KanREN
SERVICES MEMORANDUM

Detail:

Barton utilizes KanREN (Kansas Research and Educational Network) for our Internet connection. KanREN is on the state contract as a provider. Barton has been with KanREN since 1993 and our service and benefits from being a part of this network have been exceptional. Through the partnership, Barton is provided with technical expertise in routing and networking, along with technical assistance on the ITV network.

Recommendation: It is recommended that the Board authorize the President to execute the KanREN Services Memorandum as presented.

P.O. Box 442167, Lawrence, KS 66044
Services Memorandum

This Services Memorandum is part of the attached Membership Agreement between KanREN, Inc. and Barton Community College, (herein after referred to as Consortium Member or Consortium Member Institution) and describes services to be provided to the Consortium Member by KanREN, along with the costs associated with those services, to be paid to KanREN by the Consortium Member, according to the terms of the attached agreement. Acceptance of the attached Membership Agreement includes acceptance of the costs and fees for the services described below. Costs and fees will be billed quarterly unless otherwise noted.

Costs and fees:

KanREN Services				
Membership Fee *See pages 5 & 6*	$8,000 / year			
Connection Fee	$45,000 / year			
Network Use Fee	$6,900 / year			
StormCellar Storage	$240 / year			
Scalable Video Service-*See terms of use, pages 7 & 8*				
Spam Filtering				
Quarterly Cost	**$15,035.00**			
Annual Cost	**$60,140.00**			

Additional Services:

If you wish to add any services not currently selected above, please contact KanREN. Once these services are added, a corrected Service Memorandum will be reissued for your approval and signature.

Contact Information:

To facilitate accurate communication for the services KanREN provides to members, we define several contacts for each member site. **Please complete or update the listed contacts attached before returning the signed services memorandum**. One person may fill more than one role, and not all members will have a complete set of contacts. Only Administrative, Billing, and Technical contacts are required. In the event a contact is not used or the listed contact is unavailable, we will always attempt to contact the most similar contact on the list until we have communicated with one of the site contacts.

Special notes or considerations:

If this services memorandum is signed for a fiscal year beginning July 1, before the preceding April membership meeting (where rates and budget for the coming fiscal year are determined), rates, and fees may change. In the event of a change, a superseding services memorandum will be issued. The member may chose not to accept the superseding services memorandum, in which case the original services memorandum is also void.

Members who have signed a multi-year membership agreement acknowledge that the Costs and fees section of this services memorandum are in effect for one fiscal year, unless otherwise explicitly stated. Consortium governance may change service offerings and rates between fiscal years, by general membership vote and approval. Special considerations for the Consortium Member known at the time this services memorandum is executed are listed as follows:

By signing below, I certify I have read, understand, and agree to the terms stated herein:

Signatures

For KanREN   For Member

_____ 05/18/12   _____
Signature   Date   Signature   Date

Cortney Buffington
_____   _____
Name (print)   Name (print)

Executive Director
_____   _____
Title   Title

Barton Community College Organization Contact Information

<u>*Addresses:*</u>
Billing

_____
Mailing address   City, State   Zip

DMARC (physical location of circuit connection)

_____
Physical connectivity address   City, State   Zip

<u>*Required:*</u>
Administrative* (CIO, Department Head, etc. -- Final authority for IT issues)

_____
Name   Title

_____
Phone Number   E-mail Address

Can this contact authorize/request changes to the organization's connection?   **Yes   No**
Can this contact authorize/request billing changes for the organization?   **Yes   No**

Billing* (A financial contact for rectifying billing issues)

_____
Name   Title

_____
Phone Number   E-mail Address

Can this contact authorize/request changes to the organization's connection?   **Yes   No**
Can this contact authorize/request billing changes for the organization?   **Yes   No**

Technical* (Primary 8x5x5 technical/network contact)

_____
Name   Title

_____
Phone Number   E-mail Address

Can this contact authorize/request changes to the organization's connection?   **Yes   No**
Can this contact authorize/request billing changes for the organization?   **Yes   No**

Secondary Technical contact

_____
Name   Title

_____
Phone Number   E-mail Address
Can this contact authorize/request changes to the organization's connection?   **Yes   No**
Can this contact authorize/request billing changes for the organization?   **Yes   No**

Barton Community College Organization Contact Information (cont.)

Optional:
Emergency (24x7 on-call phone, pager, operations center, etc.)

_____

Name   Title

_____

Phone Number   E-mail Address

Can this contact authorize/request changes to the organization's connection? **Yes   No**
Can this contact authorize/request billing changes for the organization?   **Yes   No**

IT Security

_____

Name   Title

_____

Phone Number   E-mail Address

Can this contact authorize/request changes to the organization's connection? **Yes   No**
Can this contact authorize/request billing changes for the organization?   **Yes   No**

Advanced Computing/Research

_____

Name   Title

_____

Phone Number   E-mail Address

Can this contact authorize/request changes to the organization's connection? **Yes   No**
Can this contact authorize/request billing changes for the organization?   **Yes   No**

E-Rate Contact

_____

Name   Title

_____

Phone Number   E-mail Address

Membership Classes
Members in class Research and Backbone are pre-defined based on the type of connectivity arrangements they have. Class Community Anchor and Partner may be selected based on support hours and response time needs.

Research: Direct Connect - Multiple $60,000. Directly connected to a backbone node with multiple connections, or directly connected to multiple backbone nodes. Members in this class terminate directly into core KanREN backbone infrastructure with either multiple redundant connections, or connections to multiple nodes. Members in this class receive the greatest level of service and redundancy that KanREN can offer. These members will not have physical or logical rate limits placed on their connections. These members pay KanREN's costs to provide them Internet service, but mutually agree upon an allocation method to distribute those costs between themselves. Members in this class may additionally receive multiple logical or physical interfaces for VPN (L2 or L3) provisioning at no extra charge beyond additional hardware necessary to facilitate such connections. Research members are provided with all advanced networking access and connectivity that KanREN implements (IPv6, multicast, etc.). Many advanced services are uniquely and/or exclusively available to Research and Backbone members because of their direct connection to backbone nodes. Members in this class receive 24/7 support with a 15 minute/1 hour + holiday support response time.

Backbone: Direct Connect $40,000. Directly connected to a backbone node. Members in this class terminate directly into core KanREN backbone infrastructure with a single connection. Members in this class receive the greatest level of service and redundancy that KanREN can offer with a single connection. These members will not have physical or logical rate limits placed on their connection and will be billed for Internet service based on usage, as agreed to by all Research and Backbone members. Members in this class may additionally receive multiple logical or physical interfaces for VPN (L2 or L3) provisioning at no extra charge beyond additional hardware necessary to facilitate such connections. Backbone members are provided with all advanced networking access and connectivity that KanREN implements (IPv6, multicast, etc.). Many advanced services are uniquely and/or exclusively available to Research and Backbone members because of their direct connection to backbone nodes. Members in this class receive 24/7 support with a 15 minute/1 hour + holiday support response time.

Community Anchor: $8,000. Members in the Community Anchor class will be supported 24/7 (no holidays) by KanREN, with a 1 hour/4 hour response time, and are connected through one of KanREN's aggregation routers. This membership class is intended for members with critical services operating around the clock, network users in residence, etc. Community Anchor membership also entitles the member to request multiple connections to the KanREN network for the primary or remote sites (actual cost recovery for services and hardware required to be assessed on an individual case basis). Community Anchor members are provided with advanced networking access and connectivity as available through KanREN's network aggregation nodes (IPv6, multicast, etc.).

Partner: $4,000. Members in the Partner class will be supported 7 a.m. – 7 p.m. Monday through Friday (no holidays) by KanREN, with a 1-hour response time, and are connected through one of KanREN's aggregation routers. This membership class is intended for members that do not have critical services operating around the clock, network users in residence, etc. Partner membership also entitles the

member to request multiple connections to the KanREN network for the primary or remote sites (actual cost recovery for services and hardware required to be assessed on an individual case basis). Partner members are provided with advanced networking access and connectivity as available through KanREN's network aggregation nodes (IPv6, multicast, etc.).

Associate: Satellite Location $1,000. Some members with remote/satellite locations desire KanREN to handle WAN connectivity to link their sites together. This membership class is designed to support the technical needs of the remote location. Associate members must be part of the same organization as a Partner or higher member. Associate members do not receive a vote in KanREN business, as their needs are represented by the parent institution's vote.

Advocate: Non-Connected $500. Some members join KanREN for benefits other than network connectivity. These members are eligible to participate in other KanREN benefits and for al-la carte services above the network. Typically, Advocate members see value in KanREN's work advocating locally, regionally and nationally for R&E networking. Advocate members are supported during primary hours, though hourly billing is available for incidents outside of our primary support hours.

Additional Support Charges
While member and non-member "consulting" rates have been on the books for years, without any clear demarcation concerning where or when support starts/stops, KanREN has not had good luck with assessing per-hour billing of these fees. In addition, we felt that, given the varying levels of assistance that KanREN is often called on for, and that many requests involve work outside of regular hours, it was appropriate to have different rates for different situations:

> **Connectivity/Performance Troubleshooting**
> $75/hr during primary support hours
> $115/hr during secondary support hours
>
> **Engineering/Design**
> $100/hr primary support hours only

Scalable Video Service Terms of Use

Introduction:
KanREN provides the Scalable Video Service as a non-profit cost-recovery service. We strive to provide individual institutions the best value for their dollar and the costs charged represent real costs of licensing and maintaining this system. Our terms of service have been developed so that we can continue to maintain a cost-effective solution, maintain our licensing obligations with respect to the software/hardware vendor, and maintain our legal status as a non-profit educational consortium. When you contract for this service, you are agreeing to work with us to help keep this service sustainable, and this includes abiding by the terms of service below. If you have any questions about using this system, you may always feel free to contact KanREN to discuss these terms.

Video Network as defined in this document is an organization consisting of multiple KanREN membership-eligible entities (schools, research agencies, libraries, or certain other non-profit organizations with an educational focus) organized to provide and support interactive distance education, telemedicine, and similar on-line video-enabled services.

Purchasing Institution as used in this document will refer either to:
1. A Video Network organization and any of their member institutions that are identified as Video Network members and included in a fee assessment outlined in the pricing of this service
OR
2. A single institution consisting of a single administrative domain with distinct and independent budgeting and executive leadership

Terms of Use:
For Video Network subscribers, who are defined as existing or future organizations of KanREN membership-eligible entities organized to provide and support interactive distance education or telemedicine, the phrase "purchasing institution" will be understood to mean the Video Network organization, and any of their member institutions (network members) that have been identified and included in fee assessment as outlined in the pricing information for this service. For all others, "purchasing institution" consists of a single institution, defined as an administrative domain with separate budgeting, administration, or other organizationally distinctive attributes.
KanREN Scalable Video Service is provided to a purchasing institution for the sole use of that institution.

Resale of this service is forbidden. Loaning, leasing, cost and service sharing agreements, and any other use that primarily involves individuals or groups outside the purchasing institution is also forbidden. Any use of the service must be on behalf of the purchasing institution and must substantially involve employees, students, or affiliates of the purchasing institution. Purchasing institutions may only provide registered user accounts for the Video Service to employees, students, or other institutional affiliates. The Video Service has provisions for guest access when communicating with unregistered users, access to non-affiliated individuals must utilize these integrated guest-access capabilities. KanREN reserves the right for authorized individuals to audit and monitor Video Service use to ensure compliance with applicable policies and contractual agreements or for system maintenance purposes. KanREN will take reasonable steps to ensure the privacy and security of the Video Service, but cannot

guarantee the confidentiality of information stored on or transmitted through this service. Contact KanREN directly if you have specific security or privacy requirements, KanREN may be able to help meet those requirements.

Registered users and institutional members are expected to exercise good judgement in the use of this system. In particular they are expected to keep passwords secure, not to share accounts, and to use the system only for officially sanctioned purposes. Any unlawful, illicit, or unauthorized use is a violation of these terms of service and may be reported to the proper authorities in accordance with state and federal laws and regulations. For-profit, entertainment, or personal use may be a violation and should be vetted with KanREN prior to such use.

KanREN will provide troubleshooting or assistance only to registered users of the system, or to guests at our discretion when the request originates from a registered user and is in accordance with other terms of service.

In the event of violation of these terms of service, KanREN may take action including restricting individual user access, suspending service, or terminating the KanREN Scalable Video Service contract for the purchasing institution. If service is terminated due to violation of these terms of service, the purchasing institution will forfeit any refund for the remainder of the service contract period in force at the time service is terminated.

Any variation from these terms of service will require prior written approval from KanREN.