

## **Service Level Agreement between Enterprise Information Technology Services And BlackBerry/NotifyLink Client**

This agreement is for the provision of BlackBerry access to UGAMail and the UGA Oracle Calendar Service to \_\_\_\_\_, hereafter referred to as the "Client". This service is  
(Client Name)

operated on a purely cost-recovery basis. Only services specifically detailed in this agreement will be provided.

The duration of this agreement will start \_\_\_\_\_ and will auto-renew at the  
(Start Date)

beginning of each new fiscal year. The Client will be notified by EITS in April if any BlackBerry contract rate changes will occur in the next fiscal year. If the Client wishes to terminate their contract at the end of a fiscal year or at any time during a fiscal year, the Client will provide a 30 day written notice for contract termination or contract billing account changes (fax notification to EITS at 583-0890 or 583-0260).

### **EITS agrees to provide the Client the following:**

- Services and software to provide BlackBerry device access to the UGAMail and UGA Oracle Calendar systems
- Access to UGAMail and Oracle Calendar 24x7x365 except for normally scheduled system downtime periods

### **The Client agrees to provide the following:**

- Compensation in the amount of \$50.58 per quarter, directly billed to the Client by EITS at the first of each quarter, which will be used by EITS to cover operating costs of the system for the duration of this agreement
- Client is responsible for purchasing their own BlackBerry device and providing such information, as needed, to EITS for initial setup
- Client is responsible for obtaining their own wireless service provider and is responsible for the payment of voice and data service charges to their service provider (e.g., Verizon, Cingular, etc.)
- Client is responsible for working directly with their wireless service provider in the event of wireless service disruptions
- Client is responsible for the security of the information received or transmitted across their device

### **Services Specifically NOT covered by this agreement are the following:**

- Recovery of either Client email or calendar data
- BlackBerry device support
- Wireless carrier services (voice & data)
- Wireless carrier problem troubleshooting and resolution

**Important Notes about this Service:**

- The goal of this agreement is to provide the client with 99.9% uptime access to the centrally provided BlackBerry service. However, it is recognized that infrequent service interruptions may occur.
  - In the event of a failure of any or all of the Notify server(s) or other hardware components causing the systems and supported applications in this agreement to be unavailable, EITS will immediately coordinate with outside vendors to obtain the necessary hardware and software to restore the service.
  - EITS will be solely responsible for the costs associated with replacing the necessary hardware and software.
  - The length of time that the Notify servers and supported applications will be unavailable will vary according to the type of failure experienced.

Any problems with contract service fulfillment should be addressed immediately with EITS Client Services through the EITS Help Desk at 542-3106. Any questions concerning contract billing or account questions should be addressed through the EITS Financial & Business Services Department at 542-2487.

This agreement is effective and services will begin on the date specified when this agreement is accepted and signed by the Client and the EITS BlackBerry Services Support Representative. Please fax this signed contract to EITS at either 583-0890 or 583-0260.

\_\_\_\_\_  
EITS BlackBerry Services Support Representative

Date: \_\_\_\_\_

\_\_\_\_\_  
Client Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Client Name

Total Contract Cost: \$ \_\_\_\_\_ (EITS Supplied)

Contract Number: BB- \_\_\_\_\_ (EITS Supplied)

*Client Supplied Info:*

*Account Number* \_\_\_\_\_

*Account Name* \_\_\_\_\_

- *The quarterly charge will be billed under object code 76932*

*Client Business Office Contact: Name* \_\_\_\_\_

*Phone #* \_\_\_\_\_

*Email* \_\_\_\_\_

*Client Reporting Department* \_\_\_\_\_