

# SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE AND THE UTAH INSURANCE DEPARTMENT

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, Utah Interactive, adding additional Utah Insurance Department transactions or services to the Network, subject to Board approval.

## Proposed Service: Company and Agent Search

### AGREEMENTS

1. Access By the Network Manager. The Utah Insurance Department authorizes the Network Manager, to provide electronic access to information contained in the Utah Insurance Department's Database, in accordance with this Agreement. Description of Service is as follows:

This service will allow users to access certain portions of the Utah Insurance Department's database to identify information on a specific company, agency, individual or agent. A user will be able to search by a company or agency name, agency license number, individual or agent name, and individual or agent license number to retrieve a list of companies, agencies, individuals or agents with similar names. The user will then be able to request further information about a specific company, agency, individual or agent by selecting an item that was returned in the search.

2. Record Classification and User Access. The Utah Insurance Department represents to the Network Manager the record classification: Public Records

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 those fields as designated by the Utah Insurance Department.

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 and Subscribers, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Utah Insurance 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 Subscribers on a timely basis in an accurate, understandable and logical format acceptable to the Utah Insurance Department;
  - c. Be tested by the Network Manager and prototyped for the Utah Insurance Department's review and approval before it is offered to the public.
4. Use messages. If required by the Utah Insurance 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.
5. Subscriber Agreements. This service shall not require Subscriber Agreements.

**SCHEDULE A ADDENDUM TO THE  
SERVICE LEVEL AGREEMENT BETWEEN THE NETWORK  
AND UTAH INSURANCE DEPARTMENT  
PAGE 2 of 2**

6. Transaction Logs. The Utah Insurance Department shall have access to the Network's Subscriber Transaction Log for the purpose of auditing the collection and dissemination of the Utah Insurance Department records. Unless otherwise specified by the Utah Insurance Department, this Log shall contain the following data: Subscriber name, transaction data and time and type of inquiry/transaction.

7. Payment and Collection.

A Service Charge is requested for the development of the Company and Agent Search.

Agency/Project/ Priority                      Statutory Fee                      the Network Charge

1. Company and Agent Search  
    Research and Development      \$0.00                      not to exceed \$16,610.00

8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Utah Insurance Department shall be available for inspection, auditing and copying by the agency or other authorized representatives.

9. Efficiency Gain Calculation. The Utah Insurance Department and the Network will establish baseline cost for the processing Insurance Search requests 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.

Utah Insurance Department

By Neal T. Smith  
    DEPUTY COMMISSIONER

Date 3/15/02

The Network

By [Signature]  
    Amy Sawyer, General Manager

Date 3/20/02

The Board

By [Signature]  
    Alan Sherwood, Chair

Date \_\_\_\_\_

