

**SCHEDULE A ADDENDUM TO THE
SERVICE LEVEL AGREEMENT BETWEEN E-UTAH
AND PROVO CITY**

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, e-Utah, and Provo City adding additional Provo City, Finance Department transactions or services to the Network, subject to Board approval.

AGREEMENTS

1. Access By the Network Manager Provo City authorizes the Network Manager, to provide electronic access to information contained in the Provo City, Finance Department databases, in accordance with this Agreement. Description of service is as follows:

This service will allow businesses that currently hold an active Provo City business license to use the Network's web based credit card payment authorization and transaction system to renew their licenses online. This renewal application will process payment transactions, allow users to print a new license, and place transaction information in a file where the Finance Department can access it for review, processing and auditing purposes.

2. Record Classification and User Access Provo City represents to the Network Manager the record classification: _____

The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

Users will be offered only the public record business data as designated by the Provo City Finance Department. Users will not be required to subscribe to the Network to use this service.

The Network Manager will conduct and store all payment transactions for this service on a secure server.

3. Record Supply Costs and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records and providing record transactions to Users including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Provo City, Finance Department computer programs and to access the Records. Computer programs used by the Network Manager shall:

- a. Protect information from unauthorized access;
- b. Supply records to Users on a timely basis in an accurate, understandable and logical format acceptable to Provo City, Finance Department

Be tested by the Network Manager and prototyped for Provo City,, Finance Department and reviewed and approved before it is offered to the public.

4. Use messages. If required by Provo City, Finance Department, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be in the form of a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.

**SCHEDULE A ADDENDUM TO THE
SERVICE LEVEL AGREEMENT BETWEEN THE NETWORK
AND PROVO CITY, FINANCE DEPARTMENT 2 of 3**

5. Subscriber Agreements. This service shall not require subscriber agreements.
6. Transaction Logs. Provo City, Finance Department shall have access to the Network's Subscriber Transaction Log for the purpose of auditing and processing registrations and online credit card payments. Unless otherwise specified by Provo City, Finance Department this Log shall contain the following data: User name, transaction data and time and type of inquiry/transaction and other such collected data as the city may require.
7. Payment and Collection.

A Premium Service Charge is requested for this service.

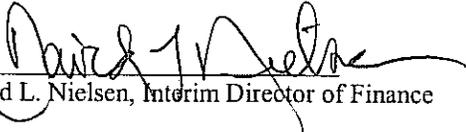
- a. Collection: The Network Manager shall be totally responsible for the collection of payments from Users and Subscribers according to the chart below. No additional amounts may be charged by the Network Manager for renewals without the prior written agreement of the Provo City, Finance Department and the Network Board. The fee charged by the Network represents a fee for development and support services. The Network hereby represents that it believes the following charges will fairly and reasonably recompense the Network Manager in order to make the Master Contract a success:

<u>Agency/Project/ Priority</u>	<u>City Fee</u>	<u>Network Charge</u>	<u>Total</u>
1.) Business License Renewal fee	\$60.00	\$1.50	\$61.50

- b. Payment: Payments for business license renewals shall be transmitted to the city's bank processor at the time of transaction. The network charge shall be added to the total transaction charge and the Network shall invoice the city for each transaction transmitted through this online application. The Network will in turn make payment to its credit card authentication vendor for transaction charges assessed against the network associated with this application.
8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Provo City, Finance Department, records shall be available for inspection, auditing and copying by the city or other authorized representatives.
9. Efficiency Gain Calculation. Provo City, Finance Department, and the Network will establish baseline cost for the processing of renewals, both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering the service.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

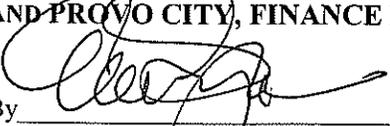
Provo City, Finance Department

By 
David L. Nielsen, Interim Director of Finance

Date 9-9-2002

The Network

SCHEDULE A ADDENDUM TO THE
SERVICE LEVEL AGREEMENT BETWEEN THE NETWORK
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By 
Richard L. Brown, General Manager
AMY SAWYER

Date 9/11/02

The Board

By 
Alan Sherwood, Chair

Date 9/11/02