

# FAQS About Your Transition

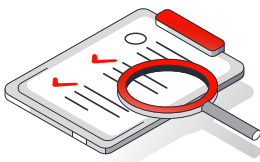
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## What's changing?

You're now a CISPOINT client, which means you have access to our expanded service offerings, enhanced cybersecurity capabilities, and 15+ years of Maryland-focused IT expertise.

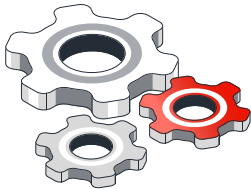
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## Will my support experience change?

Your day-to-day support experience will feel familiar, but with an important upgrade: you now have unlimited support with no ticket limits or hourly caps. Call us as often as you need—there are no restrictions.

3



## How do I contact support?

Your primary support contact information:

- Phone: 443-213-0095 opt. 2
- Email: [helpdesk@cispoint.com](mailto:helpdesk@cispoint.com)
- After-Hours Emergency: 443-213-0095

4



## What happens to my current service agreements and pricing?

All existing agreements, pricing, and SLA commitments remain in place. We honor the terms DNA Solutions established with you. When your contract comes up for renewal, we'll discuss options and any potential enhancements to your service.

5

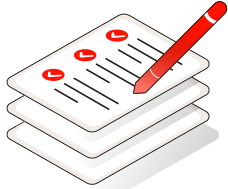


## Will my invoices and billing change?

You'll receive advance notice before any billing changes occur. We'll coordinate with you to ensure a smooth transition of invoicing and payment processes. Most clients will see their first CISPOINT invoice in February 2026.

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6



## What if I have an emergency or urgent issue during the transition?

**Nothing changes** for emergency support. Call our after-hours line at **443-213-0095** immediately, and our on-call team will respond. Unlimited support means we're here for you 24/7.

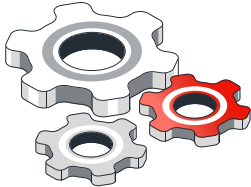
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## What happens to DNA Solution's website and email addresses?

DNA Solution's website will redirect to CISPOINT resources. If you email their old support address, it will forward to our team—but we recommend updating your contacts to use CISPOINT information going forward to ensure the fastest response.

8



## How long will this transition take?

Your support transitions **immediately**—all tickets, calls, and requests go to CISPOINT starting **Feb 1**. Behind the scenes, we'll spend the next 3-6 months fully integrating operational systems. You won't experience any service disruptions, and we'll keep you updated throughout the process on any actions you need to take.

9



## Will my service level or response times change?

CISPOINT maintains an average a **5-minute** response time. With unlimited support and our expanded team, you'll have even more resources available.

10



## Still have questions?

Call us at **443-213-0108** or email **info@cispoint.com**. We're here to help make this transition seamless.