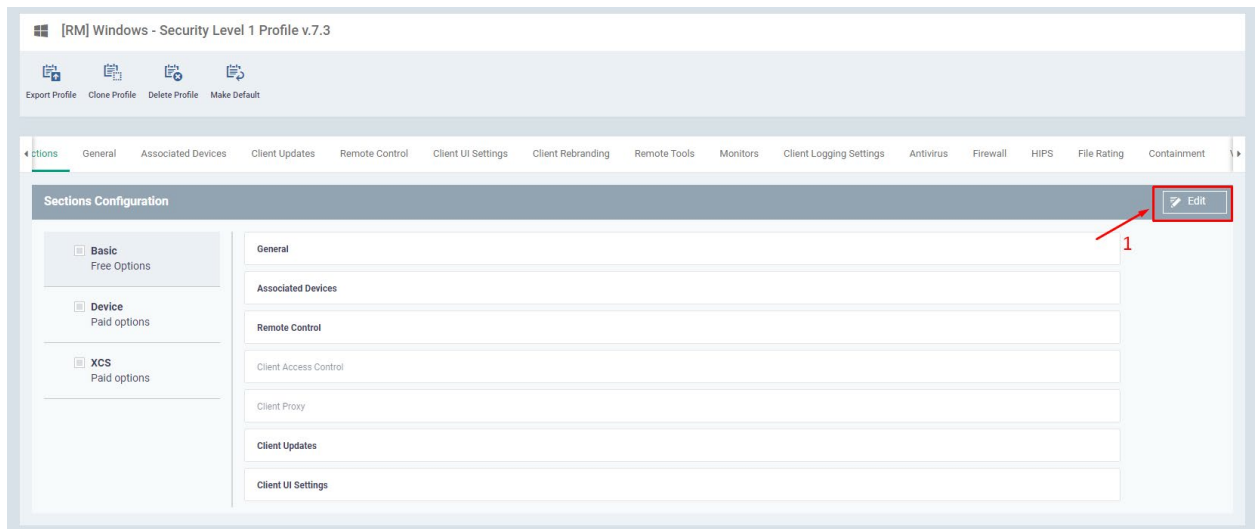


As a reminder, starting April 1st 2024, you will be upgraded to our most recent ITSM platform, and we will now bill separately for the use of our RMM module to the extent you use these features. Specifically, RMM, Patch Management, and MDM modules will now be charged per device ([see pricing](#)).

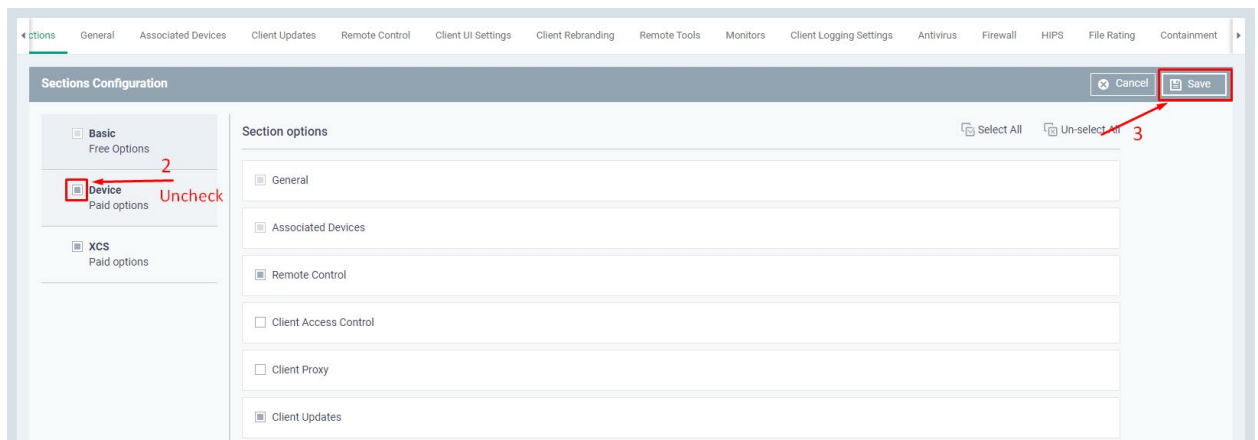
If you only use these services to manage Xcitium Endpoint Security, there will be no charge for the RMM module if you select only the “Basic” and “XCS” profiles in your User interface. As a reminder, you will not have access to several RMM features (including Patch Management, Device Monitoring) if you change your profile as detailed above.

Instructions on how to select/change profiles to ensure you will not get charged:

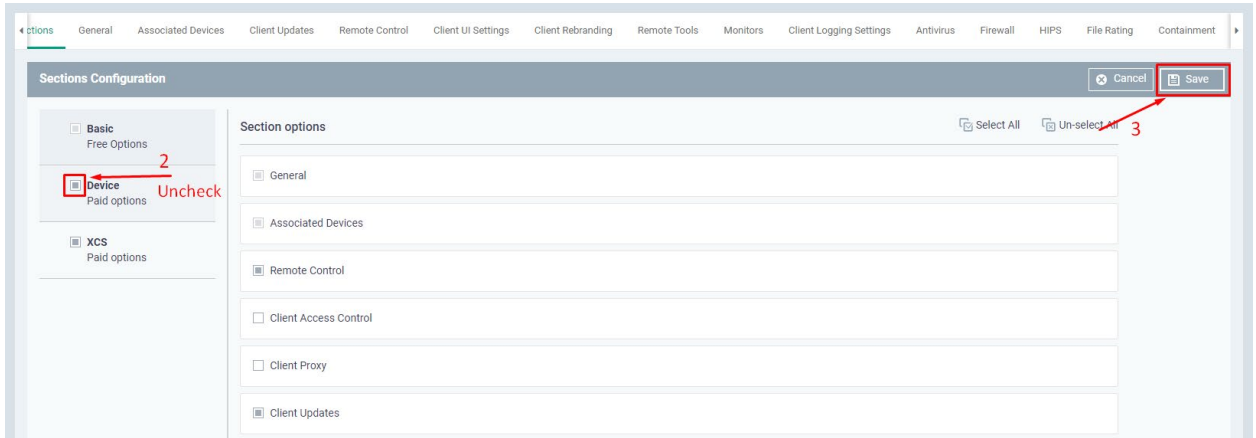
1. Click Edit button in Sections Configuration



2. Uncheck the Device paid options



3. Click Save



Please don't hesitate to contact your Customer Success Manager with any questions. If you don't have a customer success manager, you can contact customersuccess@xcitium.com for assistance.