

Service Level Agreement
for
ISP AND TELEPHONE TRUNKING SERVICES
Provided To
Spartan Housing
at
San José State University

Overview

San José State University Computing and Telecommunications (UCAT) agrees to provide Spartan Shops on-campus residential buildings (Housing) with 911 “Lifeline” service, Internet Connectivity and Internet Service Provider (ISP) service on a contractual basis.

This Service Level Agreement (SLA) is a commitment between UCAT and Housing furnished under the terms and conditions as specified in this document and any applicable appendices or amendments.

Agreement Objectives

This Agreement will establish a mutual understanding of the level of services and support and set the proper expectations used to define the specifics of the agreement between UCAT and Housing.

Term of Agreement

This agreement will commence on July 1, 2005 and end on June 30, 2006.

Description of Parties

This agreement is between San José State University’s University Computing and Telecommunications department and any contractors, subcontractors or vendors (to be referred to in this document as UCAT) hired by UCAT to perform service for UCAT, and the Spartan Shops and it’s vendors, contractors or agents (to be referred to in this document as Housing) who will be supporting the systems covered within this agreement.

Glossary of Terms

The “Bricks:” Hoover Hall, Royce Hall, Washburn Hall
The “Halls:” Joe West Hall, Hoover Hall, Royce Hall, Washburn Hall
Campus Village: Campus Village Buildings A, B and C
MPOE: Minimum point of entry

Services to be provided and supported

The following list contains all of the services provided and/or supported by this agreement. No other service or support, outside of what is outlined within this document, is implied or will be provided.

SLA for Spartan Housing ISP

- Hardware to configure four (4) inbound/outbound PRI trunks on UCAT equipment
- 3000 DID numbers provided over the four (4) trunks
- Fifty-three 911-service phones in elevators and blue light locations
- Update of PS/ALI to University Police Department (UPD) for fifty three (53) 911 emergency numbers
- 100 Megabits Internet Service Provider (ISP) pipe to the Internet for residential housing and related business. Speed can burst to 200 megabits.
- Housing Connection from Campus village will remain behind the University firewall and be placed on a dedicated fiber run from campus village to ISP

Services NOT provided or supported

The following services are specifically not provided by UCAT. Arrangements for these services must be made directly with other vendors.

- Telephone handsets and/or placement in Campus Village Buildings A, B and C
- Dial tone delivery to end-user (terminations beyond Joe West MPOE) Campus Village Buildings A, B and C
- UPD update for 911 services to PS/ALI of VOIP phones
- ISP service in the “Halls” will be provided by Spartan Shops and not by UCAT

Supported Locations

The support agreement provides for service and support to the following locations:

Campus Village buildings A, B and C
Joe West Hall
Hoover Hall
Royce Hall
Washburn Hall

Support for the four “Halls” will continue to include dial tone to the handset plus repair/replacement and move/add/changes of the handset and dial tone as required.

Description of services

Hardware will be provided to allow configuration of four (4) inbound/outbound PRI circuits between the Campus Village telephone equipment and the Carrier (SBC). This equipment will be in Joe West Hall and provides connections for Campus Village only.

UCAT will maintain Private Switch/Automatic Location Identification (PS/ALI) records and provide updates to UPD for fifty-three (53) permanently installed emergency phones situated in elevators and “blue light” emergency locations. These locations are permanently designated emergency locations and may not be changed by housing except as instructed by UPD. Updates will be made quarterly with special updates made if UPD determines that an existing emergency location must be moved/added/changed.

SLA for Spartan Housing ISP

UCAT will provide 3000 DID numbers in 2 banks, delivered over the four PRI trunks, and delivered to the MPOE in Joe West Hall for distribution to the end user by housing staff.

ISP service will provide a maximum of 200mb. The IP address spaces assigned will be 130.65.210 - 130.65.218 (existing 9 nets) and 130.65.240 - 130.65.251 (12 new nets). Network 130.65.252 will be reserved for expansion. Network ranges 130.65.168.0 /24 and 130.65.209.0 /24 are the existing ranges in housing and will be retained to provide continuation of business services.

Residential connection will terminate on campus core router outside the University Firewall. ISP will provide rate shaped unfettered access to and from the Internet. Housing administrative connection will terminate on the inside of the campus firewall.

The ISP connection will not guarantee connectivity to secure locations on the University network. Separate arrangements, conforming to the University End-user Guidelines document, must be made by Housing to provide such access.

Support Hours

First line support and all general calls will go to the Housing Help Desk. (See "Support Call In Number" below)

Phone support to report escalated problems for the supported systems will be provided during the hours listed below. All calls are received by dialing the UCAT help desk number.

UCAT Help Desk: Every day, 7:00 a.m.-12:00 Midnight

UPD: Every day 12:00 Midnight – 7:00 a.m. (phones will automatically transfer from UCAT to UPD at midnight.

Scheduled weekly maintenance occurs between the hours of 8:00 am and Noon on Sunday.

The UCAT help desk phone support will only accept reports of service problems from the authorized Spartan Housing "Call In Person" designee as outlined in the section "Support Call-In Number below:"

Guaranteed uptime for voice and ISP service is 99.99% except for scheduled maintenance windows.

Guaranteed response and resolution times are as follows:

Response time: M-F 24 hours; All problems

Resolution time: M-F 48 hours, All problems

Saturday, Sunday and holidays by emergency escalation only. Contact the designated Housing representative to report an issue during Saturdays, Sundays and holidays.

Response time is defined as the interval between the initial reporting of the issue and the time the technician contacts the original reporter of the issue.

SLA for Spartan Housing ISP

Downtime exceeding 99.99% will be subject to a reduction in the billing percentage as outlined below:

99.99	15%
99.97 – 99.98	13%
99.95 – 99.96	10%
99.93 – 99.04	05%
99.00 – 99.02	00%

Repair time is defined as the interval between the initial reporting of an issue and the complete resolution of the issue.

Escalation (emergency) calls

The following chart provides the expected escalation response and problem resolution timelines:

Emergency call priority status is defined as follows:

Resp. Level	Definition	Response Time	On-Site Response	Status Updates
Severity 3	Important	Next business day	Next business day	Daily
Severity 2	Critical	24 hours	24 hours	Daily
Severity 1	Urgent	8 hours	12 hours	Hourly

Criteria for determining problem priority status:

1. System down (Urgent)
2. Poor response time (Critical)
3. System unstable (Critical)
4. Application of critical hardware/software patches (Critical)
5. Users unaware of problems (Important)
6. Application of non-critical hardware/software patches (Important)

Support Call-in number:

- Housing call in number for students: ____ - ____ - ____
All end-user trouble calls should be made to this number
- UCAT help desk 408-924-2340 UCAT help desk
Calls for physical repair will be transferred to housing designee
Call-in person
- This individual is the named person responsible for reporting the status of the system to UCAT: Housing designee _____

Additional Tasks

In addition to the above deliverables, UCAT will:

- Maintain equipment in prescribed manner
- Manage service speed levels
- Provide Monthly billing

First Level Troubleshooting

- Spartan Shops must troubleshoot all problems before they are referred to UCAT for resolution.

SLA for Spartan Housing ISP

- Reported problems, which are determined not be caused by UCAT supported equipment, will be billed to Housing at the agreed service call rate.

Repair Service Cost

The cost for all non-covered move/add/change/repair service is \$72.00 per hour.

Signatures

Ash Padwal, Spartan Shops
_____ Date

Don Baker, UCAT
_____ Date

UCAT Revised Monthly ISP Charges for Housing Village

04/15/05

- \$4275 (100 Megabits) Per Month Fixed Recurring
- \$42.75 Per Megabit Monthly Usage Charge Above 100 Megabits
- \$1700 Per Month Fixed Recurring (\$5100/3)
- 15% UCAT Surcharge

Typical Monthly Charge For 100 Megabits

\$4275 (100 Megabit) Monthly Fixed Usage Charge
\$1700 Fixed Recurring (\$5100/3)¹
\$896 UCAT Surcharge (\$5975 * .15)

\$6871 Total Monthly²

Prices guaranteed for 1 year beginning July 1st 2005.

¹ \$5100 is a fixed monthly recurring charge from the Chancellor's office divided by 3

² This charge will never exceed \$8550 which is the 200 Megabit quote for 200 Megabit circuit

Campus Villave/Housing Telecom Proposal

Option # 1 1 Year Term

Assumption: Spartan Village Stays

If they remain in service all 66 will be converted from current billing to 8.20

\$ 541.20	\$ 541.20
------------------	------------------

Billing to remain Static ^(D)

300 JW Room 911 @ 8.20	\$ 2,460.00	
108 Hov Room 911 @ 8.20	\$ 885.60	
106 Ryc Room 911 @ 8.20	\$ 869.20	
107 Wsh Room 911 @ 8.20	\$ 877.40	\$ 5,092.20

Change Classic Admin (RA, RD etc.) from \$24.75 to \$8.20

29 Joe West @ 8.20	\$ 237.80	
6 Hoover @ 8.20	\$ 49.20	
7 Royce @ 8.20	\$ 57.40	
9 Washburn @ 8.20	\$ 73.80	\$ 418.20

8 Fire Alarm Lines @ \$6.00	\$ 48.00	\$ 48.00
-----------------------------	----------	-----------------

3000 DID's @ \$2.00 each	\$ 6,000.00	\$ 6,000.00
--------------------------	-------------	--------------------

Total Monthly Service Charges	\$ 11,558.40	\$ 12,099.60
--------------------------------------	---------------------	---------------------

Local minutes @ 1.35 cents ^(A)

Long Distance Minutes @ 3.50 cents ^(B)

MONTHLY GRAND TOTALS		<u>\$ 12,099.60</u>
-----------------------------	--	----------------------------

(A) Local toll rate 1.35 cents per minute

(B) LD Rate 3.5 cents per minute

(C) International and directory service calls will be billed at 34.0 cents a minute

(D) Billing to remain static for one year from July 1, 2005 unless agreed upon by both Campus Village and University