## Attachment: Wireless Service Agreement Template

The **Wireless Service Agreement** provides the client with the terms and conditions of Wireless service. It is provided as an attachment to the Project Proposal.

# RUWireless Service Agreement

## The State University of New Jersey Office of Information Technology

**Central Systems and Services - RUWireless November 18, 2010**

**Description**

RUWireless is intended to serve the Rutgers University community of students, faculty and staff by providing authenticated access to RUNet via standards based 802.11 wireless networking.

Any Rutgers University affiliated department is eligible to participate in the RUWireless infrastructure.

# General Consulting

The RUWireless team will provide preliminary guidance to departments that are investigating a wireless networking system. This includes an explanation of how RUWireless was developed and if it suits the departments needs. Deployment of RUWireless in departmental facilities, including site survey, installation, and system configuration and maintenance, is a contracted service with OIT-CSS.

# Deployment

* After the initial consultation, the RUWireless team will use floor plans marked up with coverage requirements prepared with the department representative to perform a site survey and network design at a cost of $75 per hour. This will ensure that there is satisfactory wireless coverage as required by the department.
* The RUWireless team will provide a detailed proposal, which lists the number of access points required to fulfill the department’s coverage needs. The department will be responsible for the site survey fee even if they do not proceed with an RUWireless implementation.
* The RUWireless team will act as the liaison between the department and the University’s Network Installation Group to coordinate the installation of network cabling to provide power and a connection to an RUNet switch port. Note that any switch ports needed for the access points are the responsibility of the department to either make available or purchase. The cost of any network cabling or electronics are determined by the University’s Network Installation Group and are a separate line item on the RUWireless Installation proposal and will be paid to the University’s Network Installation Group on your behalf.
* The RUWireless team will install access points in security enclosures. The RUWireless team cannot assume any responsibility to paint or match decor. The access points are secured with security screws. These are meant to serve as a deterrent and in no way guarantee that the access points cannot be stolen.
* In order to access RUWireless*,* clients must ensure that computers connecting to RUWireless adhere to hardware, software and OS specifications detailed at [http://ruwireless.rutgers.edu/.](http://ruwireless.rutgers.edu/)

# Annual Service Contract

* Included with the initial proposal are maintenance charges, prorated for the installation year, plus the next fiscal year’s annual service contract charge, per access point. Each year following, the department will be billed for service charges per access point.
* The service contract is not optional and must be kept current for the network to remain operational. Any failure to pay the annual service contract will result in the wireless network being shut down.
* The access points and back-end equipment will be maintained and any failures will be addressed within 24 hours during business hours, access permitting. There will be a maintenance window every Tuesday and Thursday from 6:00 am to 8:00 am during which time the system may or may not be available.
* Damage to access points as the result of incidents of vandalism, accidental physical damage, theft or weather related issues are not covered under this contract and repair will be billed to the department.
* The department will be responsible for all costs associated with any modifications resulting from requirements not expressed in the initial consultation. This includes renovation, reorganization or additional coverage needs.
* The system is guaranteed to be functional for a period of four years from the date the system is made operational. At the end of the four year period the department may be offered an additional annual contract renewal, a system upgrade proposal or the system may be shut down with the access points being left intact but not operational for the department to assume control over.

# Benefits

* Minimize wiring and infrastructure costs
* Custom departmental virtual networks
* Simplified configurations
* Centralized user support
* Existing client base
* Roaming capabilities
* Printing to general access computer labs
* Centralized system management
* Comprehensive coverage based on departmental requirements
* Campus-wide installation architecture for functional consistency
* Optimized performance of wireless technology
* Fully encrypted communications available
* Complete system warranty
* Authenticated and secured access
* Localized guest access available
* Ability to monitor and restrict infected and abusive users