

Service Level Agreement for

Broadband and Internet Support Service

Terms of this Agreement

1 The Parties

1a This agreement is between Broadband Sandwell and schools who have contracted to receive the broadband service (Sandwell Broadband Network).

2 Period of Agreement

- This Agreement shall commence on 1 April for a period of one year
- Schools subscribing to the Sandwell Schools' Broadband Network are required to also purchase this service.
- This agreement remains in force as long as the school purchases a service from the Sandwell Schools' Broadband Service. Notice of termination of this service (following termination of membership of the Sandwell Schools' Broadband Network) should be given in writing before 30 November in any year to terminate the contract on 31 March the following year.

3 Service Contact Details

Broadband Sandwell can be contacted via the following methods:

Telephone: 0121 569 2400 or 0121 569 2414 Fax: 0121 511 1022

Email: helpdesk@broadbandsandwell.org.uk

Technical Support Hours: Monday to Friday 08:30 to 17:00 except public holidays.

At all other times an answer phone service is available

When your call is logged you will receive a call reference number – please make a note of this and refer to it if you need to make any follow-up enquiries

Please note: If you do not have a call reference number then your request for assistance is not recorded on our system. It is important to report problems to the helpdesk as described above so your request is not overlooked.

4 Service Overview

HELPDESK SUPPORT

Fault finding, fault and change reporting and logging with our helpdesk team as follows

- Broadband connection problems
- Requests for Web filter changes
- Support for email problems

CONFIGURATION SUPPORT

Advice, support, troubleshooting and fault finding with –

- Internet connections
- FTP and web connectivity
- Click to Meet and E164 Video Conferencing
- SMBC Intranet (Including SBS)
- Media Streaming
- Proxy server configuration
- On-line testing systems
- Domain Name Service (DNS)

SUPPORTING NEW SYSTEMS

Advice and support can be provided for new systems-

- Support and advice for schools wishing to commission servers or services in the Broadband Sandwell Hosting Array (located in the Broadband DMZ) (Please note that procurement and installation costs will not be covered by this agreement)
- Commissioning of new proxy cache servers in schools (Please note that procurement costs will not be covered by this agreement)

SECURITY

Advice and support with network security

Advice and support with spy-ware measures

TRAINING

Training for teachers and school based technicians is available –

Advice and training on the implementation of technical schema to meet borough-wide, sub-regional, regional and national standards (e.g. IP addressing, E164 Video conferencing address schema, devolved content filter management, firewall change requests, proxy server management etc)

4a Additional Services

This Service Level Agreement will additionally provide helpdesk support for the following, where applicable in your school:

CONFIGURATION AND USER MANAGEMENT

Configuration support for the following systems:

- Learning Gateway
- SMBC Web mail
- SMBC Intranet
- SMBC school websites
- Broadband Sandwell websites
- VPNs

User management, troubleshooting and fault finding with the following systems–

- SMBC Web mail
- SMBC Intranet
- SMBC school websites
- Broadband Sandwell websites
- VPNs
- Sentinel Online Racist and Bullying Incident Recording Software

HARDWARE

Advice, support, configuration, troubleshooting and fault finding with –

- Espresso servers
- Linux Proxy Cache servers
- Video Conferencing systems
- Other content developments

5 Service Delivery

- Support is offered initially by telephone and email and in most cases remote assistance via the broadband network is available.
- If a site visit is deemed necessary by the technical team, an appointment will be made for the earliest possible mutually convenient time.

6 Charges for the Service

- The charges for services are detailed separately and are recalculated for 1st April each year.
- Broadband Sandwell reserves the right to make additional charges where problems arise that are caused by:
 - a) Negligent and/or unauthorised actions performed by the school, its staff, partners or agents
 - b) A fault with a system for which Broadband Sandwell is not responsible for managing and operating
- We may at our discretion, claim additional payment from a school for time and effort spent resolving such problems

7 Method of Charging

- The subscription charges will be made annually at the beginning of each year by invoice. The school can opt to pay the subscription charges by standing order in 10 monthly installments.

8 Quality of Service

- The services will be provided in a professional manner and the highest possible quality standards will be maintained at all times. It is our aim to respond by telephone or email to support calls logged with our helpdesk within **4 working hours**.

9 Equipment and Resources

- Any equipment and resources loaned to the School will remain the property of Broadband Sandwell

10 Arbitration / Conciliation in Cases of Dispute

- Both parties to the Agreement will act in good faith towards each other in relation to all matters arising under this agreement. Both parties will take all reasonable steps within their powers that are necessary or desirable to give effect to the spirit of this Agreement.
- The parties will use their best endeavours to resolve by agreement any dispute, difference or question arising out of the Agreement. If there is a failure to agree, the matter will be referred to the Head of Service or his/her nominated officer.

11 Limitation of Liability

- In so far as the law allows Broadband Sandwell will not be liable for any direct, indirect, special or consequential damages, or any loss of revenue, profits, or data, arising in connection with this agreement.
- In so far as the law allows Broadband Sandwell cannot be held responsible for acts or omissions.
- **Force Majeur:** Clearly, some matters are beyond our control – for example; suppliers occasionally fail to deliver in the time-scale expected or sudden staff illness, fire or flood may result in unavoidable delays. We will always endeavour to alert schools whenever such problems arise, however, in such circumstances we cannot be held responsible.