User Connection Agreement

UNIVERSITY OF CALIFORNIA, LOS ANGELES
CAMPUS BACKBONE NETWORK
USER CONNECTION AGREEMENT

The UCLA Campus Backbone Network (CBN) is a "network of networks" connecting on-campus school, divisional and departmental networks. Connection to the CBN provides access to departmental campus computing resources, University of California system resources, and regional, national and international networks. The CBN provides transport for Internet Protocol (IP) communications. Other protocols cannot be supported unless tunneled within IP. Users are connected to the CBN via a school, division, and/or departmental Local Area Network (LAN) and the appropriate Network Access Equipment (NAE). Individual workstations, computers, file servers, and/or gateways cannot be connected directly to the CBN. The NAE is selected, purchased, maintained and owned by Communications Technology Services (CTS).

TERMS OF AGREEMENT

The CTS organization will provide the following:

1. Connection to the CBN via the building wiring room.

2. A Help Desk for problem reporting and resolution. Problems may be reported by telephone to the Network Operations Center (NOC) at 65345, or by E-mail to noc@noc.ucla.edu, 24 hours a day. The Help Desk will only accept problem reports from designated Network Coordinators (NCs) and alternates registered with CTS.

3. Centralized network management monitoring of network performance to ensure high availability and reliability.

4. Internet Protocol (IP) Domain nameserver and IP address administration on a case-by-case basis.

5. Technical support to NCs for the resolution of CBN-associated problems.

6. Maintenance for all CBN network equipment.

DEPARTMENTAL RESPONSIBILITIES

There are specific responsibilities that must be assumed by UCLA organizational units to ensure successful operation of the CBN. There is an expectation that each department will be technically self-sufficient and equipped to resolve its own LAN-related technical problems. Your understanding of these responsibilities and agreement to fulfill them forms the basis for the conditions under which your department will be connected to the CBN. CTS is available to assist your department in understanding and implementing these responsibilities, if needed. Each department must:

1. Assume full responsibility for departmental LAN operation and maintenance.

2. Provide appropriate access security for the departmental LANs, LAN Servers, and Hosts.

3. Designate a technically qualified liaison person as your NC to work with CTS. This person will act as the departmental representative for problems associated with the CBN. Departments are required to designate an alternate contact person for times when the NC is unavailable.
4. Complete a LAN Support Profile and submit it with this agreement; this document must be updated and submitted to the CTS.

5. Provide guidelines to departmental users regarding policies and procedures for reporting problems to the department's NC.

6. Maintain accurate records of the departmental LANs to assist in problem resolution and troubleshooting.

7. Inform CTS, in advance, of changes to the departmental LANs which may affect other CBN users.

8. Request IP addresses from CTS.

9. Ensure proper management of network IP addresses and naming conventions, in particular the nameserver.

10. Ensure that interconnect cabling between departmental LAN and appropriate CBN building wire room is performed by CTS.

11. Sign additional service agreements with the appropriate centralized services as required, e.g., Administrative Information Systems.

12. Upon successful completion of both planning and technical review, this Agreement will be effective for a term of two years from the date signed.

**NETWORK ACCESS CHARGES**

In addition to interconnect cabling costs, which vary, the department will incur a one-time network connection charge. This charge is for costs associated with the acquisition, installation, operation, and maintenance of the network equipment required for the connection to the Campus Backbone Network.

Base Cost Surcharge Total
Fast Ethernet $12,500 + 0 = 12,500
Gigabit Ethernet $23,700 + 0 = 23,700

**AUTHORIZATION**

Department Name: ____________________________________________

I have read and understand the terms and conditions set forth in this Agreement.

Dean or Department Head: (please print) __________________________

Date: ________________________________

Signature: ____________________________

Title: ________________________________

U.C. Account Number to be Charged:

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