

APPENDIX D TO CONTRACT NO. DIR-TSO-2608

SCHOOLinSITES Web Hosting and Service Level Agreement

1. Agreement Overview

This Agreement represents a Web Hosting Service Level Agreement (“SLA” or “Agreement”) between SCHOOLinSITES, LLC (hereinafter SCHOOLinSITES) and the Customer for the provisioning of web hosting services required to support and sustain the Customer.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders as defined in Section 3, below.

2. Goals & Objectives

The **purpose** of this agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Customer.

The **goal** of this agreement is to obtain mutual agreement for web hosting services between SCHOOLinSITES and the Customer.

The **objectives** of this agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities;
- Present a clear, concise and measurable description of service provision to the Customer; and
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

Web Hosting Service Provider: SCHOOLinSITES (“Provider”)

Web Hosting Customer: Customer (“Customer”)

The following SCHOOLinSITES stakeholders are responsible for the deployment and ongoing support of this agreement:

Stakeholder	Title / Role	Contact Information
Shannon Whitt	Project Manager	s.whitt@schoolinsites.com 800-605-1033 (Ext. 305)
Sherry Harris	Director of Training/Support	s.harris@schoolinsites.com 800-605-1033 (Ext. 313)
Doris Moody	Director of Customer Relations	d.moody@schoolinsites.com 800-605-1033 (Ext. 300)

David Constantine	Director of Sales	d.constantine@schoolinsites.com 800-605-1033 (Ext. 320)
Jim Cox	Director of Marketing	j.cox@schoolinsites.com 800-605-1033 (Ext. 306)
Skip Platt	Account Manager	s.platt@schoolinsites.com 866-803-1302 (Ext. 324)

4. Service Environment

The following information provides detail on the users, tools, applications and/or other components supported by this SLA:

Number of Schools: _____

District Site: Yes

School Description:	All “X” Schools in the district will be using SCHOOLinSITES web hosting services
District Description:	All departments of the district will be using SCHOOLinSITES for their departmental web hosting

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement:

Service
Web Hosting including: <ul style="list-style-type: none"> • Provision of website traffic (bandwidth) • Provision of disk space for storing applicant-provided content • Providing FTP transfer capability so that files can be maintained
SCHOOLinSITES software upgrades (Purchased with SCHOOLinSITES License Fee, which is not E-Rate Eligible)
Application server backup and recovery
User security & account management
Application data backup and recovery
Automated server monitoring

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Customer has completed all recommended SCHOOLinSITES training.
- Customer will contact the SCHOOLinSITES support department immediately with any technical issues.
- Customer is responsible for all content posted on websites.

5.3. Service Provider Requirements

SCHOOLinSITES responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.
- Services provided to the Customer by SCHOOLinSITES will be documented in the Customer account files and a copy of the documentation will be provided to the Customer.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- 7:00 A.M. to 6:00 P.M. U.S. Eastern Time
- Monday - Friday, 365 days per year
- SCHOOLinSITES guarantees Hosting Services Uptime of at least 99.9%. In the event that the Uptime Guarantee is not met, SCHOOLinSITES will apply an hour for hour credit for future services.

Production Computing Environment

Automated Server Monitoring	24 x 7 365 days per year
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6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- One (1) hour (during business hours*) for issues classified as **Critical**.
- Two (2) hours (during business hours*) for issues classified as **High** priority.
- Four (4) hours (during business hours*) for issues classified as **Medium** priority.
- Eight (8) hours (during business hours*) for issues classified as **Low** priority.
- Twenty Four (24) hours (during business hours*) for a general service **Request**.

*M-F, 7:00 a.m. to 6:00 p.m. CST

6.3. Service Maintenance

All services and/or related components require regularly scheduled maintenance (“Maintenance Window”) in order to meet established service levels. On very rare occasions these activities will render systems and/or applications unavailable for normal user interaction for the following locations and timeframes:

Timeframe(s): Maintenance will be scheduled and performed during non-peak hours, usually between Midnight and 5:00 am CST with a guaranteed uptime of at least 99.9%.

AGREED AND ACCEPTED:

SCHOOLinSITES

SIGNATURE

Typed NAME

DATE

CUSTOMER NAME

SIGNATURE

Typed NAME

DATE