

Service Level Agreement
between the
Washington State Department of Information Services
Telecommunication Services Division
and the
City of Westport
for
Internet Access Services

CSA Number: D330-0

Supplement Number: T99-02

This Agreement is executed pursuant to the terms and conditions of the Department of Information Services (DIS), Customer Service Agreement (CSA). The parties acknowledge they have read and understand the terms and conditions contained therein. This Agreement sets forth additional provisions identifying services to be provided by the Telecommunication Services Division (TSD), of DIS, to the City of Westport, hereinafter called "Customer." In the case of difference between the terms and conditions of the CSA and this Agreement, this Agreement shall take precedence. IT IS, THEREFORE, MUTUALLY AGREED THAT:

1. SCOPE OF AGREEMENT

The DIS, Telecommunication Services Division (TSD), will provide the Customer with access to the Internet via the DIS Internet gateway. This Internet access is for the exclusive use of the Customer to support its client and/or server Internet access requirements. Use of the DIS Internet gateway by other entities that connect to the customer's network (e.g., municipalities, not-for-profit organizations, etc.) must be reviewed with DIS. These other organizations will be required to sign an Internet Access agreement with DIS.

DIS Internet access services require that the Customer employ one of the following network connectivity alternatives:¹

- Connection to the State Government TCP/IP network
- Connection to the Intergovernmental Network (IGN).
- Connection to the DIS "unsecured" Internet Point of Presence (POP).

¹ Network connectivity services and associated costs are not part of this agreement.

2. SCOPE OF SERVICES

As part of this agreement, DIS will provide the following:

- Access to the Internet via the DIS Internet gateway. The Internet gateway provides access from customer clients to servers on the Internet. With the exception of SMTP e-mail, client access from the Internet to customer servers on the State government network and IGN is not provided or permitted.
- The Internet gateway will be available 24 hours a day, seven days a week except during scheduled network maintenance periods (see Section 5, Scheduled Network Maintenance).
- Internet Class "C" IP addresses (if necessary).
- Performance and capacity management of the DIS Internet gateway.
- Internet Domain Name Services (DNS) - (limited to 10 entries).
- Internet E-mail Store and Forward Services (up to 72 hours).
- Network Support Center, 24 hours a day, 7 days a week (limited to reporting problems due to Internet access).

The following are Customer responsibilities and are not included as part of this agreement:

- Implementation and management of network connectivity required to use this service.
- Implementation and management of Customer LAN environment (i.e., hubs, servers, workstations, software, documentation, training, etc.).
- "Pay-for-use" Internet services (i.e., subscription to database or Web content).
- Client access to USENET News service.
- Mail service (i.e., POP3/SMTP).
- Outbound Internet access monitoring.
- Internet proxy services.
- Help Desk support for client applications (e.g., help configuring or using Netscape/Explorer browser software or help finding information on the Internet).

3. SERVICE REQUIREMENTS

As part of this agreement, the Customer will:

- Provide the DIS with contact information requested for in Schedule B of this agreement and agrees to submit Schedule B updates whenever contact information changes.
- Agree to use registered Internet IP addresses.
- Provide the DIS with a listing of all IP addresses currently in use or assigned to the Customer.

4. NETWORK SECURITY

The Customer is responsible for securing their organization's computer resources against all unauthorized access. The level of risk is dependent on where the Customer connects to the State network. Customers that connect to the State government or Intergovernmental networks are protected from unauthorized Internet access by DIS firewall security. Those customers that connect to the "unsecured" DIS Internet point-of-presence are fully exposed to the worldwide Internet and are responsible for their own Internet security.

Due to the nature of the Internet and increased security risks, as part of this agreement the Customer agrees to the following conditions:

- The Customer will not connect to another Internet Service Provider (ISP) while receiving Internet services under this agreement.
- The Customer will review with DIS changes to their network (e.g., installing dial-up access systems, connecting to other networks, etc.) that could compromise security by potentially enabling unauthorized access to the Government Network.

In order to help ensure network integrity, the Customer agrees to the following conditions:

Authorized Use

The hosts, systems, gateways, etc. that are connected to the Customer network will be restricted to authorized use by physical security (i.e., the hosts will be in locations limiting unauthorized use) and/or user authentication managed by the Customer (e.g., user-ids and passwords or other authentication). Extending use to non-customer locations will not be permitted unless such use is under the control and management of the Customer.

Customer will not connect to foreign third party networks without review and agreement of the DIS. Failure to coordinate new network connections may result in routing problems, including data packets not being able to reach their target destination.

Indirect Access

Customer will take measures to prevent unauthorized third party indirect access to the States network. Examples of this would be gateways, dial-up, or cascaded telnet sessions where the originator is not a Customer authorized user of the State network, but whose resultant IP address would appear to the network as being the Customer's address.

5. SCHEDULED NETWORK MAINTENANCE

DIS reserves every Sunday of each month from 10:00 PM to 2:00 AM, and the first and third Thursday of each month from 2:00 AM to 4:00 AM to perform network and system maintenance. This may require the DIS Internet Gateway to be out of service.

6. NETWORK SUPPORT CENTER

The DIS Network Support Center (NSC) is staffed 24 hours per day, seven days a week and has multiple telephone lines to respond to customer calls. The NSC telephone number is:

(360) 753-2454

There may be some shifts when only one technician is present. If the phone is busy, the incoming call will be sequenced and answered in order. If the technician is away from the phone working on other problems, the caller will be asked to leave a voice mail message which will automatically page the technician who will return the call.

7. SERVICE COSTS

The costs associated with Internet Access service are listed in Schedule A. DIS will bill the Customer on a monthly basis for fees that listed in Schedule A. Internet Access service fees will be billed to Customer under DIS account number 5900-IN, starting on _____.

8. TERM OF AGREEMENT

This agreement commences upon execution by signature of both parties and shall continue until terminated by the customer, with a 30 day written notice; or by DIS, with mutual agreement by both parties.

9. DIS SERVICE CONTACT

Any changes or information required by this agreement should be sent to:

John Vargas, Internet Access Service Manager
State of Washington
Department of Information Services
Telecommunication Services Division
512 12th Ave. SE
Olympia, WA 98504-2445

(360) 902-3305
johnv@dis.wa.gov

10. ACCEPTANCE

Customer hereby acknowledges and accepts the terms and conditions of this Agreement. Should circumstances warrant, amendments to this Agreement they shall be mutually agreed upon in writing. All such amendments shall take precedence over this Agreement.

STATE OF WASHINGTON
DEPARTMENT OF INFORMATION
SERVICES

SIGNATURE

NAME

TITLE

DATE

CITY OF WESTPORT

Judy Stiles

SIGNATURE

Judy Stiles

NAME

Court Clerk

TITLE

6/3/99

DATE

Washington State Department of Information Services
 Telecommunication Services Division
 Internet Access Services

PRICING

CSA Number: D330-0
 Supplement Number: T99-02
 Schedule A
 Amendment 1

Client Internet Access Fee

(Please check the appropriate box).

<u>Organization FTE Count</u>	<u>Monthly Charge</u>
<input type="checkbox"/> > 1,000	\$625.00
<input type="checkbox"/> 501 - 1,000	\$300.00
<input type="checkbox"/> 151 - 500	\$175.00
<input type="checkbox"/> 20 - 150	\$100.00
<input checked="" type="checkbox"/> < 20 ²	

Server Internet Access Fee

<u>Quantity</u>	<u>Monthly Charge</u>	<u>Total Server Charge</u>
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STATE OF WASHINGTON
 DEPARTMENT OF INFORMATION
 SERVICES

CITY OF WESTPORT

 SIGNATURE

Judy Stiles

 SIGNATURE

 NAME

Judy Stiles

 NAME

 TITLE

Court Clerk

 TITLE

 DATE

6/3/99

 DATE

²Small agencies or political subdivisions with less than 20 FTEs will be charged \$5.00 per FTE per month.

Washington State Department of Information Services
Telecommunication Services Division
Internet Access Services

CUSTOMER CONTACT INFORMATION

CSA Number: D330-0
Supplement Number: T99-02
Schedule B
Amendment 1

Customer Service Contacts

DIS will use these contacts to keep Customer informed of any problems or changes that effect the delivery of services that are covered under this agreement.

Name Judy Stiles (Primary)
Court

Name Margo R Tackett (Backup)
City Hall

Telephone 360-268-0125

Telephone 360-268-0131

E-mail _____

E-mail cityhall@techline.com

Customer Technical Contacts

DIS will use these contacts to coordinate the management of network interfaces or controls (i.e., IP addressing, router filtering, Domain Name Services, etc.).

Name _____ (Primary)

Name _____ (Backup)

Telephone _____

Telephone _____

E-mail _____

E-mail _____

STATE OF WASHINGTON
DEPARTMENT OF INFORMATION
SERVICES

SIGNATURE

NAME

TITLE

DATE

CITY OF WESTPORT

Judy Stiles
SIGNATURE

Judy Stiles
NAME

Court Clerk
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