SHARED SERVICES EMAIL
SERVICE LEVEL AGREEMENT
CENTRALIZED GATEWAY SMTP RELAY ADDENDUM

VERSION 1.0 (11.06.2012)

BETWEEN

CONSOLIDATED TECHNOLOGY SERVICES

AND

[CUSTOMER]

SHARED SERVICES EMAIL
SERVICE LEVEL AGREEMENT
CENTRALIZED GATEWAY SMTP RELAY

| **Section 1. The Addendum** | Service Level Agreement Number: <unique number identifier> |
| | Customer Service Agreement Number: <unique Customer identifier> |

1.1 Purpose
The purpose of this Addendum is to establish general standards and expectations applicable to Centralized Gateway SMTP Relay (CGSR) in the Shared Services Email (SSE) environment. Prior to entering into this Addendum the Customer certifies they have a current SLA for SSE, and acknowledges it has read and understands the terms and conditions therein.

1.2 Parties
This Addendum is entered into by and between the Washington State Consolidated Technology Services (CTS), an agency of Washington State government located at 1500 Jefferson St. SE, Olympia, WA 98504-2445, and *[Customer]*, as certified above, located at *[Customer's address]* for the purpose of providing support for CGSR applications.

1.3 Payment and Billing

The Shared Services Email rates can be found on the CTS website:
http://cts.wa.gov/products/Communications/SharedServicesEmail.aspx

1.4 Entire Agreement/Acceptance of Terms
This Addendum and the underlying SLA constitute the entire agreement between CTS and the Customer, and supersedes all other communications, written or oral, related to the subject matter of this Addendum. Execution of this Addendum constitutes an addition to the underlying SLA and the SLA remains in full force and effect. If there is a conflict between this Addendum and the SLA, the conflict will be resolved by giving precedence first to this Addendum and then to the SLA.

CTS and the Customer hereby acknowledge and accept the terms and conditions of this Addendum.

1.5 Term and Termination
The term of this Addendum is effective upon the date of execution by both parties. Either party may terminate this agreement with sixty (60) days written notification to the other unless otherwise provided within this Addendum.

Section 2. Overview

2.1 Description
CGSR is an optional feature of SSE which is provided to support Customer applications in need of Simple Mail Transfer Protocol Relay to the Internet. Only Customers of SSE are authorized to use CGSR upon signing this Addendum. The CGSR environment only supports CTS approved applications and servers and is intended for applications which can meet the requirement of the service.

Consolidated Technology Services   Page 2 of 4   Customer Name
Shared Services Email   Date of SLA   Customer Service Agreement: CSA-0
Service Level Agreement: SLA-#

2.2 Limits on Scope

The following is a list of specific features and activities that are included and excluded under this offering. This list is intended to provide guidance on the limits of coverage that can be expected under this offering, including but not limited to the following:

Included
Assistance in configuration and troubleshooting of the connection to the CGSR server.
Installation, management, and maintenance of server software.
Antivirus Scanning applied to all outbound SMTP traffic.
Destination controls to internet addresses.
Biannual report of listed Customer servers.
Excluded
Backup of the data contained.
Disaster Recovery.
Installation, configuration or monitoring of the Customers application software.

Section 3. Support

3.1 General Prerequisites

Agencies wishing to use the CTS SMTP Relay service will need to:
- Complete an inventory of all applications/devices which require SMTP Relay Service using a CTS-provided template (Attached)
- Identify individual IP addresses. CTS will permit on individual IP addresses only; CTS will not permit to a range, or to a subnet.
- CTS will only permit to production and hot standby IP's. Customer test scenarios will be permitted separately and only with coordination and authorization with CTS.
- Undertake mailing list maintenance to provide reasonable certainty that mailing lists do not contain invalid addresses.
- Submit a ticket requesting SMTP Relay service to the CTS Service Desk. Upon receipt of the completed Inventory Template, CTS technicians will evaluate the request and notify the agency of additional requirements if any.
- Once CTS has permitted the IP addresses of your application servers, Customer will need to point the SMTP traffic from those servers to a DNS provided address.

3.2 Customer Responsibilities

To protect the service, the sending agency, and all other state agencies using the relay service, there are certain responsibilities that lie with the Customer:
- Provide CTS with early notification of unusual (e.g. Annual bulk mailing; unusually large bulk mailing).

- Reasonable certainty that mailing lists are "clean" (do not contain invalid addresses).
- Mailing lists are managed and maintained regularly.
- Customer must be proactive in designing their bulk distributions to avoid overloading the system and/or causing the CTS gateway to be block listed on the internet.
- .
- Customer will create a SPF record that will include SMTP addresses.

EXAMPLE: Bulk mail job sending to 15,000 internet recipients
- Split the mailing into 15 separate jobs, each with 1000 recipients.
- Wait 10 minutes between each job.

3.3 Service Provider Termination of Service

In order for the service provider to maintain the most reliable service for all customer agencies the service provider may need to take the following actions which may include;

- Temporarily "block listing" of Customer servers and/or application from connection.
- Permanently "block listing" Customer server and/or application from connection.
- Provide Agencies with notification of substantial delays in the relay system due to activities such as "block listing" or application bulk mailing.

Section 4. Signatures

IN WITNESS WHEREOF, the parties have executed this Addendum to the SSE Service Level Agreement.

APPROVED
State of Washington
Consolidated Technology Services

APPROVED
State of Washington
Customer Name

_____
Signature   Date

_____
Signature   Date

_____
Print or Type Name

_____
Print or Type Name

_____
Title

_____
Title