



I. 1.

**Palmer City Council Meeting**

**Meeting Date:** 06/11/2024

**Submitted For:** John Moosey, City Manager

**Department:** City Manager's Office

**Legislation Number:** AM 24-027



**Approved**

**Subject**

**Action Memorandum No. 24-027:** Authorizing the City Manager to Extend the Professional Services Contract With Alaska Communications for One Additional Year, Term Ending June 30, 2025.

**Summary Statement/Background**

On June 14, 2022, City Council approved AM 22-035, a two-year contract for professional services with Alaska Communications for the period starting July 1, 2022, and expiring June 30, 2024. Included in the professional services request for proposal and agreement was the option for the extension of the contract for data services for an additional three one-year terms. The first of the optional extensions would be effective July 1, 2024, and expire June 30, 2025. All remaining terms and conditions of the original agreement shall remain in full force and effect.

**Administration's Recommendation:**

The Administration recommends approving Action Memorandum No. 24-027.

**Fiscal Impact**

**Total Amount of funds listed in this legislation:** \$156,000.00

**Legislation creates expenditure in the amount of:** \$156,000.00

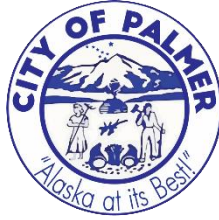
**Budgeted Y/N?:** Y

**Line Item(s):** 01-01-05-6096

**Attachments**

ACS 2024 Contract Extension

AM 22-035 IT Support Services RFP Award



# Professional Service Contract Amendment No. 1 Between City of Palmer and Alaska Communications

The contract between the City of Palmer and Alaska Communications is amended as follows:

1. On June 14, 2022, the Palmer City Council approved AM 22-035 agreeing to a two-year contract for professional services with Alaska Communications for the period starting July 1, 2022, and expiring on June 30, 2024.
2. The foregoing professional services contract is subject to an option for three one-year extensions approved at the discretion of the Council; the first one-year extension of the Alaska Communications professional services contract is approved effective July 1, 2024, through June 30, 2025.
3. All remaining terms and conditions of the original agreement shall remain in full force and effect.

**City of Palmer**

**Alaska Communications**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**City of Palmer  
Action Memorandum No. 22-035**

**Subject:** Authorize the City Manager to execute a two-year contract, with the option to renew up to three one-year options with Alaska Communications Systems, Inc. for IT Support Services, not to exceed \$169,000 for the first year.

**Agenda of:** June 14, 2022

**Council Action:**     **Approved**                       **Amended:** \_\_\_\_\_  
                                   **Defeated**

**Originator Information:**

**Originator:**    John Moosey, City Manager

**Department Review:**

Route to:	Department Director:	Signature:	Date:
_____	Community Development	_____	_____
_____	Finance	_____	_____
_____	Fire	_____	_____
_____	Police	_____	_____
_____	Public Works	_____	_____

**Certification of Funds:**

Total amount of funds listed in this legislation:    \$ **169,000.00**

This legislation (√):

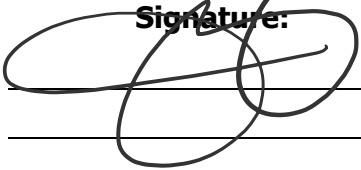
- Creates revenue in the amount of:                      \$ \_\_\_\_\_
- Creates expenditure in the amount of:                      \$ 169,000.00
- Creates a saving in the amount of:                      \$ \_\_\_\_\_
- Has no fiscal impact

Funds are (√):

- Budgeted                      Line item(s):    01-01-05-6095 Computer Services
- Not budgeted                      Additional \$16,000 for 2022

Director of Finance Signature: 

**Approved for Presentation By:**

	Signature:	Remarks:
City Manager	<u></u>	_____
City Attorney	_____	_____
City Clerk	_____	_____

**Attachment(s):**

1. City of Palmer Agreement
2. ACS State Business License
3. Palmer Business License

**Summary Statement/Background:**

The service agreement with the city's current IT service provider, Ampersand/AlasConnect, will expire June 30, 2022; no additional renewals remain on the contract.

The City Manager issued a Request for Proposal on April 8, 2022.

Three proposals were received. All three were reviewed and rated based on the criteria listed in the Request for Proposal. Alaska Communications Services, Inc scored the highest.

The city entered into discussions with Alaska Communications Systems, Inc, the most qualified proposer, and those discussions resulted in a fair and reasonable contract.

The first year of the contract is in the amount of \$169,000. If the city renews the contract for three (3) additional one (1) year terms as outlined in the RFP, the rate for each of those years will be \$156,000.

**Administration's Recommendation:**

Approve Action Memorandum No. 22-035.

### Contract Type

- New  
  Amendment / Order to Contract ID #  
  Renewal, Effective Date Type Here  
 Co-terminus with Existing Agreement, Date Type Here

### Business/ Customer Information

Business Name: City of Palmer  
 Billing Address Line 1: 231 W. Evergreen Ave  
 Billing Address Line 2:  
 City/State/Zip: Palmer, AK, 99645  
 Order Contact: John Moosey  
 Contact Email: jmoosey@palmerak.org

Account Number:  
 Service Street Address\*: 231 W. Evergreen Ave  
 Service Address – Line 2:  
 Service City/State/Zip\*: Palmer, AK, 99645  
 Contact Phone Number: 907-761-1314  
 \*If different from Billing Address:

### Scope of Services

Products and Services	Service Descriptions Attachments	Exhibits	Inside wiring: <input type="checkbox"/> Yes
ConstantlyOn IT	ConstantlyOn IT System Administrator ConstantlyOn IT Minimum Security Requirements and Agreements		Not Applicable

Cost are incremental to any existing services:

Term 2 year.      Monthly Recurring Charges: **\$13,000.00** Initial Non-Recurring Charges: **\$13,000.00**

Letter of Authorization (For Local and Long Distance Carrier Changes)

I desire to change the Services marked below to Alaska Communications for the numbers listed on the Service Order. I authorize orders to be placed for me on my behalf by Alaska Communications.

Local Telephone Service  
  In-State Long Distance  
  Out-of-State Long Distance

I agree that Alaska Communications may provide Customer Proprietary Network Information detail to me at my request, without prior password authentication, based on the methods specified in the Privacy section of the ACSA.

Yes! I would like to receive information on Alaska Communications' products, promotions, and services.

Yes! I would like to receive information from Alaska Communications' contractual affiliates on products, promotions, and services.

I acknowledge that I have read and understand the ACSA and all applicable exhibits and attachments, including the pricing applicable to all Services I have chosen.

**I am authorized to sign this ACSA and agree to be bound by it. I UNDERSTAND AND AGREE THAT EARLY TERMINATION MAY RESULT IN EARLY TERMINATION CHARGES.**

**I AGREE TO THE ALASKA COMMUNICATIONS TERMS AND CONDITIONS AT ALASKACOMMUNICATIONS.COM/BUSINESSSTERMSANDCONDITIONS AS THEY MAY BE AMENDED.**

## Service Details

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ConstantlyOn IT with Onsite System Administrator

The term of the professional services agreement is two years, with three one-year options unilaterally available to the City of Palmer. The agreement may be terminated at the convenience of the City of Palmer at any time.

Service dates of 7/1/2022 - 6/30/2024

This agreement covers the City of Palmer City Hall location at 231 W. Evergreen Ave., Palmer, AK, 99645. City of Palmer Operations of Library, Public Safety, Public Works and Administration are included in this support agreement.

### Attachments

Service Description - System Administrator

Service Description - ConstantlyOn IT

Customer Agreement - Minimum Security Requirements

CHANGES TO TERMS CONDITIONS, SERVICES DESCRIPTIONS, EXHIBITS, AND THIS FORM GO HERE AND REQUIRE LEGAL DEPARTMENT APPROVAL. INITIALS OF LEGAL TEAM REP (REQUIRED IF TEXT IS ENTERED BELOW) \_\_\_\_\_ Date \_\_\_\_\_  
"Type here"

Customer

Alaska Communications

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Business Name: City of Palmer

Business Name: Alaska Communications

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Service Description**  
**System Administrator**

Attachment to Alaska Communications Services Agreement

**Onsite System Administrator with Constantly On IT (COIT) Support**

The onsite System Administrator service will work in conjunction with our Constantly On IT services to provide direct onsite support for customer IT Network and providing end user support. The Constantly On IT Service Description is applicable in conjunction with the Service Description.

(a) Provision of Services. Alaska Communications will provide one regularly scheduled System Administrator for 40 hours per week (using best efforts to give Client prior notice of any change to the employee's regular schedule) with allowance for up to 3 weeks of paid time off and necessary training for designated onsite employee. Support coverage during scheduled and unscheduled time off for the System Administrator will be provided by the COIT Help Desk during the term of this agreement. Customer shall furnish the onsite System Administrator with appropriate work space at City of Palmer office locations and access to information, systems, resources and cooperation to provide services under this Agreement.

(b) Incident and Request Management. Alaska Communications will provide Information Technology support for City of Palmer locations, defined during onboarding of services, for hardware, systems, and Microsoft operating systems. The onsite System Administrator will serve as the primary point of contact for reporting incidents and/ or requests for assistance. Tickets will be logged in a professional services automation (PSA) tool managed by Alaska Communications which will allow for customer reporting related to ticketing metrics.

(c) COIT Help Desk. Alaska Communications remote help desk will be available for escalated trouble request where additional expertise from our Tier II or Tier III level subject matter experts is an available resource.

(d) Proactive Support. Alaska Communications COIT Proactive Team will provide proactive support, such as monitoring backup jobs for completion status, monitoring anti-virus software for issues, and proactive maintenance on covered system such as deploying required feature packs, hot fixes, firmware updates, anti-virus software database updates, etc. Software upgrades are not considered proactive. COIT Proactive Team will work in conjunction with onsite System Administrator to engage in troubleshooting and remediation of identified issues.

(e) Communication. Methodology for requests for assistance will be identified during customer onboarding to Alaska Communications services. Possible methods to deliver request for support to Alaska Communications may include: (i) sent by email to the Remote Help Desk; or (ii) communicated by telephone to a customer provided phone number or by calling the Alaska Communications COIT number. Tickets will be assigned tracking numbers and Alaska Communications will respond to Service Requests in the order received, or if an Incident, based on the severity of the incident.

Onsite System Administrator will communicate regularly with COIT Help Desk, Technical Account Manager and Customer on matters relating to Customer's computer network(s) and information technology equipment.

(f) New Equipment, Software and Projects. The onsite System Administrator will provide support for configuration and setup of new computer equipment. Projects that can be performed within the capacity, scope and expertise of the onsite System Administrator will also be coordinated as such during solution planning and costing. Complex projects will be quoted at contracted rates utilizing appropriate technical subject matter experts based on the scope of the project. All projects will follow the project process of Scoping, Assessment, Design and Implementation. All major projects will go through a peer review process with Alaska Communications project engineers.

(g) Vendor Management. On behalf of Customer, Alaska Communications System Administrator will serve as point of contract for Information Technology vendors, that customer has ongoing contract. Alaska Communications will track vendor work order requests and regularly update the Customer on progress. Customer understands the resolution time needed for issues requiring vendor assistance cannot be controlled by Alaska Communications, Alaska Communications serves only as local assistance for the vendor. Any effort with vendor outside of regular business hours are in addition to the Monthly Recurring Cost agreed upon in the ACSA.



## Service Description ConstantlyOn IT

Attachment to Alaska Communications Services Agreement

### 1. ConstantlyOn IT Service

#### A. The Services

The Services include Network Monitoring, Vendor Management, Remote Help Desk support, and Proactive Support as described below. Regular business hours are 7:00 AM through 6:00 PM Alaska Time, Monday through Friday, excluding Alaska and federal holidays observed by Alaska Communications. Services are provided for the locations and number of covered users specified in the Alaska Communications Services Agreement (ACSA). If Customer's network structure or equipment use is beyond that normally encountered for the number of users covered, Alaska Communications reserves the right to upwardly adjust the Monthly Recurring Charge (MRC).

(a) Network Monitoring. Alaska Communications will monitor the customer's local area network(s) identified in the ACSA. Only those devices that can be monitored via WMI/SNMP will be included. Should that monitoring expose any problems, Alaska Communications will endeavor to promptly address them remotely within regular business hours.

(b) Vendor Management. On behalf of Customer, Alaska Communications will serve as point of contact for Information Technology vendors, that customer has ongoing contracts with, for covered systems under the ACSA. Alaska Communications will track vendor work order requests and regularly update the Customer on progress. Customer understands the resolution time needed for issues requiring vendor assistance cannot be controlled by Alaska Communications, Alaska Communications serves only as the local assistance for the vendor. Any effort with vendor outside of regular business hours are in addition to the MRC agreed upon in the ACSA. Additionally, extended troubleshooting activities with vendor and work not directly related to problem resolution such as assisting vendor in configuring and using remote access capability or the acquisition, installation and configuration costs of any tools, software or hardware, may be in addition to the MRC agreed upon in the ACSA.

(c) Remote Help Desk. Alaska Communications will provide Information Technology support for hardware, systems, and Microsoft operating systems covered by the ACSA. Alaska Communications will provide help desk services for end user support questions, and where possible, troubleshoot hardware & software, through remote means.

(d) Proactive Support. Alaska Communications will provide proactive support, such as monitoring backup jobs for completion status, monitoring anti-virus software for issues, and proactive maintenance on covered system such as deploying required feature packs, hot fixes, firmware updates, anti-virus software database updates, etc. Software upgrades are not considered proactive.

(e) Incident and Service Requests. Any need for assistance will be initiated by a covered user by creation of a "Trouble Ticket" to be delivered to Alaska Communications as follows: (i) sent by email to the Remote Help Desk; or (ii) communicated by telephone. Customer may also choose to have a single representative in Customer's organization forward all covered end-user assistance requests to Alaska Communications by the methods listed above. Tickets will be assigned tracking numbers and Alaska Communications will respond to Service Requests in the order received, or if an Incident, based on the

severity of the incident. See Annex A “Response Times” table for reference on the service’s expected response times based on ticket type and severity.

(f) Onsite Service Call. On occasion, a customer may request an onsite visit for a service call that cannot be easily resolved remotely. Customer and Alaska Communications will determine together if the onsite visit is necessary, and if so, a clear statement of work in the form of a service ticket will be created. Once onsite, the Alaska Communications technician assigned to the service ticket will perform the tasks in the service ticket only. Onsite visits are restricted to the customer business locations that are included in the ASCA. Alaska Communications reserves the right to dispatch technicians to solve any trouble ticket or service request.

(g) Onsite Service Call – No Trouble Found. In the event that Alaska Communications furnishes a technician onsite, in response to Customer’s service request, and Customer is not able to identify or reproduce the problem at issue, the Customer agrees to pay Alaska Communications for its services at Alaska Communications’ standard labor rates at the time of the service.

(h) Hardware, Systems, and Microsoft Operating System Software Support. Throughout the entire term of the ASCA, all software supported must be genuine, fully and properly licensed, and vendor supported. Any hardware, system, or software failing to meet the above conditions will not be supported under Services described in this document and, if Alaska Communications determines that the failure substantially impairs its ability to provide services hereunder, Alaska Communications may terminate the ASCA immediately. Alaska Communications acknowledges that in certain rare cases hardware, systems and operating systems not under warranty or support must remain in use based on vendor and/or business requirements. In those cases, any support provided by Alaska Communications will not be subject to the Response and Resolution Times targets in Annex A. Any additional costs associated with this support may be in addition to the MRC agreed to in the ASCA.

(i) Breach, Viruses and Infection Remediation Efforts. Although it is impossible to prevent all security incidents, good security practices can reduce the likelihood of an incident and its severity. Alaska Communications may suggest security steps a customer may take to reduce this likelihood. It is strongly recommended to consider these suggestions as Alaska Communications provides no included breach or virus infection remediation with this service, rather the focus is on prevention. In the event of a breach or virus infection, Alaska Communications may, at its discretion, provide some modest recovery efforts up to 1 times MRC for ConstantlyOn IT services covered by the ASCA, such as restoring lost files from a known good back up, but in no case will in-depth recovery and/or forensics be included in the monthly recurring charge.

## **B. Conditions to Provision of ConstantlyOn IT Services**

Customer will ensure that its network, systems and hardware meet the conditions outlined in Section 1 A (h) above and additionally comply with each of the following requirements:

(a) Customer-provided anti-virus products (used in lieu of the standard Alaska Communications included product in this Service) must be a currently licensed, updated and vendor-supported server-based antivirus solution protecting all servers, desktops, notebooks/laptops, and email.

(b) Customer's environment must have a currently licensed, vendor-supported server-based, cloud based, or dedicated appliance-based backup solution that can be monitored and sends notifications regarding job failures and successes. The selection of data to be backed up, retention requirements and recovery time objectives will be determined by a Customer-defined selection list created with the assistance of Alaska Communications.

(c) Customer's environment must have a licensed, vendor-supported, enterprise class hardware firewall between the internal network and the internet. As each business may have its own unique inbound/outbound security requirements, Alaska Communications expects the customer to participate in the definition of the firewall security policies applied. Alaska Communications' role is to advise only, to assist in applying the defined policies to the firewall, and to assist in revising those policies as customer needs require.

(d) Customer should have a static IP address assigned to the Internet facing interface on the firewall to permit or allow Virtual Private Network (VPN) access for required remote support capability; This is recommended for each client location. Without this static IP address, Alaska Communications ability to perform remote support is severely impacted and Alaska Communications would not expect to be able to achieve the resolution times detailed in Annex A.

(e) The physical environment where Customer's servers and/or networking hardware are installed should be compatible with the manufacturer's recommendations for proper ventilation, cooling and power. In addition, proper earthquake and flood damage mitigation mechanisms should be in place. The environment must also provide ConstantlyOn IT staff the ability to work uninhibited by space restrictions.

(f) Customer must provide administrative access to all systems requiring support covered by the ACSA, whether it is an on-premise system, or in the cloud. In cases where this administrative access requires an account that may require costs to acquire, customer is responsible for those costs.

(g) Customer will notify Alaska Communications of all instances and locations containing Personal Healthcare Information ("PHI"), electronic Personal Healthcare Information ("ePHI"), Payment Card Industry Data Security Standard information ("PCI-DSS"), Personally-Identifiable Information ("PII") and any other protected information. This information is used by Alaska Communications solely to determine where data may be subject to increased security scrutiny and protection.

It is recommended that customer maintain at least one spare PC, either desktop or laptop or both. If a covered employee has a complete PC failure, without a spare, the time to return that person to full working order will be dictated by the speed at which a replacement can be acquired, a length of time Alaska Communications has no control over.

### **C. Exclusions from ConstantlyOn IT Services**

The Services provided by Alaska Communications to Customer do not include:

(a) After the start of the service, any equipment, hardware, parts and software not disclosed to Alaska Communications during the onboarding process;

(b) The costs to acquire, configure and install new or replacement equipment, hardware or parts, licensing or software and any associated delivery or shipping charges of any kind;

(c) The costs to acquire technology vendor support contracts or warranties to support customer equipment and software;

(d) Equipment, hardware, parts and software not covered by any vendor or manufacturer warranties or support agreement;

(e) Wiping, re-imaging, and rebuilding of existing PC's for redistribution. This is considered a new or replacement PC under the terms of the ASCA and costs to complete will be in addition to the MRC agreed to in the ASCA.

(f) Any hardware, software, or systems whose intended purpose is for in home use.

(g) Any hardware, software, or systems whose failure or defect was caused by improper use;

(h) All service and repairs made necessary by the alteration or modification of equipment, other than that authorized by Alaska Communications, including alterations, software installations or modifications of equipment made by Customer's employees or anyone other than Alaska Communications;

(i) All maintenance of applications software packages, whether acquired from Alaska Communications or any other source;

(j) All programming (modification of software code) and program (software) maintenance, unless already covered;

(k) Training of any kind;

(l) If customer is asked to perform an audit or self-audit on regulation compliance, Alaska Communications will assist where possible solely by providing information on covered systems under the ASCA as it relates to Information Technology. Alaska Communications will not provide data on compliance in other areas such as but not limited to, policies or employee training. Additionally, the cost associated with Alaska Communications assisting in this effort will be in addition to the MRC;

#### **D. Additional Covered Users and/or Business Locations**

If Customer wishes to add additional covered users and/or physical business locations to those currently covered under the current ASCA, Alaska Communications must be notified of the additions and obtain Alaska Communications' prior written consent. Any addition of covered users and/or business locations not originally included in the current ASCA may require an adjustment to Customer's MRC for ConstantlyOn IT services. Once per year, Alaska Communications and customer will perform a true up to determine if any users or locations currently supported, or needing support, are not currently identified as covered by the current ASCA. Any additions may result in an adjustment to Customer's MRC for ConstantlyOn IT services covered by the ASCA. Any changes will be captured in an Addendum document to the ASCA currently in force.

## Annex A

### Support Tiers and Response/Resolution Times

Alaska Communications Support Tier levels are as follows:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified, and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 <sup>rd</sup> Party (Vendor) Support Engineers to resolve the most complex issues.

Alaska Communications' target response and resolution times, during regular business hours, for each priority level are as follows:

Trouble	Priority	Response time	Resolution time*
Service not available (All users affected, functions, and systems unavailable causing significant business impact).	1	Within 1 Hour	Reasonable Efforts to resolve within 2 hours
Significant degradation of service (large number of users or business critical functions affected, able to work with exceptions).	2	Within 2 Hours	Reasonable Efforts to resolve within 4 hours
Small service degradation (Business process can continue with effort, one or a few users affected).	3	Within 4 Hours	Reasonable Efforts to resolve within 16 hours
Service Requests (typical service requests include asks from a user for information, advice, a standard change, or access to a service).	4	Within 8 Hours	Resolution times vary as they are based on the nature of the request and amount of effort to resolve.

\*Resolution times do not include time waiting for assistance from vendors on affected systems and/or responses for additional information or problem testing by customer that may be required by Alaska Communications.

**Annex B**

**Service Rates**

Labor	Rate	<p><b>*All times noted are Alaska Standard Time and exclude the observance of the following holidays:</b></p> <ul style="list-style-type: none"> <li>New Year's Day</li> <li>Memorial Day</li> <li>Independence Day</li> <li>Labor Day</li> <li>Thanksgiving</li> <li>Friday after Thanksgiving</li> <li>Christmas</li> </ul> <p><b>**One hour minimum, thereafter, Service is billed in 30-minute increments.</b></p>
Remote Management/Help Desk 7am-6pm M-F*	INCLUDED	
Ongoing Network Alerting (active response is limited to 7am-6pm M-F*)	INCLUDED	
Onsite Constantly <i>On</i> IT Labor (Only for hardware and software issues affecting properly supported and warranted systems. 8am-5pm M-F*)	INCLUDED	
No Trouble Found Fee**	\$150/hr.	
Afterhours Support**	\$225/hr.	
Non Constantly <i>On</i> IT Service and Project Labor	\$150/hr	
Travel Labor (Any potential required travel labor will be determined based on location of service)	\$75/hr.	

## Annex C

### Deployment Schedule

This exhibit is intended to be a brief overview of a typical deployment schedule for implementation of the services defined within this contract and is to be further defined and negotiated by both parties AFTER contract execution.

Task	Responsible Party
Alaska Communications receives Contract	Alaska Communications and Customer
Customer can utilize Alaska Communications IT services until the on-boarding process is finalized at our standard rates. Services provided before onboarding is complete could be limited in our abilities to provide support as defined in this document, as all service requirements are not in place.	Customer
Information Technology Assessment Starts	Alaska Communications Engineer
Information Technology Assessment Completion	Alaska Communications Engineer
Internal (peer-peer) Alaska Communications meeting to review Information Technology Assessment	Alaska Communications Engineer and Staff
Alaska Communications Meeting with Customer to introduce Technical Account manager and review of Information Technology Assessment to include identification of items of a critical nature and remediation recommendations.	Alaska Communications Staff and Customer
Alaska Communications finalizes On-Boarding activities	Alaska Communications Engineer
Customer signs LOA's for Vendor Management provides authorized employees list for billable service requestor and provides employee directory & priority employee listing.	Customer
Full ConstantlyOn IT support starts	Alaska Communications and Customer

\*

## Annex D

### Covered Features

This exhibit is intended to be a reference of included and excluded support features of ConstantlyOn IT. This list is for reference only and is not to be considered an absolute representation of all covered or excluded features.

Feature		Included	Excluded
Remote Support		X	
Technical Account Manager		X	
Compute Support			
	Desktops	X	
	Laptops	X	
	PC Peripherals	X	
	Printers/Scanners	X	
	Physical Servers	X	
	Virtualized Servers	X	
	Storage Arrays	X	
Proactive Maintenance			
	Service/Feature Packs	X	
	Hot Fixes/Patching	X	
	Firmware Updates	X	
Networking			
	Wired/Wireless Routers/Access Points	X	
	Hotspots/Guest Wireless		X
	Network Printing	X	
	Switches	X	
	Firewalls	X	
	Managed Routers	X	
Anti-Virus/Malware Mitigation			
	Anti-Virus Software Provided	X	
	Proactive AV Software Updating	X	
	Modest Reactive Virus/Malware removal – See Section 1 A (i) for details	X	
	Large Scale Incident Recovery/Forensics		X



Data Backup Systems Support			
	Monitoring Backup Process	X	
	Perform Simple File Restore Operations*	X	
	Disaster Recovery Assistance		X
Miscellaneous Equipment			
	Tablets and Mobile Devices		X
	Business Audio-Visual Equipment		X
	Point of Sales Equipment/Systems		X
	Telephone Equipment/Systems		X
Email Client Support			
	Current Vendor Supported Clients	X	
Email Server Support			
	Microsoft Exchange	X	
	Microsoft 365	X	
Internet Tools			
	Social Media Applications		X
	Web Browsers	X	
Operating System Support*			
	Windows Desktop Operating Systems	X	
	Microsoft Server Operating Systems	X	
	*Support typically is restricted to Operating Systems supported by Microsoft		
Microsoft 365 Tenant/Administration Support**		X	
Microsoft Azure Tenant/Administration Support**		X	
Non-Microsoft Cloud based Applications Administration Support**		X	
Server Based Application Support (e.g. SQL, IIS)		X	
Other Apps e.g. Adobe			X

\* Simple File restores are define as file/folder data that can easily be restored via the in-place backup system using the data in the backup selection list. Complete disaster recovery or the need to recover an entire system just to recover a simple file/folder are excluded.

\*\*Administration of cloud-based services include routine tasks such as adding new users, helping with passwords, assigning application licenses etc. Advanced administration such as configuring and maintaining SharePoint are excluded.

## ConstantlyOn IT Minimum Security Requirements

Impacts from cyberattacks are both far reaching and costly with damages that can include; data extortion/ransomware, business reputation, and trust, as well as customer loyalty. Alaska Communications is committed to working with our ConstantlyOn IT clients to create an IT environment with layers of security to provide protection for your business resources and data. This approach combines multiple mitigating security controls such as:

- an anti-virus application
- a firewall
- an anti-spam application
- email encryption
- web filtering
- back-up solution with offsite replication
- local area network monitoring and alerting
- guest wireless network segregated from production network
- authorized personnel activity accounting (network administrative accounts)
- end-user awareness training
- end-user general policy management of password requirements, account lockouts and not using shared accounts
- upgrade, replacement or retirement of non-supported legacy systems
- physical environment security

This list is not all inclusive, and your organization may have additional security controls based on regulatory compliance requirements specific to your business. Your organization may utilize some or all these security tools and policies. (See back)

It is impossible to prevent all security incidents. Good security practices can reduce the likelihood of an incident and its severity. Alaska Communications' Managed IT services includes an extra annual allotment of one time your monthly ConstantlyOn IT charge to assist with remediating security incidents' regardless of the root cause of the incident. If at the time of an incident, you are in full compliance with the security recommendations provided by Alaska Communications on page two then this allotment will be increased to up to two times your ConstantlyOn IT monthly charges. Compliance with these requirements may involve a change to your network or network access policies, which will be coordinated in advance.

### Customer

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Alaska Communications

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Business Name: **Alaska Communications**

Date: \_\_\_\_\_

## ConstantlyOn IT Minimum Security Requirements and Client Agreement

Please review the table below and indicate your acknowledgment with initials.

#	Minimum Requirement	What this means to you	Risk of non-compliance	COIT
1	Passwords must be a minimum of 8 characters; contain standard complexity, and changed every 90 days.	User must maintain complex passwords which are changed when prompted	Attackers can use dictionary and brute force attacks to guess your password	✓
2	Accounts locked out for 24 hours after 5 invalid logon attempts to systems and Microsoft 365	User must call COIT helpdesk to unlock account	Attackers can use dictionary and brute force attacks to guess your password	✓
3	Firewall/UTM policy to block all unsecured inbound connections	Transparent to user	Reduces attack surface of system(s) exposed to potential attackers	✓
4	Wireless networks to be configured with WPA2 or stronger encryption; guest WLAN access must be segregated from production network	Wireless networks must use transport encryption stronger than WEP and WPA to prevent unauthorized use	Minimizes attacker ability to use brute-force techniques to gain unauthorized wireless access	✓
5	Each user must use his/her account; no sharing or group accounts permitted.	Each user has his or her own account	Allows COIT technicians to investigate security incidents	✓
6	Non-supported legacy systems must be upgraded, migrated, unsupported, or retired.	Any computers running, for example, Windows 7, must be decommissioned, upgraded to Windows 10, or migrated to newer hardware	Protects customer by ensuring that attackers cannot exploit old software that cannot be patched	✓

Please select one of the following:

I agree to meet the above minimum security requirements to the best of my ability with the understanding that I can request assistance in any of these areas from the COIT helpdesk at any time.

Initial: \_\_\_\_\_

I do not agree to the following minimum-security requirements (list by number):

Initial: \_\_\_\_\_ Number: \_\_\_\_\_

Initial: \_\_\_\_\_ Number: \_\_\_\_\_

Initial: \_\_\_\_\_ Number: \_\_\_\_\_

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Initial: \_\_\_\_\_ Number: \_\_\_\_\_

Initial: \_\_\_\_\_ Number: \_\_\_\_\_

**Alaska Department of Commerce, Community, and Economic Development**

Division of Corporations, Business, and Professional Licensing  
PO Box 110806, Juneau, AK 99811-0806

This is to certify that

**ALASKA COMMUNICATIONS SERVICES, INC.**

600 TELEPHONE AVENUE, ANCHORAGE, AK 99503

owned by

ALASKA COMMUNICATIONS SERVICES, INC.

is licensed by the department to conduct business for the period

December 29, 2020 to December 31, 2022  
for the following line(s) of business:

54 - Professional, Scientific and Technical Services



This license shall not be taken as permission to do business in the state without having complied with the other requirements of the laws of the State or of the United States.

This license must be posted in a conspicuous place at the business location.  
It is not transferable or assignable.

Julie Anderson  
Commissioner



# CITY OF PALMER

12/31/2022

231 W. EVERGREEN AVE., PALMER, AK 99645

## ANNUAL BUSINESS LICENSE

### LICENSE NUMBER

013242

THIS LICENSE IS GRANTED TO:

ISSUE DATE

EXPIRATION DATE

ALASKA COMMUNICATIONS SERVICES, INC.

06/07/2022

12/31/2022

DBA:

600 TELEPHONE AVE

NOT TRANSFERABLE

ANCHORAGE, AK 99503

POST AT ALL TIMES IN A CONSPICUOUS LOCATION