior written consent of Client.

Entire or Sole Agreement

The parties hereby agree that this Agreement is the entire agreement between the parties. This Agreement may be modified or amended if the amendment is made in writing and is signed by both parties.

Force Majeure

Neither party to this Agreement shall be liable for failure to perform or delay in performance of any of its obligations under this Agreement (except payments already due and owing) where such failure or delay results from the act of God, military operation, national emergency, civil commotion, or the order, requisition, request or recommendation of any government agency or acting government authority, or any party's compliance therewith, or government probation, regulation, or priority, or any change in laws or regulations which prevent any party from providing services required by this Agreement, or any other cause beyond any party's reasonable control whether similar or dissimilar to the foregoing causes.

Governing Law

This Agreement shall be governed by, and construed and enforced in accordance with the laws of the State of Michigan without regard to conflict of laws principles. The parties agree that the venue of any litigation arising in connection with this Agreement shall be in Houghton County, Michigan.

Indemnification

Client and Contractor both agree to indemnify the other party for any damages that result from the act of gross negligence. Damages may include but are not limited to all claims, losses, expenses, fees including attorney fees, costs, and judgments.

Severability

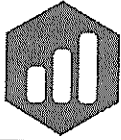
If any provision of this Agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of this Agreement is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

Succession

This Agreement will inure to the benefit of and be binding upon the respective heirs, executors, administrators, successors and assigns, as the case may be, of the Client and Contractor.

Warranty & Liability

In no event shall Contractor be liable to Client for lost profits of Client, or special, incidental or consequential damages (even if Contractor has been advised of the possibility of such damages).

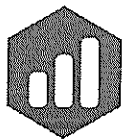


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Invalidity

The clauses, paragraphs, and subparagraphs contained in this Agreement are intended to be read and construed independently of each other. If any part of this Agreement is held to be invalid, this invalidity will not affect the operation of any other part of this Agreement.



Pricing & Term

Pricing Options

1 year term: \$15/phone/month
Onboarding fee: \$5,000

3 year term: \$15/phone/month
Onboarding fee: \$0

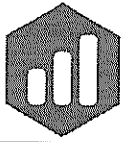
The onboarding fee covers several essential services to ensure a seamless setup and transition. This includes migration of the PBX to the Up and Running data center, configuring and programming the system, setting up extensions, call routing, voicemail and other similar configurations. To help employees use the system effectively, onboarding also covers training and documentation.

The billed phone quantity is adjusted to actual active phone quantity each quarter.

Pricing for Out-of-scope Projects

Certain projects that are out-of-scope will be quoted on an as-needed basis. Some examples of these out-of-scope projects are listed below. This list is not all-inclusive and is designed to provide general guidelines of what an out-of-scope project would be. UAR reserves the right to define out-of-scope projects and will provide notice in advance to the Client before any charges are incurred. Examples:

- Building remodel/expansion requiring new cabling and network infrastructure
- Branch office additions, such as adding a new location
- Business mergers/purchases where a significant number of new users are onboarded



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Houghton, MI 49931

Approvals

By signing below, both parties agree to the terms specified in this Agreement:

Date Executed: _____

Term: 1 year 3 year Start Date: _____

On behalf of the CUSTOMER:

Organization Legal Name: _____

Street Address: _____

Mailing Address (if different): _____

City: _____ State: _____ ZIP: _____

Authorized Company Officer Name: _____

Phone: _____

E-mail: _____

Authorized Company Officer Signature: _____

On behalf of the CONTRACTOR:

Organization Legal Name: Thyer Group, LLC. dba Up and Running Technology Solutions

Street Address: 704 West Sharon Avenue

City: Houghton State: MI Zip: 49931

Up and Running Company Officer Name: Matt Thyer

Phone: 906-482-4800 x101

E-mail: matt.thyer@uartechsolutions.com

Up and Running Company Officer Signature: _____



Appendix A – Service List

This list is designed to be as inclusive as possible however as no two Customers are the same, we cannot list every possible service. UAR reserves the right to define out-of-scope service and will provide notice in advance to the Client before any charges are incurred. If a service is marked as Not Included, it just means that the cost of that service is not covered by this Agreement and will be billed separately.

DESCRIPTION	FREQUENCY	INCLUDED
→ PHONE SYSTEM HOSTING		
Host PBX in Up and Running data center	Ongoing	Yes
Update PBX software and modules	Ongoing	Yes
Update phone firmware	Ongoing	Yes
Phone hardware (phones, ATAs, switches, cable, etc.)	As Needed	No
Phone service (Baraga Telephone service)	Ongoing	No
→ PROACTIVE MAINTENANCE		
Monitor PBX system performance	Ongoing	Yes
Monitor PBX CPU, memory and disk usage	Ongoing	Yes
Monitor PBX disk health	Ongoing	Yes
Monitor PBX critical system services	Ongoing	Yes
Monitor PBX internet bandwidth and uptime	Ongoing	Yes
→ BACKUPS AND DISASTER RECOVERY		
Offsite backups for PBX	Daily	Yes
Monitoring of backup jobs	Daily	Yes
Test restoration of data for backup validation	Quarterly	Yes
→ PHONE SYSTEM SUPPORT		
Add, change, move phones	As Needed	Yes
Add, change, move extensions and DIDs	As Needed	Yes
Add and remove phone numbers	As Needed	Yes
Remote support to troubleshoot user issues	As Needed	Yes
Onsite support to troubleshoot user issues	As Needed	Yes
Install new cabling or replace/repair existing cabling	As Needed	No