1. OVERVIEW

This TechGuides, Inc. Agreement ("Agreement") is made effective the date outlined in the Service Plan by and between the Company with its main location listed under Prepared for: in the Service Plan ("Client") and TechGuides, Inc. ("TechGuides"), with its main location at 90 S. Newtown Street Road, Suite 8, Newtown Square, PA 19073;

WHEREAS, TechGuides is a provider of Managed Services, Network Support Services, Security and Networking Solutions and related software, hardware, and Cloud software/services;

WHEREAS, Client desires to contract with TechGuides for the provision of the TechGuides' Managed Services, Monitoring Services Solutions, Network Support Services or any other related services on a monthly recurring basis ("Service Plan").

WHEREAS, Signee has the authority to enter into this agreement on behalf of Signee's Business;

NOW THEREFORE, for and in consideration of the premises contained herein and good and valuable consideration, receipt of which is hereby acknowledged, the parties agree as follows:

2. GENERAL TERMS AND CONDITIONS

a) All the Terms in this Agreement are in addition to TechGuides' *General Terms and Conditions*, which can be found at www.painlesstechnology.com/agreements.

b) By signing this Agreement, Client also agrees to those *General Terms and Conditions*.

c) For any terms that exist in both, the terms in this Agreement will override.

d) Specific Goods and Services are not described in this Agreement; instead, Client will be provided with a Service Plan that describes, summarizes, or defines the scope and provision of Goods or Services. By accepting the Service Plan, Client agrees with the terms of this Agreement and the Terms of the *General Terms and Conditions.*

e) For any terms or conditions that exist in this Agreement and Service Plan, the terms or conditions of the Service Plan will override.

3. COMMITMENT TERM

a) The minimum term to which the Client has agreed to use TechGuides' Services is outlined in the Service Plan and is referred to as the Commitment Term.

b) The conditions of the Commitment Term and Termination clauses are contained within the *General Terms and Conditions* document.

4. PURCHASE PRICE

a) Client is purchasing TechGuides' Goods or Services as detailed in the Service Plan. The purchase price shall be paid in monthly installments with the first installment due upon execution of the Plan. Each payment thereafter shall be due the first day of each calendar month.

b) Non-recurring or non-monthly Service Plans shall be charged to Client as an additional charge in accordance with the applicable service rates as outlined in **Appendix E** and subject to TechGuides' *General Terms and Conditions*. Any additional billing charges for Services will be invoiced at the end of the month in which charges occur, with payment due within fifteen (15) days, unless otherwise specified

by TechGuides.

5. CONDITIONS OF SERVICE

a) The Client Network is eligible for a Service Plan provided it is in good condition and both TechGuides' serviceability requirements and site environmental conditions are met. TechGuides reserves the right to inspect the Network upon the commencement of the term of the Service Plan for the purpose of creating a diagram of the Network and/or conducting a diagnostic test of the Network.

b) If any device on the Network is to be deemed not suitable for the Service Plan, TechGuides will advise Client regarding the necessary steps to bring the device to suitability. If Client elects to follow these steps, any Goods or Services necessary to bring the device to suitability will be charged separately from the Service Plan rates. If Client elects not to bring the device to suitability, TechGuides may, in its sole discretion, opt to refuse to support the device under the Service Plan or to support the device at an additional cost, at the hourly rates detailed in **Appendix E.**

c) TechGuides, Inc. reserves the right to suspend or terminate this Agreement if in its sole discretion, conditions at the service site pose a health or safety threat to any TechGuides, Inc. representative.

6. SERVICES COVERED

a) As part of this Agreement, TechGuides endeavors to include all day-to-day IT support items that are typically required to run a typical Business Technology Baseline Infrastructure. A list of all the items TechGuides will cover under this Agreement is in **Appendix C**.

b) Any service not included in **Appendix C** is explicitly excluded from the Service Plan and will be billed at TechGuides normal rates as found on the Rate Schedule in **Appendix E.**

c) From time to time, TechGuides may provide support for items not explicitly included in **Appendix C** without charge, at its sole discretion. Such support does not imply that similar, future support will be provided without charge.

7. EQUIPMENT COVERED

a) The devices and locations covered by the Service Plan are detailed in the Service Plan. TechGuides reserves the right to renegotiate rates detailed in the Service Plan, based on moving locations or the additions of locations, hardware, software, hardware support requirements, and/or services. Such a renegotiation will occur in a timely manner following notice by Client of any of the aforementioned changes or any changes which impact TechGuides' service delivery. TechGuides, in its sole discretion, may opt not to include such changes into the Service Plan and may opt to terminate the Service Plan.

b) In the case of the addition of a new or repurposed device that meets all serviceability requirements, TechGuides will include that device in the Service Plan, and will inform Client in a timely manner of the change in Service Plan costs.

c) Any additional users or devices added to the network without the consent or acknowledgement of TechGuides, or until such users or devices can be onboarded, will not be honored or supported by TechGuides under the monthly Service Plan, but will be serviced on an hourly basis, if TechGuides agrees to such support, using the hourly rates outlined in **Appendix E.**

8. SERVICE LIMITATIONS

In addition to other limitations and conditions set forth in this Agreement, the following service and support limitations are expressed:

d) Cost of consumables that are not part of the Service Plan; replacement parts, hardware upgrades, software upgrades, network upgrades and associated services are outside the scope of the Service Plan. TechGuides will provide consultative specification, sourcing guidance and/or Time and Material/Project offerings for these items.

e) The Service Plan does not include the cost of any hardware, software or other equipment, unless otherwise specified.

f) The Service Plan does not include the cost to configure additional devices that are to be added to the Service Plan. The cost to configure additional devices will be performed at the hourly rates set forth in **Appendix E** and the device added to the monthly charge for the Service Plan at a pro-rated cost for the month the device is put in service, in accordance with the terms of this Agreement.

g) Any services not outlined in **Appendix C** are outside the scope of the Service Plan. The costs to provide these services will either be on an hourly basis, according to the rates in **Appendix E** or will be detailed in a separate Proposal.

h) Manufacturer warranty parts and labor/services are outside the scope of the Service Plan.

i) TechGuides shall monitor, advise, and provide services as defined in this Agreement during business hours, unless otherwise specified in **Appendix C**.

j) TechGuides shall be obligated to provide service only at the Service Site(s) defined in the Service Plan.

k) Restoration of lost data caused by systems/hardware failure that is not available via Client backup systems is outside the scope of the Service Plan.

l) Patches and updates to hardware and software ("Updates") are created and distributed by third parties—such as equipment or software manufacturers—and may be supplied to TechGuides from time to time for installation into the Environment. If Updates are provided to Client as part of the Service Plan, TechGuides will implement and follow the manufacturers' recommendations for the installation of Updates; however, (i) TechGuides does not warrant or guarantee that any Update will perform properly, (ii) TechGuides will not be responsible for any downtime or losses arising from or related to the installation, use, or inability to use any Update, (iii) TechGuides will not be responsible for the remediation of any device or software that is rendered inoperable or non-functional due to the Update, and (iv) TechGuides reserves the right, but not the obligation, to refrain from installing an Update until TechGuides has determined, in its reasonable discretion, that the Updates will be compatible with the configuration of the Environment and materially beneficial to the features or functionality of the affected software or hardware.

m) TechGuides may provide Client with specific advice and directions related to the Service Plan and other Services ("Advice"). For example, our Advice may include increasing server or hard drive capacity, increasing CPU power, replacing obsolete equipment, or requesting that Client refrain from engaging in acts that disrupt the Environment or that make the Environment less secure. Client is strongly advised to promptly follow this advice which, depending on the situation, may require Client to make additional purchases or investments in the Environment at Client's sole cost. TechGuides is not responsible for any problems or issues (such as downtime or security-related issues) caused by Client's failure to promptly follow the Advice of TechGuides. Services required to correct issues caused by Client's failure to follow TechGuides Advice are out-of-scope.

9. HOW TO CONTACT THE SERVICE DESK

To help keep all Client support requests in order and organized, a trouble ticket is opened for all issues that arise. There are four ways to report an issue:

- **Chat:** Chat is available by clicking on the TechGuides Logo in your system tray (PC) or menu bar (Mac), click on the 3 dots and choose "Helpdesk Chat"
- Call the help desk: 610-541-6715
- **Email:** helpdesk@painlesstechnology.com (email will have the slower response times as chat and phone take priority)
- **Teams or Slack:** TechGuides can configure a Teams or Slack channel for Client staff to open and interact with TechGuides staff. Teams or Slack may incur additional cost for set up and configuration.

In some Service Plans, support tickets are routed differently depending upon the Service Plan. TechGuides will advise Client in the routing protocols of their particular Service Plan during the Onboarding Process.

The standard response for an email support request is up to 24 hours. For issues requiring a faster response, a phone call or chat session is required. For Emergency and After-Hours support, a phone call is required. If Critical, High Priority, and After-Hours Service Requests are not lodged by phone, they will be treated as Low- or Medium-Priority Requests.

Emergency support hours are 5:30 pm-10:30 pm and 7:30 am – 8:30 am, M-F and 9:00 am-10:30 pm, Saturday & Sunday. Services outside of the 8:30 am-5:30 pm, M-F hours may incur additional charges. Services outside of business hours are not guaranteed and are subject to the availability of a TechGuides representative. **Appendix F** contains a list of holidays and support offered, subject to representative availability.

When requesting support via email, requests should contain the individual's name and department in the subject line, and the issue they are experiencing in the body of the email. The request should include:

- Individual's name, location & where, how and the best time to contact them
- A description of the problem and its severity
- Any error message and what was processing at the time the problem occurred

Client can designate a Priority Level, using the levels in **Appendix A**. It the Client does not designate a Priority Level when making a Service Request, TechGuides will, in its sole discretion, assign a Priority Level. If the Client disagrees with the Priority Level, Client may request a change in level. If this change in Priority Level results in after-hours support, additional fees will apply.

10. WHAT CLIENT SHOULD DO BEFORE CONTACTING THE TECHGUIDES SERVICE DESK

Client should have the following detailed and complete information before contacting TechGuides:

- Contact name and location and where and how to contact in case of a problem
- A description of the problem and its severity
- Any error messages and what was processing at the time the problem occurred
- The applications and versions you're working with
- Any changes made recently
- In case of a request or question, a description of request or question and relevant details

11. PRIMARY IT CONTACTS

a) Client agrees to nominate from their team a Primary IT Contact and a Secondary IT Contact (who

TechGuides will treat as the Primary IT Contact should the current Primary IT Contact not be available).

b) During the Onboarding Process, Client will be asked to fill out an IT Contact document in which you will specify if any employee can make service requests or if those requests are limited to the Primary and Secondary IT Contacts. In addition, Client will specify which contacts can make High Priority, Critical, and After-Hours service requests.

c) Whenever possible, the Primary or Secondary IT Contact shall be present whenever a TechGuides service representative is on-site.

d) Client agrees to update TechGuides if and when these Contacts change during the Term of the Service Plan.

e) Client agrees to make sure employees are aware of any restrictions Client has in place regarding who is authorized to lodge Service Requests, as all requests received by us will be chargeable and/or allocated against the Service Plan.

12. 24/7/365 Help Desk Support

a) TechGuides offers weekend help desk, after-hours help desk, and 24/7 help desk support at an additional cost to the costs of the standard Service Plan. If Client requests such services, TechGuides will include the cost and coverage description in the Client's Service Plan.

13. SCHEDULED SITE VISITS

a) If part of the Service Plan, TechGuides will perform regularly scheduled Onsite Visits.

b) For Monthly and Quarterly visits, TechGuides will send the Primary IT Contact a reminder email 7 Business Days before every Onsite Visit so Client can have any requests noted ahead of the visit. If there are no issues or need for a visit, the visit can be cancelled. This will not change or effect the monthly service price, and the visit will still be counted as occurred.

c) TechGuides and Client will select the recurring day and time during the Onboarding process.

d) Client agrees to give TechGuides at least 7 Business Days' notice if there is a need to re-schedule or amend an upcoming Visit. If Client does not give TechGuides at least 7 Business Days' notice, that monthly or quarterly site visit allowance will still be counted as occurred, even if it cannot be rescheduled.

14. REPORTING

a) Upon request, TechGuides will create a dashboard that will provide a list of any Service Requests that are in the TechGuides ticket system. This report will contain metrics such as:

   o Number of Service Requests Opened and Closed for the Month
   o The Top Users for Service Request Volume at your Business
   o Service Request Types (by Category)
   o Equipment (workstation and server) Inventory report

b) TechGuides may modify the metrics used in this report from time to time.

15. SEMI-ANNUAL BUSINESS REVIEWS

a) As part of each Service Plan, twice each year TechGuides will provide Client with a Business Review Session.

In this session, TechGuides will discuss such items such as, but limited to, the following:

- o Ticket Metrics
- o Your Plans for the next Year
- o Refresh Cycle Update / Minimum Standards
- o Technology Budget Update
- o Technology Update
- o Anything else Client needs to raise/discuss related to your IT

b) Client agrees to allocate 2 hours to each of these sessions to ensure that TechGuides can provide its Service a complete Review.

c) Client agrees to give TechGuides at least 7 Business Days' notice of a need to re-schedule or amend an upcoming Semi-Annual Business Review. If Client doesn't provide at least 7 Business Days' notice, that Semi-Annual Business Review will still be counted as occurred.

16. CLIENT RESPONSIBILITIES

a) Client shall provide adequate workspace, heat, light, ventilation, electric current and outlets, and Internet for use by TechGuides, Inc.'s representatives.

b) Client agrees that it will inform TechGuides, Inc. of any modification, installation, or service performed on the Network by individuals not employed by TechGuides, Inc. in order to assist TechGuides, Inc. in providing an efficient and effective Network support response.

n) It is the responsibility of the Client to promptly notify TechGuides, Inc. of any events/incidents that could impact the services defined within this Agreement and/or any supplemental service needs, and for TechGuides, Inc. to respond in a timely manner via phone, email, remote access, and/or on-site services as defined in Appendix C of this Agreement.

17. ACCESS TO SYSTEMS, SITES AND PEOPLE

a) In order to provide Client with the agreed Service, Client agrees to give TechGuides access to various items of Clients including but not limited to, equipment, people and sites as and when required.

b) Client agrees to allow TechGuides to install software on Client Equipment that allows our technicians to access Client systems at any time. This software allows TechGuides to view system statuses, send monitoring information, see TechGuides' desktops and control Client PC's. This may require that devices are left on overnight or weekends.

18. APPROVED BUSINESS SOFTWARE

a) The list in **Appendix D** shows all of the Approved software that can be installed on any of the Computers or Devices covered by the Service Plan.

b) In its sole discretion, TechGuides may elect to support and otherwise cover any service requests related to any other software under the scope of this Agreement. Support and service of this other software may incur additional charges, at TechGuides' sole discretion.

19. 20. THIRD PARTY AUTHORIZATIONS

a) During the Onboarding process, TechGuides will work with Client to determine any Vendors for which the Client wishes to grant TechGuides authorization to speak on behalf of the Client.

b) If TechGuides is not authorized for a particular Vendor, TechGuides may in its absolute discretion, charge Client for any Time it takes TechGuides to obtain authorization to interact with that Vendor on Client's behalf when needed.

c) If Client engages with any new Vendors that TechGuides will need to interact with after the Service Plan begins, Client agrees to make sure that TechGuides is authorized to act on Client's behalf on commencement of the relationship with the new Vendor.

APPENDIX A - RESPONSE TIMES & PRIORITY LEVELS

The following table shows the Response times for each Priority Level and provides Priority Level examples. "Hours" refers to business hours. For example, if a Medium Priority request is made at 5pm, TechGuides has until noon the following day to respond. Critical and High Priority requests that are made within business hours will be responded to within the same day, even if such a response occurs outside of business hours. If the Critical or High Priority request is made within business hours but the response is after business hours, such Emergency Support will be provided within the Service Plan.

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES
Critical	Your Main Server is offline, and all users are unable to work.	1 Hour
	One of your Network Switches has failed and stopped half the company from working.	
	A VPN link between 2 x offices is offline causing one office to be unable to work.	
High	Your Internet Connection is offline, users can still work locally	2 Hours
	Your CEO's computer has stopped working	
	Your main Accounting Software has stopped working	
Medium	A user's desktop won't turn on so they can't work	4 Hours
	One of the main printers is not working, but users can print to another one	
	A user is having problems connecting to the Wireless network	
Low	Printing is slower than normal	8 Hours
	A single user is unable to scan	
	A user needs a program installed on their PC	
No Priority	Pro-Active maintenance of systems	N/A

APPENDIX B - RESPONSE TIME EXCLUSION LIST

The Response Time does not apply to:

- Additions, moves or changes to users, devices, configurations, or network
- Issues lodged in any other manner than specified in this Agreement and our *General Terms and Conditions*
- Issues lodged outside Business Hours
- Items caused by Hardware or Software not meeting TechGuides' Minimum Standards
- Service Requests related to Software not on TechGuides' Approved Software List (see Appendix D)
- Service Requests for issues that have been caused by Client not acting on advice or recommendations given by TechGuides
- Service Requests for Issues caused by Client or third parties modifying any Hardware or Software Configuration
- Service Requests for issues related to user-initiated Virus and Malware Infections
- Service Requests for Issues involving the sourcing of hardware/software
- Service Requests for Hardware and Software issues of items that are not under current warranty or maintenance coverage

APPENDIX C - SERVICE PLAN INCLUSION LIST

DESCRIPTION	FREQUENCY	INCLUDED
CONSULTING		
Semi-Annual Business Review	Semi-Annually	YES
End-User Office365 Training Program	24x7x365 Via Portal	YES
DESKTOP, LAPTOPS AND SERVERS		
Setup New Profiles on Desktops and Laptops	As Needed	YES
Add / Edit / Delete User Accounts	As Needed	YES
Forgotten Password Resets	As Needed	YES
Archive Old User Accounts (Backup Email & Files)	As Needed	YES
Setup & Maintain Security Groups	As Needed	YES
Setup & Maintain Network Drives	As Needed	YES
Restore Files from Backups [1]	As Needed	YES
Troubleshoot Operating System Not Working	As Needed	YES
Troubleshoot Microsoft Office Not Working	As Needed	YES
Troubleshoot Anti-Virus Not Working	As Needed	YES
Reboot Servers	As Needed	YES
Troubleshoot Hardware Issues [3]	As Needed	YES
Hard Drive Clean-up (Remove Temp & Unnecessary Files)	As Needed	YES
Warranty Claim Processing [3]	As Needed	YES
Microsoft Patch Management (Service Packs & Updates) – Actual patching occurs as needed or as pushed by Microsoft	Daily	YES
Update Approved 3rd Party Applications – Actual patching occurs as needed or as pushed by vendors	Daily	YES
Monitor all Critical Server and Computer Services and Fix	24x7x365	YES
Monitor MDR Running & Protection Enabled	24x7x365	YES
Monitor MDR Definitions +Updating Correctly	24x7x365	YES
Monitor Advanced Security Package Items (as defined in Service Plan and if purchased)	24x7x365	YES
Monitor Hard Disk Health + Space & Defrag if Necessary	24x7x365	YES

Monitor High CPU Usage	24x7x365	YES
Monitor Security and Event Logs	24x7x365	YES
BACKUPS AND DISASTER RECOVERY		
Monitor Server Backups [1]	24x7x365	YES
Troubleshoot Server and Computer Backup Failures [1]	As Needed	YES
Monitor Office365 Backups [1] (if applicable)	As Needed	YES
Troubleshoot Office365 Backup Failures [1] (if applicable)	As Needed	YES
Manual Test Restore & Report of All Approved Backups [1]	As Needed	YES
PRINTERS		
Clear & Reset Printer Queues	As Needed	YES
Troubleshoot Printer Issues (TechGuides does not repair printer hardware)	As Needed	YES
Add / Edit / Delete Printer Mapping Group Policies	As Needed	YES
Add / Edit / Delete Printer Drivers for Existing Printers	As Needed	YES
Troubleshoot Printer Hardware Issues [3] (limited to our ability to troubleshoot without replacing parts)	As Needed	YES
Warranty Claim Processing [3]	As Needed	YES
NETWORK		
Troubleshoot Internet Service Provider Issues & Outages	As Needed	YES
Troubleshoot Wi-Fi Access Point Issues	As Needed	YES
Update Wi-Fi SSID / Keys	As Needed	YES
Troubleshoot Network Switch Issues	As Needed	YES
Troubleshoot Router Issues	As Needed	YES
Troubleshoot Firewall Issues	As Needed	YES
Firmware Updates of Firewall	As Needed	YES
Firmware Updates of Switches	As Needed	YES
Firmware Updates of Wi-Fi Access Points	As Needed	YES
Monitor Network Switches Operations & Availability	24x7x365	YES
Monitor Wi-Fi Access Points Operations & Availability	24x7x365	YES
Monitor Router Operations & Availability	24x7x365	YES
Monitor Firewall Operations & Availability	24x7x365	YES
Warranty Claim Processing [3]	As Needed	YES

DOMAIN NAMES		
Add / Edit / Delete MX Records	As Needed	YES
Add / Edit / Delete TXT Records	As Needed	YES
Add / Edit / Delete PTR Records	As Needed	YES
Add / Edit / Delete CNAME Records	As Needed	YES
Add / Edit / Delete A Records	As Needed	YES
MOBILE PHONES & TABLETS		
Configure Outlook or Mail App [2]	As Needed	YES
Configure OneDrive for Business App [2]	As Needed	YES
Configure Teams for Business or Zoom App [2]	As Needed	YES
OFFICE 365		
Add / Edit / Delete User Accounts	As Needed	YES
Add / Edit / Delete User and Security Groups	As Needed	YES
Add / Edit / Delete Shared Mailboxes	As Needed	YES
Add / Edit / Delete Distribution Groups	As Needed	YES
Forgotten Password Resets	As Needed	YES
Archive Old User Accounts (Backup Email & OneDrive)	As Needed	YES
Restore Files from Backups [1]	As Needed	YES
Install & Connect OneDrive Desktop Client [2]	As Needed	YES
Install & Connect Teams Desktop Client [2]	As Needed	YES

(1) Only applies to when using the Backup Platforms in TechGuides' Recommended Technology Platform.

(2) This assumes that Client has the back-end systems and company-wide configurations all setup and configured for this product. If Client does not, then TechGuides will discuss with Client the scope of any potential Project and send Client a separate Proposal for review.

(3) Only applies to items TechGuides recommended, sold, or installed. If the Hardware TechGuides is troubleshooting was not purchased from TechGuides and/or the device is not currently covered by the Manufacturer's warranty, a care pack or a maintenance agreement, then it is in TechGuides' sole discretion as to whether TechGuides will cover this work under the Scope of the Service Plan or set it as Billable Out of Scope work.

APPENDIX D - APPROVED SOFTWARE LIST

- Microsoft Software – Microsoft Office Suite*
- Google Chrome
- Adobe Applications – Reader, Acrobat Standard*, Acrobat Pro*
- Java Runtime Environment
- Webroot^
- Printer Logic^
- CyberQP^
- SentinelOne^
- Liongard^^
- ThreatLocker^^
- Galactic Scan#
-
-
- *Requires subscription not included under this agreement unless noted.
- ^Included in TechGuides Standard Security Package
- ^^Included in TechGuides Advanced Security Package
- #Included in TechGuides ClientWatch

APPENDIX E - OUT-OF-SERVICE PLAN SERVICE RATES

TechGuides, Inc. will provide out-of-agreement remote and/or on-site services under the following conditions using the following bill rates.

Scheduled, Non-Emergency Onsite Support and Telephone, Email, Remote Support When Available

Description	Standard Rates	Discounted Rates
Minimum Onsite Visit Length	2 hours	2 hours
Workstation/Desktop Support	$175/hour	$165/hour
Server/Network Support	$225/hour	$200/hour
Onsite Visit Charge	$50	$25

Next Business Day Onsite Support and Scheduled Weekend Support

Description	Standard Rates	Discounted Rates
Minimum Onsite Visit Length	4 hours	2 hours
Workstation/Desktop Support	$200/hour	$190/hour
Server/Network Support	$250/hour	$225/hour
Onsite Visit Charge	$50	$25

4-Hour Emergency Onsite Support (when available)

Description	Standard Rates	Discounted Rates
Minimum Onsite Visit Length	4 hours	4 hours
Workstation/Desktop Support	$250/hour	$240/hour
Server/Network Support	$300/hour	$250/hour
Onsite Visit Charge	$75	$50

APPENDIX F - HOLIDAYS OBSERVED AND SERVICE SUPPORT HOURS

Holiday	Date	Service Support Hours
New Year's Day	January 1	Not Available
Memorial Day	Last Monday in May	Emergency Only
Independence Day	July 4th	Not Available
Labor Day	First Monday in September	Emergency Only
Thanksgiving Day	Fourth Thursday in November	Not Available
Day after Thanksgiving	The Friday after Thanksgiving	Emergency Only
Christmas Eve	December 24th	Emergency Only
Christmas Day	December 25th	Not Available
New Year's Eve	December 31st	Emergency Only