



DALLAS/FORT
WORTH INTERNATIONAL AIRPORT
BOARD

PROJECT
AGREEMENT

1. Contract No.
7005264

2. Requisition No. NA

3. Project Agreement No.
5264-003-R00

4. Name & Address of Consultant/Contractor
North Texas Tollway Authority
5900 West Plano Parkway, Suite 100
Plano, TX 75093
P.O. Box 260729
Plano, TX 75026

5. Project Agreement Amount
NTE \$5,000,000.00

6. Administrative and Accounting Data

Current Project Agreement Value: \$5,000,000.00

7. Bond Fund Information

Yes _____ N/A X

FUND NO. N/A

8. Project Agreement Order Title

Project Agreement No. 3 – System Support and Transaction
Processing

9. References

Project Agreement No. 3_NTTA System
Support SOW_v9_09272010

10. Services to be Provided

NTTA agrees to provide the services of Project Agreement No. 5264-003R00 in accordance with the attached Scope "Project Agreement No. 3_NTTA System Support SOW_v9_09272010" retroactive to September 29, 2010.

NOTE: Payment for this item will be accomplished through Clearinghouse Fee and TransCore Fee Schedule.

11. Performance Period

Start: September 29, 2010; Expiration Date per
Master Agreement Article 2.26)

12. Dallas/Fort Worth International Airport Board

By

(Authorized Representative)

Name of Authorized Representative
(Type or Print)

Gregory C. Spoon, CPSM, CMRP, Vice
President or

Joanne Baca Garcia, Assistant Vice President
Procurement & Materials Management

Date
Signed

10/18/2011

**North Texas Tollway Authority – AVI System
Master Interlocal Agreement 7005264
Project Agreement No. 3 – System Support and Transaction Processing**

2010 OCT -5 AM 9:24

1.0 DESCRIPTION

This Project Agreement identifies Maintenance and Support requirements for all systems, software and applications provided by NTTA and used to process AVI transactions at the Dallas/Ft. Worth International Airport (DFW). This agreement also includes specific customer service responsibilities of NTTA and the Airport Board associated with transaction processing and clearinghouse processing and shared NTTA and DFW customers

2.0 OBJECTIVES

The goal of this Project Agreement is to maintain normal operations of all transaction processing systems, define the services to be performed, expectations and responsibilities of NTTA and the Airport Board with the goal of continuing to provide exceptional customer service to NTTA and DFW's shared customers.

3.0 DEFINITIONS

- 3.1 Airport Charge - means a GT Fee, Public Non-Parker Fee, and/or Public Parker Fee payable from a TollTag Account. These fees are designated by the Airport Board in the DFW Schedule of Charges, as the same may be amended from time to time, and different GT fees may be charged for different classes of GT vehicles. The Airport Board agrees that Public Parkers shall not be assessed a surcharge or monthly fee for the use of DFW Parking and related facilities by patrons that use TollTags to pay for such uses. Such account holders shall be charged applicable entry-exit, parking and GT Fees at the rates set forth in the Airport Board's Fee Schedule.
- 3.2 Bad Debt – an Airport fee determined to be uncollectable due to a low TollTag Account Balance, an invalid or expired credit card, or any other reason.
- 3.3 Business Rules – means the documents so identified and agreed upon from time to time by the NTTA and the Airport Board, through their designated representatives, that specifies the requirements for integrating the collection of Airport Charges with the NTTA's clearinghouse system.
- 3.4 Clearinghouse Fee – means the fee payable by the Airport Board to the NTTA in consideration of NTTA's provision of clearinghouse services under this Project Agreement as set forth in Exhibit B. Hereafter, the Clearinghouse Fee shall be evaluated and may be adjusted from time to time as provided by Section 5.0. The Clearinghouse Fee is separate from the TransCore Fee.
- 3.5 Clearinghouse Services – means those support services and functions related to DFW parking operation and electronic revenue collection as provided by NTTA in accordance with this Project Agreement and the Business Rules as determined by context.
- 3.6 Credit Card Issue – A valid transaction that has been rejected by the credit card company because of a credit card expiration date, over limit issue, canceled credit card, chargeback or other reasons causing a credit card charge attempt to fail.
- 3.7 Customer – Someone who uses an NTTA TollTag Account as a form of payment at DFW Airport.
- 3.8 GT indicates Ground Transportation.
- 3.9 GT Fee - means a fee designated and charged by the Airport Board with respect to a GT vehicle that passes through a DFW entry or Exit barrier lane. GT fees are designated by the Airport Board in the DFW Schedule of Charges, as the same may be amended from time to time, and different GT fees may be charged for different classes of GT vehicles.

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- 3.10 NTTA's Backoffice and Clearinghouse System means the hardware, software, local host, reporting servers, application and interface for use by the Airport Board's authorized operations and customer service personnel related to Parking and GT operations at DFW.
- 3.11 Peak Operational Hours – The peak hours of operation in a 24 hour day. The DFW Airport Parking Revenue Control System peak operational hours are (6:00 A.M. to 12:00 A.M.), seven days a week
- 3.12 Peak Holiday Travel Time – Specific days preceding, including and following the holidays of New Years Day, Memorial Day, Labor Day, Fourth of July, Thanksgiving, and Christmas when vehicular traffic at DFW Airport is at an all time high. The specific peak days are dependent on the day of the week on which the Holiday falls.

<u>Holiday</u>	<u>Days of Peak</u>	<u>Time of Peak</u>
<u>Falls on</u>	<u>Travel</u>	<u>Travel</u>
Mon	Thu & Fri (prior)	6:00 a.m. to midnight
	Mon (holiday)	6:00 a.m. to midnight
Tue	Fri (prior)	6:00 a.m. to midnight
	Tue (holiday)	6:00 a.m. to midnight
Wed	Tue (prior)	6:00 a.m. to midnight
	Mon (following)	6:00 a.m. to midnight
Thu	Wed (prior)	6:00 a.m. to midnight
	Sun (following)	6:00 a.m. to midnight
Fri	Thu (prior)	6:00 a.m. to midnight
	Mon (following)	6:00 a.m. to midnight
Sat	Thu (prior)	6:00 a.m. to midnight
	Fri (prior)	6:00 a.m. to midnight
Sun	Fri (prior)	6:00 a.m. to midnight
Sun (holiday)		6:00 a.m. to midnight
Mon (following)		6:00 a.m. to midnight

- 3.13 Public Non-Parker Fee - means a fee designated and charged by the Airport Board with respect to a vehicle (other than a GT vehicle) that passes through a DFW exit barrier lane not more than sixty (60) minutes after the vehicle passed through a DFW entry barrier and does not park in the DFW remote, infield, express or valet facility.
- 3.14 Public Parker Fee - means a fee designated and charged by the Airport Board with respect to a vehicle (other than a GT vehicle) that passes through a DFW exit barrier lane more than sixty (60) minutes after the vehicle passed through a DFW entry barrier lane or a vehicle that parks in a DFW remote, infield, express or valet parking facility (including any replacements, expansion, addition to such facilities that may hereafter be constructed) or any area or facility designed for public parking at DFW now or in the future, as evidenced by the vehicle identification system used in connection with those parking facilities.
- 3.15 Service Delivery Plan – The Service Delivery Plan outlines how NTTA will meet the expectations of the Airport Board. For the purposes of this agreement, Service Delivery Plans reference Customer Service and Backoffice Support. It may include but is not limited to staffing, on-call procedures, escalation and communications

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processes. The Service Delivery Plan shall be referenced as Exhibits C and D in this agreement

- 3.16 TollTag Account - means a credit-card secured account established with the NTTA for the payment of Airport Charges by use of a Transponder associated with that account.
- 3.17 TransCore Fees - means fees remitted to NTTA by the Airport Board for the use of TransCore's patented parking technology. TransCore allows the NTTA, in connection with its processing of Public Parker Fees and GT Vehicles, to use the intellectual property covered by TransCore's United States Patent Numbers 5,414,624 and RE37,822, which relate to automated vehicle parking systems, or any other similar fees payable by NTTA to TransCore in connection with said patents or any other intellectual property owned by TransCore and used by the NTTA in processing Public Parker Fees and GT Vehicles. In consideration of NTTA's fees payable to TransCore for the use of automated vehicle parking system, each DFW transaction cleared by the NTTA that is deemed a parking fee (by a Public Parker or GT Vehicle) DFW shall remit to NTTA a TransCore Fee not to exceed the fee charged by TransCore to NTTA. The TransCore Fee is separate from the Clearinghouse Fee. The Airport Board shall remit the TransCore fee to NTTA so long as the associated patents or other intellectual property owned by TransCore are in effect and used by the NTTA in processing Public Parker Fees and GT Vehicles. Applicable transactions are documented in Exhibit B of this Project Agreement.
- 3.18 Transaction – means a transaction is evidenced by having proof that a vehicle entered or exited the Airport.
- 3.19 Transponder - means a vehicle mounted tag or other device that, upon receiving an interrogation signal, such as an RF signal, emits a response signal that is used to identify the tag or device. NTTA also uses the term "TollTag" to refer to a transponder.

4 CLEARINGHOUSE SERVICES AND TRANSACTION PROCESSING

- 4.12 NTTA shall provide to the Airport Board Clearing House Services comprising of the collection of Airport Charges, according to the fee structure set forth by the Airport Board, from TollTag Account Holders whose accounts are secured by a valid credit card, and the remission of such charges to the Airport Board, as set forth in this Agreement.
- 4.13 NTTA will retry credit card charges for Public Parkers in accordance with the Airport Board's Business Rules. The initial number of retries will be three (3).
- 4.14 For charges over the Confirmation Amount (\$200 initially), NTTA shall obtain approval from DFW prior to posting payment to a customer account.
- 4.15 In consideration of the Clearinghouse Services provided by NTTA to the Airport Board, the Airport Board shall remit to NTTA Clearinghouse Fees and for all applicable transactions, the associated TransCore Fee as set forth in this Agreement.
- 4.16 All Airport Charges shall be calculated through NTTA's Backoffice and Clearinghouse Operations, based on Exhibit B and displayed through an interface for use by the Airport Board.
- 4.17 The NTTA shall distribute to the Airport Board via Electronic Funds Transfer, within one (1) business day after posting, collected Airport Charges, less

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Clearinghouse Fees, TransCore Fees, and offsets for Bad Debts as described below:

- 4.17.1 An Airport Charge disputed in whole or in part or determined to be bad debt by a TollTag Account Holder shall be referred to the Airport Board's designated representatives for resolution.
- 4.17.2 The NTTA shall provide access to account information as necessary to assist the Airport Board in collection of bad debt and assist with customer disputes.
- 4.17.3 The Airport Board shall have sole responsibility for collection of a Bad Debt; the NTTA shall have no obligation for collection of any such amounts unless and until the Airport Board resubmits the disputed or Bad Debt to the NTTA for clearance.
- 4.17.4 Upon resolution of a TollTag Account Holder's disputed Airport Charges, the Airport Board will take the necessary action to note the resolution in the system and, if necessary, submit an adjustment to the account.
- 4.17.5 Notwithstanding the above, NTTA shall not post, nor have the obligation to remit to the Airport Board, disputed Airport Charges after the expiration or earlier termination of this Agreement.
- 4.17.6 The Airport Board shall be fully responsible for TransCore Fees that are payable with respect to Disputed Debts that are not resolved within ninety (90) days; this obligation shall survive the termination or expiration of this Agreement.
- 4.18 The NTTA may issue non-revenue or VIP tags for use on its facilities. These accounts must be secured by a credit card to be operable for payment of Airport Charges at DFW Airport.
- 4.19 The Airport Board may issue non-revenue or VIP tags and these related charges shall be posted as zero dollar (\$0.00) transaction.

5 ANNUAL ADJUSTMENTS OF RATES AND CHARGES.

- 5.12 No later than June 1 of each year during which this agreement is in effect, the NTTA shall submit to the Airport Board a notice specifying the rate of Clearinghouse Fees that it proposes for the next 12-month period. In addition, NTTA will provide Airport Board an updated Exhibit B, Clearinghouse Fee and TransCore Fee Schedule.
- 5.13 NTTA's proposed Clearinghouse Fees will be based on historical cost data to process Airport Charges plus five (5) percent. The new Clearinghouse Fee shall become effective 60 days after notice or on such a date as agreed to by NTTA and the Airport Board.
- 5.14 The Airport Board shall provide response to NTTA regarding Clearinghouse Fee changes within 10 days of notice.
- 5.15 If an agreement cannot be reached within 30 days, and if this Agreement is not terminated, the Clearinghouse Fee shall increase by 3% and shall be effective 60 days from initial notice until such time as this Agreement either is so terminated or the Airport Board and the NTTA reach an agreement on Clearinghouse Fees.

6 CUSTOMER SERVICE SUPPORT

- 6.12 NTTA, through their Customer Service Center and Support Services, will provide support to the Airport Board's designated staff in assisting with customer issues. This includes but is not limited to:

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- 6.12.1 Processing credit card charges for TollTag based parking transactions and refunds;
- 6.12.2 Accepting calls from customers regarding DFW transactions and general questions about TollTag use at DFW;
- 6.12.3 Accepting calls regarding disputes and sending disputes to the Airport Board's designated staff on behalf of customers;
 - 6.12.3.1 For transactions that are questionable due to an incorrect rate, valet or Hyatt Regency parking or disputed by guest, NTTA will direct the customer to the Airport Board's designated staff for adjustment and/or clearing;
- 6.12.4 Accepting calls regarding failed credit card charges, updates to credit card and customer information, and sending requests for unblocking TollTag access at DFW;
- 6.12.5 Working with the Airport Board's designated staff until a customer issue is resolved;
- 6.12.6 Hosting meetings and conference calls as needed to discuss potential issues, needs, or questions from the Airport Board's designated staff.
- 6.13 NTTA and the Airport Board's designated staff shall create and maintain a service delivery plan (Customer Service Delivery Plan – Exhibit C) for the purpose of shared customer service support.
 - 6.13.1 The Customer Service Delivery Plan shall include a communications and escalation plan.
 - 6.13.2 The Customer Service Delivery Plan may be modified at any time through mutual written agreement between the operational parties.
- 6.14 NTTA and the Airport Board's designated representatives shall work together to address and remedy any problems or negative performance trends related to customer service.
- 6.15 The Customer Service Delivery Plan, records and reports are subject to inspection by authorized Airport Board and NTTA representatives at any time.

7 BACKOFFICE SUPPORT AND MAINTENANCE

- 7.12 NTTA shall make every effort to maximize the availability of access to the Backoffice and Clearinghouse Operations. The measurement of availability shall be based on events within NTTA's control and with due consideration for the definitions contained in this Agreement. If the measured item is not available due to reasons outside of NTTA's control, such as but not limited to, problems with the wide area network and local area network, such events will be excluded from the measurement of availability.
- 7.13 NTTA will furnish all supervision, labor, tools, machinery, hardware, test equipment, materials, services, and third party support as necessary to support the transaction processing and clearinghouse services on the NTTA system to comply with this project agreement.
- 7.14 NTTA will be the primary contact for all service calls associated with the Backoffice and Clearinghouse Operations.
- 7.15 NTTA will work with the authorized Airport Board Representative until the application service call is resolved.
- 7.16 Service calls that are found to be an Airport Board facility/system/network problem shall be transferred to the responsible party at the Airport Board.

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- 7.17 NTTA, through the RITE Applications Group, will provide application support for the Airport Board's designated staff. This includes but is not limited to:
- 7.17.1 Accepting calls from the Airport Board's designated representatives regarding application support;
 - 7.17.2 Responding to helpdesk tickets from the Airport Board's designated representatives regarding application questions and problems;
 - 7.17.3 Acting as escalated support from NTTA CSC for issues presented by the Airport Board's designated representatives in order to research and resolve customer service issues that cannot be resolved through customer service efforts alone;
 - 7.17.4 Administering Backoffice and Clearinghouse System;
 - 7.17.5 Performing periodic maintenance, patching, and software and hardware upgrades to Backoffice and Clearinghouse System that will include but is not limited to scheduled software releases, patching for preproduction and production system in accordance with the NTTA patching schedule and break/fix/ remediation;
 - 7.17.6 Administering user access to Backoffice and Clearinghouse System;
 - 7.17.7 Hosting meetings and conference calls as needed to discuss potential issues, needs, or questions from the Airport Board's designated staff.
- 7.18 NTTA shall provide the following application support:
- 7.18.1 On-call support, telephone and remote access as required support during Operational Hours;
 - 7.18.2 Response to the first notification from the Airport Board's designated staff to NTTA for application support shall be within 30 minutes;
 - 7.18.3 the Airport Board's designated staff shall make every effort to notify NTTA within 30 minutes of determining a call is application related;
 - 7.18.4 Remote access (if required) to begin service call resolution shall be within 60 minutes of first notification;
 - 7.18.5 In the event of an unplanned outage or system availability, NTTA shall notify the Airport Board's designated representatives within 15 minutes of when NTTA determines there is an outage and will follow through confirming restoration of services.
- 7.19 NTTA shall coordinate maintenance and scheduled downtime with the Airport Board's designated representatives ahead of time.
- 7.20 NTTA and the Airport Board's designated staff shall maintain a service delivery plan (Application Support Service Delivery Plan – Exhibit D) for the purpose of defining roles and responsibilities of each party for application support.
- 7.21 The Application Support Service Delivery Plan shall include a designated NTTA and the Airport Board's designated staff contact, communications and escalation plan.
- 7.22 The Application Support Service Delivery Plan may be modified at any time through mutual written agreement between the operational parties.
- 7.23 NTTA and the Airport Board's designated representatives shall work together to address and remedy any problems or negative performance trends related to the Backoffice and Clearinghouse operations.
- 7.24 The Application Support Service Delivery Plan, records and reports are subject to inspection by authorized Airport Board and NTTA representatives at any time.

8 CHANGE MANAGEMENT

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- 8.12 All installed system changes shall be mutually agreed upon in advance by the Airport Board's Authorized Technical Representative or the designated PBU representative, and the NTTA.
 - 8.13 All planned changes will be coordinated with the Airport Board's designated representative.
 - 8.14 Unplanned changes may be implemented only if the Airport Board's Authorized Technical Representative agrees the work is essential to operations and cannot be deferred.
 - 8.15 NTTA will test and verify the applied changes in a test environment prior to applying the changes to the production environment.
 - 8.16 Change procedures shall include the requirement for saving the previously functioning application/configuration backup information in the event a rollback is required.
 - 8.17 NTTA is responsible for identifying, managing and resolving all post implementation business and technical support issues.
 - 8.18 NTTA will provide the Airport Board's designated representatives with Release documentation documenting processes followed during releases and system changes that includes User Acceptance Testing prior to implementation, validation, remediation and post-installation support.
- 9 SEMI-ANNUAL REVIEW
- 9.12 The Airport Board's designated staff and NTTA representatives will meet formally on a semi-annual basis to review and if necessary, revise the agreement and exhibits presented in this agreement and present relevant operational and metric reporting.
- 10 EXHIBITS
- 10.12 Exhibit A - DFW Schedule of Fees
 - 10.13 Exhibit B - Clearinghouse Fee and TransCore Fee Schedule
 - 10.14 Exhibit C - Customer Support Service Level Delivery Plan
 - 10.15 Exhibit D - Application Support Service Delivery Plan
- 11 EFFECTIVE DATE
- This Project Agreement No. 3 is effective July 1, 2010.

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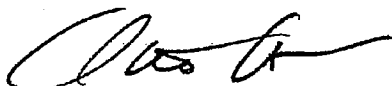
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IN WITNESS WHEREOF, the Airport Board and the NTTA have executed this Interlocal Agreement on the dates shown below, to be effective on the date listed above.

ATTEST:



RUBY FRANKLIN, Secretary

NORTH TEXAS TOLLWAY AUTHORITY

By: 
Clayton Howe, Assistant Executive Director
of Operations

APPROVED AS TO FORM:

Date: 9/29/10

By: 
John B. Dahill, General Counsel

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Exhibit A – DFW Schedule of Fees**

1.0 Submittals

- 1.1 DFW 2010 Schedule of Fees as published at <http://www.dfwairport.com> and as found in the FY 2010 Schedule of Charges for Dallas/Fort Worth International Airport.



DALLAS/FORT WORTH
INTERNATIONAL AIRPORT

FY 2010 SCHEDULE OF CHARGES

Finance Department

P.O. Box 619428
DFW Airport, Texas 75261-9428

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Exhibit B – Clearinghouse Fee and TransCore Fee Schedule

DFW/NTTA Clearinghouse Fee and TransCore Fee Schedule

Public Parker

#	Txn. Type	Txn. Amount	Disposition	Reject Reason	NTTA Fee	TransCore Fee
1	Parking	< \$10.00	Accepted		4.2%	\$0.04 [†]
2	Parking	< \$10.00	Rejected	For all reject reasons	4.2%	\$0.04 [†]
3	Parking	< \$10.00	Rejected	Manual Review reject	0%	\$0.00
4	Adj. Credit	< \$10.00	Accepted		-2.0%	\$0.00
5	Adj. Credit	< \$10.00	Rejected	For all reject reasons	0%	\$0.00
6	Adj. Credit	< \$10.00	Rejected	Manual Review reject	0%	\$0.00
7	Adj. Debit	< \$10.00	Accepted		4.2%	\$0.00
8	Adj. Debit	< \$10.00	Rejected	Reject other than CC Fail	0%	\$0.00
9	Adj. Debit	< \$10.00	Rejected	CC Fail	4.2%	\$0.00
10	Adj. Debit	< \$10.00	Rejected	Manual Review reject	0%	\$0.00
11	Parking	>= \$10.00	Accepted		4.2%	\$0.04 [†]
12	Parking	>= \$10.00	Rejected	Reject other than CC Fail	4.2%	\$0.04 [†]
13	Parking	>= \$10.00	Rejected	CC Fail	4.2%	\$0.04 [†]
14	Parking	>= \$10.00	Rejected	Manual Review reject	0%	\$0.00
15	Adj. Credit	> \$40.00	Accepted		-2.0%	\$0.00
16	Adj. Credit	>= \$10.00 <= \$40.00 (Does not hit the CC)	Accepted		-2.0%	\$0.00
17	Adj. Credit	>= \$10.00	Rejected	Reject other than CC Fail	0%	\$0.00
18	Adj. Credit	>= \$10.00	Rejected	CC Fail	0%	\$0.00

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19	Adj. Credit	>= \$10.00	Rejected	Manual Review reject	0%	\$0.00
20	Adj. Debit	>= \$10.00	Accepted		4.2%	\$0.00
21	Adj. Debit	>= \$10.00	Rejected	Reject other than CC Fail	0%	\$0.00
22	Adj. Debit	>= \$10.00	Rejected	CC Fail	4.2%	\$0.00
23	Adj. Debit	>= \$10.00	Rejected	Manual Review reject	0%	\$0.00

† For > 1 Hour

Ground Transportation

#	Txn. Type	Txn. Amount	Disposition	Reject Reason	NTTA Fee			TransCore Fee		
					Classes 02-05	Class 08	Classes 13-14	Classes 02-05	Class 08	Classes 13-14
1	Parking	< \$15.00	Accepted		4.038462%		4.2%	\$0.04 †		\$0.04 †
2	Parking	< \$15.00	Rejected	For all reject reasons	4.038462%		4.2%	\$0.04 †		\$0.04 †
3	Parking	< \$15.00	Rejected	Manual Review reject	0%			\$0.04 †		\$0.00
4	Adj. Credit	< \$15.00	Accepted		-2.0%			\$0.00		
5	Adj. Credit	< \$15.00	Rejected	For all reject reasons	0%			\$0.00		
6	Adj. Credit	< \$15.00	Rejected	Manual Review reject	0%			\$0.00		
7	Adj. Debit	< \$15.00	Accepted		4.038462%		4.2%	\$0.00		
8	Adj. Debit	< \$15.00	Rejected	Reject other than CC Fail	0%			\$0.00		
9	Adj. Debit	< \$15.00	Rejected	CC Fail	4.038462%		4.2%	\$0.00		
10	Adj. Debit	< \$15.00	Rejected	Manual Review reject	0%			\$0.00		
11	Parking	>= \$15.00	Accepted		4.038462%		4.2%	\$0.04 †		\$0.04 †
12	Parking	>= \$15.00	Rejected	Reject other than CC Fail	4.038462%		4.2%	\$0.04 †		\$0.04 †

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Exhibit B – Clearinghouse Fee and TransCore Fee Schedule

13	Parking	>= \$15.00	Rejected	CC Fail	4.038462%	4.2%	\$0.04 †	\$0.04 †
14	Parking	>= \$15.00	Rejected	Manual Review reject	0%		\$0.04 †	\$0.00
15	Adj. Credit	>= \$15.00 <= \$40.00 (Does not hit the CC)	Accepted		-2.0%		\$0.00	
16	Adj. Credit	> \$40.00	Accepted		-2.0%		\$0.00	
17	Adj. Credit	>= \$15.00	Rejected	Reject other than CC Fail	0%		\$0.00	
18	Adj. Credit	>= \$15.00	Rejected	CC Fail	0%		\$0.00	
19	Adj. Credit	>= \$15.00	Rejected	Manual Review reject	0%		\$0.00	
20	Adj. Debit	>= \$15.00	Accepted		4.038462%	4.2%	\$0.00	
21	Adj. Debit	>= \$15.00	Rejected	Reject other than CC Fail	0%		\$0.00	
22	Adj. Debit	>= \$15.00	Rejected	CC Fail	4.038462%	4.2%	\$0.00	
23	Adj. Debit	>= \$15.00	Rejected	Manual Review reject	0%		\$0.00	

† For > 1 Hour / ‡ For > 25 Hours

**North Texas Tollway Authority – AVI System
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Project Agreement No. 3 – System Support and Transaction Processing
Exhibit C – Customer Support Service Delivery Plan**

1.0 DESCRIPTION

This Customer Support Service Delivery Plan shall identify how NTTA will meet the expectations of Project Agreement No. 3 for Customer support. It may include but is not limited to staffing, on-call procedures, escalation and communications processes.

2.0 OBJECTIVES

The goal of this Customer Support Service Delivery Plan is to maintain exceptional customer service for DFW and NTTA's shared customers, and to define the services to be performed, performance period, response time, NTTA responsibilities, and Airport Board responsibilities.

3.0 DEFINITIONS

4.0 SERVICE DELIVERY PLAN

- 4.1 NTTA Customer Service staff is trained to handle and escalate calls related to the Airport Board's operation and the operation of TollTags for use with the Airport.
- 4.2 NTTA Customer Service maintains a staff dedicated to Interoperability and Parking to handle day to day operations and escalations.
- 4.3 NTTA Customer Service may escalate any issue to NTTA IT for assistance.
- 4.4 NTTA CSC will be the primary contact for all service calls associated with customer issues. NTTA will work with DFW staff until the customer service call is resolved.
- 4.5 If a call/incident is determined to be a DFW issue, NTTA staff shall pass responsibility for the call resolution to the appropriate DFW staff representative.
- 4.6 Hours of Service
 - 4.6.1 NTTA Customer Service Center hours of operation are 7am-7pm, Monday through Saturday.
- 4.7 Customer Service Call Response Time
 - 4.7.1 NTTA Customer Service shall respond to all calls and emails as according to their standard operating procedures. No preference shall be given to any customer and NTTA shall not provide a level of service to DFW and NTTA shared customers that is greater or less than it would provide its own customers.
- 4.8 Customer Service Operational Procedures Regarding DFW Shared Customers
 - 4.8.1 NTTA Customer Service and the Airport Board's designated representatives shall work together to create operational procedures for handling various customer issues. This documentation should include expectation of response times from both parties and agreed upon methods of communication for handling specific or time sensitive issues.
 - 4.8.2 NTTA Customer Service shall maintain, as it does during the normal course of operations, records, procedures, tools and reports. These are subject to inspection by authorized Airport Board and NTTA representatives at any time.
- 4.9 Escalation Procedures and Communication Plan

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Exhibit C – Customer Support Service Delivery Plan**

4.9.1 NTTA shall provide and maintain a communication plan for the purposes of customer service support.

5.0 Service Delivery Plan Documentation

- 5.1 NTTA Customer Service shall maintain documentation for all Customer contact details as part of regular business operations.
- 5.2 Service Delivery Plan records, procedures, tools and reports are subject to inspection by authorized Airport Board and NTTA representatives at any time.
- 5.3 Based upon the review and analysis of customer service trends, NTTA and DFW shall jointly address and remedy any procedural or communication issues that negatively affect customer service.

The Service Delivery Plan will be reviewed semi-annually by the Airport Board's Designated Technical Representative, the PBU, and NTTA, and may be modified if required and mutually agreed upon.

**North Texas Tollway Authority – AVI System
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Project Agreement No. 3 – System Support and Transaction Processing
Exhibit D – Application Support Service Delivery Plan**

1.0 DESCRIPTION

This Application Support Service Delivery Plan shall identify how NTTA will meet the expectations of Project Agreement No. 3 for application maintenance and support. It may include but is not limited to staffing, on-call procedures, escalation and communications processes.

2.0 OBJECTIVES

The goal of this Application Support Service Delivery Plan is to maintain normal operations of the applications and hardware utilized in the clearinghouse services provided by NTTA and to define the services to be performed, performance period, response time, NTTA responsibilities, and Airport Board responsibilities.

3.0 DEFINITIONS

- 3.1 Availability – refers to the application availability as set forth in Project Agreement No. 3. Planned downtime is not included in a measurement of availability.
- 3.2 Recovery Time – The total time required for a planned outage or the time required to fully recover from an unplanned outage. Recovery time is closely related to availability.
- 3.3 Planned downtime – planned downtime is a result of maintenance that is disruptive to system operation and usually cannot be avoided with a currently installed system design. Planned downtime events might include patches to system software that require a reboot or system configuration changes that only take effect upon a reboot. In general, planned downtime is usually the result of some logical, management-initiated event.
- 3.4 Unplanned downtime - Unplanned downtime events typically arise from some physical event, such as a hardware or software failure or environmental anomaly. Examples of unplanned downtime events include power outages, failed CPU or RAM components (or possibly other failed hardware components), an over-temperature related shutdown, logically or physically severed network connections, catastrophic security breaches, or various application, middleware, and operating system failures.

4.0 SERVICE LEVEL DELIVERY PLAN

- 4.1 The measurement of availability shall only be based on events within NTTA's control and with due consideration for the definitions contained in this Exhibit. If the measured item is not available due to reasons outside of NTTA's control, such as but not limited to, problems with the wide area network and local area network, such events will be excluded from the measurement of availability.
 - 4.1.1 Planned downtime shall not be included in the measure of availability.
 - 4.1.2 The NTTA shall maintain a schedule of and provide notice to the Airport Board of planned downtime related to scheduled maintenance including but not limited to hardware and software patching and enhancement or maintenance releases.

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Exhibit D – Application Support Service Delivery Plan

- 4.1.3 Unplanned downtime related to the Backoffice processing and Clearinghouse services and associated applications and systems, shall be included in the measure of availability and response times classified according to the availability criteria set forth in Project Agreement No.3.
- 4.2 NTTA will be the primary contact for all service calls associated with the Backoffice and Clearinghouse Systems. NTTA will work with DFW staff until the service call is resolved.
- 4.3 If a call/incident is determined to be an Airport Board issue, NTTA staff shall pass responsibility for the call resolution to the appropriate Airport Board representative.
- 4.4 Hours of Service
- 4.4.1 NTTA Backoffice and Clearinghouse Systems Application Support staff hours are from 7am-5:30pm, Monday thru Friday.
- 4.4.2 Backoffice and Clearinghouse Systems Application Support staff provide 24/7 on call coverage. NTTA's Helpdesk also provides 24/7 on call coverage.
- 4.5 Service Call Response Time
- 4.5.1 NTTA Backoffice and Clearinghouse Systems On-Call provides 30 minute response time to Backoffice and Clearinghouse System downtime calls during regular business hours.
- 4.5.2 NTTA Backoffice and Clearinghouse Systems On-Call provides 30 minute response time to all Backoffice and Clearinghouse System downtime calls during DFW Airport Parking Revenue Control System Peak Operational Hours.
- 4.5.3 NTTA Backoffice and Clearinghouse Systems On-Call provides 30 minute response time to Backoffice and Clearinghouse System application question or customer service calls during regular business hours.
- 4.5.4 NTTA Backoffice and Clearinghouse Systems On-Call provides next day response time to all Backoffice and Clearinghouse System application questions or customer service calls during all other time periods.
- 4.5.5 NTTA Backoffice and Clearinghouse Systems Application Support staff provides escalation support for any system call not meeting the first response time.
- 4.5.6 NTTA shall maintain an understanding of the DFW Peak Holiday Travel Times and will coordinate efforts to have staff available to respond as agreed to in advance with DFW staff during these times.
- 4.6 Service Call Resolution Time
- 4.6.1 NTTA shall make every effort possible to adhere to the Service Call Resolution Times in Project Agreement No. 3.
- 4.6.2 In the event NTTA staff becomes aware that a Backoffice and Clearinghouse Systems call resolution may not be met within the resolution time allotted, they will follow escalation procedures and notify the appropriate parties at NTTA and DFW with an estimated time to completion and remediation plan for the call.
- 4.7 Escalation Procedures and Communication Plan
- 4.7.1 NTTA shall provide and maintain a Communication Plan for the purposes of Backoffice and Clearinghouse Systems call/incident escalation.
- 4.7.2

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Exhibit D – Application Support Service Delivery Plan**

- 4.7.3 NTTA and DFW staff who shall receive notifications for Backoffice and Clearinghouse Systems calls/incidents will be identified in the plan.
- 4.7.4 DFW's internal escalation procedures should make every effort to notify the proper the NTTA representative in the event of a Backoffice and Clearinghouse Systems call/incident escalation.
- 4.8 Service Delivery Plan Documentation
 - 4.8.1 NTTA shall maintain documentation for all Backoffice and Clearinghouse Systems calls including but not limited to service call detail, Heat tickets, and resolution details as part of regular business operations.
- 4.9 Escalation of Emergency Situations (unplanned downtime):
 - 4.9.1 First Level Support – During Peak Operational Hours, NTTA will respond to Emergency Backoffice and Clearinghouse Systems service calls within 30 minutes from receipt of the call from DFW AOC or DFW Help Desk. NTTA shall investigate the trouble reported and make reasonable efforts to correct the problem within two (2) hours from receipt of call.
 - 4.9.2 Second Level Support - If the Emergency AVI Backoffice and Clearinghouse Systems service call is not resolved within two (2) hours, or the service call is beyond the capabilities of First Level Support, the Backoffice and Clearinghouse Systems service call is escalated to Second Level Support. Escalation to Second Level will follow the NTTAs Communication Plan.
 - 4.9.3 Third Level Support - If the Emergency Backoffice and Clearinghouse Systems service call is not resolved within four (4) hours, it is elevated to Third Level Support. Escalation to Second Level will follow the NTTAs Communication Plan.
- 4.10 Service Level Delivery Plan records, procedures, tools and reports are subject to inspection by authorized Airport Board and NTTA representatives at any time.
- 4.11 Based upon the review and an analysis of the metrics, NTTA shall address and remedy any systematic problems or negative performance trends.
- 4.12 The Service Delivery Plan will be reviewed annually by the Airport Board's Designated Technical Representative, the PBU, and NTTA, and may be modified if required and mutually agreed upon in writing.