Item:	WLS Service Level Agreement (SLA) / IT Billing Structure
Background:	As part of the Information Technology (IT) audits that took place in 2020, it was suggested to have new service level agreements created to assist with understanding needs and expectations. A Service Level Agreement (SLA) focused on the online catalog/ILS was developed by the WLS IT Audit Working Group and reviewed by the Public Library Directors Association (PLDA), whose feedback was incorporated into the latest draft (see attached).

This proposed SLA offers more flexible service options to the member libraries that required review of the factors to be used in the billing structure that will determine the pricing for the following categories of service: ILS Maintenance; Network Managed Services; Device Support and Maintenance; and Wireless Service.

A number of recommendations for the proposed IT billing structure were developed by WLS staff in conjunction with the PLDA Finance Committee, which was originally based on an 18-month period (July 1, 2021-December 31, 2022) in which each library would need to approve to continue receiving services from WLS as of July 1, 2021. During discussion of the proposed billing structure, concerns were raised about the resulting 11.5% increase to fees.

To help reduce the financial impact on member libraries during this transition to the SLA approach of contracting for IT-related services, two options (Option A and Option B) were presented to PLDA at their May General Membership Meeting—each using different factors in the framework to determine how related expenses would be allocated to each member library. Option A focuses on activities at the home library and Option B uses the current model with the base membership and ILS maintenance factors combined.

Status: No PLDA vote was taken on selecting Option A or B concerning the ILS invoicing for the proposed IT billing structure. WLS was asked to find a way to lower the overall increase, and it was recommended that the 2019 IT Funding Model continue to be used for the July-December 2021 IT services invoicing period.

The following recommendations:

- Implement the 2019 IT Funding Model with a 4% increase (excluding digital content) for the July-December 2021 IT invoicing.

- Continue discussions on the billing components to be included in the proposed IT billing structure concerning Option A or B to be part of the Service Level Agreement (SLA) that would be implemented beginning January 1, 2022.

  o   In order to implement the billing in a timely manner, Option A or B for the ILS column would need to be determined by PLDA at their next scheduled meeting on May 27, 2021, or no later than June 17, 2021. If no decision is made, Option A based on the home library activities would be the default option.

  o   Member libraries interested in using WLS IT services will need to sign the SLA agreement by September 30, 2021, and indicate what level of services are requested for the January-December 2022 time frame. WLS will host information workshops for library trustees and staff to review the SLA and to answer questions.

Recommended Action: Staff recommends the acceptance of the above-noted recommendations for the remaining 2021 invoicing and implementation of the proposed SLA and IT Billing Structure for 2022.

May 25, 2021

INFORMATION TECHNOLOGY SERVICE LEVEL AGREEMENT

1.   Fundamentals

1.1   Parties

This Information Technology Service Level Agreement ("SLA") is between Westchester Library System (the "System") and System member NAME OF LIBRARY ("Supported Library").

Together, the System and the Supported Library are the "Parties".

1.2 Purpose

This SLA describes the optional information technology services the System will offer System members starting July 1, 2021 (the "IT Services"), and sets the terms governing Supported Library's selection, use of, and payment for, those IT Services.

The IT Services offered by the System under this SLA are available to assist individual member libraries in achieving the right information technology capacity to serve their missions and areas of service.

This SLA does not apply to resources, such as a union catalog, that the System provides in fulfillment of state regulations governing required services for cooperative library Supported Library libraries.

Supported Library acknowledges that the budget-sensitive and capacity-enhancing solutions offered by this SLA are only possible through careful assessment and development of services by the System and its members, together with prompt payment for services by Supported Library and other members who use the IT Services.

The "menu" of services available was developed by the System in consultation with member libraries and is expected to evolve in consultation with the members and their changing needs.

1.3 Duration

All prior service agreements governing non-regulatory technology services between the parties being terminated as of the effective date of this SLA, this SLA will commence July 1, 2021 (the "Effective Date") and will be valid until December 31, 2021 (a 6-month period of time to be known as the "Initial Term"); after the Initial Term, this SLA shall automatically renew for one-year terms starting January 1 and running through December 31 (a period of time referred to as an "IT Service Year"), per the process in 1.4, below.

1.4 Initial and Annual Acknowledgement

To ensure confirmation of the precise IT Services to be provided by the System to the Supported Library at the onset of the Initial Term and for any upcoming IT Service Year, and to enable pre-determination of costs and careful planning for any necessary preparation, procurement, or training needed for implementation, the Parties agree:

a) The IT Services selected by the Supported Library for the Initial Term, and the costs of those IT Services, has already been confirmed in a letter between the parties dated DATE; and

b) Starting with the 2022 IT Service Year (to begin January 1, 2022), Supported Library must submit a "Confirmation of Services" by October 1st of each year (starting with a first due date of October 1, 2021).

Such Confirmation of Services must include a) the IT Services selected, and b) the agreed-upon costs of such services.

The Confirmation of Services shall be sent to the System by October 1st via either of the following methods:

- An email from a board officer or director/executive director empowered to sign contracts for the Supported Library, stating "The SLA for the [YEAR] IT Service Year, is acknowledged by [NAME] library"; or
- Submission, via e-mail or USPS, of a copy of board minutes showing the passing of a resolution to "accept the [YEAR] IT Service Year's contract with the WLS, for an amount of AMOUNT, as proposed."

Failure to provide a written acknowledgement by October 1st shall constitute notice of termination of service for the following IT Service Year.

1.5 Termination or Modification of IT Services

1.5.1   To ensure predictability of services and budget, IT Services may not be terminated or modified during the Initial Term nor an IT Service Year, except as provided in this section 1.5.

1.5.2   Failure to provide a written acknowledgement by October 1st shall constitute notice of termination of IT Services for the following IT Service Year, however, notice as soon as possible of any intent not to renew IT Services is appreciated as a courtesy.

1.5.3   **IT Services may be terminated "for cause"** by the Member during a current IT Service Year, with amounts owed paid only through the final date of IT Services, only if, after thirty days' written notice provided as described in "2.2.4", below, of the System's failure to provide IT Services as required by this SLA, the IT Service(s) in question has/have not been restored to the Supported Library who provided notice of the disruption.

1.5.4   If IT Services are not provided to a Supported Library by the System due to a "Force Majeure Event" there is no ground to terminate IT Services "for cause". For purposes of this SLA, a "Force Majeure Event" is defined as: "*Any event causing a disruption of IT Services not due to failure of the System to abide by the requirements of this Agreement, including but not limited to: third-party error, weather, state of emergency, a criminal act, or utility service disruption.*"

1.5.5   In the event a member desires to **reduce or eliminate IT Services** during the IT Service Year, it may do so, but to ensure the fiscal stability of the cooperative System, the amount owed for services for that IT Service Year may not be reduced.

 1.5.6 In the event a member desires to **add services** during the IT Service Year, the member and the System IT team shall discuss the needed services and, if practicable within the operational and fiscal plans set for the IT Service Year, the Service will be added and the annual cost adjusted.

1.5.7   **The System may modify IT Services to offer comparable services** if IT Service(s) must be changed to avoid disruption, unbudgeted changes, or to recover from a "Force Majeure Event."

1.6 Costs and Payment

[*drafting instruction:select option for either **semi-annual** or **quarterly** payments, delete other option and remove brackets*]

[Payment shall be invoiced by DATE and DATE and shall be due from the Supported Library to the System by DATE and DATE, respectively.

Payments over 30 days past the due date must include a 1% late charge.]

OR

[Payment shall be invoiced quarterly by DATE, DATE, DATE and DATE and shall be due from the Supported Library to the System by DATE, DATE, DATE and DATE, respectively.

Payments over 30 days past the due date must include a 1% late charge.]

It is expected that Supported Library shall include the amounts confirmed for IT Services in their annual budgets and IT Services shall only be confirmed once adequate funds have been budgeted.

1.6.1 Late Payment

Payments over sixty days late shall result in suspension or reduction of services, in the sole determination of the System.

If Supported Library experiences an unexpected lack of budgeted funds that could result in late payment, Supported Library shall notify the System in writing as soon as possible. Such notification shall in no way release System from this SLA and is solely for purposes of System to mitigate any harm caused by late payment.

1.7 Menu of IT Services and Costs

To enable timely decision-making and confirmation by Supported Library, the System shall send members the "Menu of IT Services" with corresponding costs by no later than September 1 of the preceding IT Service Year.

2.0 Terms Applicable to all IT Services

2.1 Menu of IT Services

The IT Services offered by the System shall be, for each term, listed in an "IT Services Menu" (or "Menu") maintained by the System. IT Services may be selected as needed by Members, with payment owed by the selecting Member based on the amount of IT Services to be provided.

The Menu for the 2021-2022 IT Service Years is attached hereto as Appendix "A." [To Be Attached]

2.2 Additional Terms Governing IT Services

All IT Services provided are subject to the laws, regulations, warrantees, representations, and indemnifications applicable to the specific hardware, software, and

services, including but not limited to manufacturer terms, license terms, and System-specific policies.

2.3 Support Through the Helpdesk

The System's "Helpdesk", staffed by the System's IT Department ("WLS IT") will provide support to Supported Library to help employees resolve issues with equipment provided and services rendered by the System per this SLA, as outlined in this section 2.3.

2.3.1 Access to the Helpdesk

Access to the Helpdesk and the System's Technical Support Team during operating hours shall be set by System with the goal of matching Supported Library's hours of operation.

Infrastructure services will be supported on a 24x7x365 basis. "Infrastructure services" are: the data center, servers, networking equipment and software solutions (including e-mail and communications).

Unless there is a "Force Majeure" event, live technical support will be available:

> 9:00am-9:00pm ET, Monday through Thursday

> 9:00am-6:00pm on Friday and Saturday

> 12:00pm-5:00pm on Sunday

> **(All listed times exclude System holidays and library summer hours.)**

Off-hour phone calls will go to a voicemail system and will be answered the next business day.

Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.

2.3.2 Ticketing System
WLS IT will respond to all faults, queries, and service requests only if a ticket is opened with the Helpdesk system. By enforcing this policy, the System can ensure that all faults are managed effectively and in line with the commitments of this SLA.

Issues can be reported through the Helpdesk portal, by telephone or via email. Member libraries will be regularly provided with up-to-date contact information for these reporting methods.

WLS IT Helpdesk will log, track, assign, and manage all requests, incidents, problems and queries through WLS IT's service ticket system. When the Helpdesk cannot provide a resolution at the time of call logging, the Helpdesk will provide:

• A unique reference number (Incident Ticket)

• The priority assigned to the call.

2.3.3 Response times

All ILS-related logged requests to the Helpdesk will receive a response based on assigned priority. Priorities are monitored by the Operations Manager and will be based on the impact of service lost to the Supported Library. The higher the percentage of library devices which are either non-operational or cannot access the ILS will help determine the initial priority setting. Library directors can call and speak to the Operations Manager should they wish to discuss increasing the escalation level of an incident. The following response times are for incident tickets requiring technical support:

Critical Priority: The technician will make the initial contact and begin problem resolution within **30 minutes**. The goal will be to resolve the problem as soon as possible after the initial contact. Note: Supported Library staff are encouraged to call in critical priority incidents.

High Priority: The technician will make the initial contact and begin problem resolution within **two hours**. The goal will be to resolve the problem within six hours after the initial contact.

Medium Priority: The technician will make the initial contact within **one business day** and the goal will be to resolve the problem within three business days after the initial contact.

Low Priority: The technician will make the initial contact within **three business days** and will negotiate a schedule for resolution with the library.

2.3.4 Accountability and procedures.

If a service request is not completed to the satisfaction of a Supported Library, the Supported Library should contact the WLS IT management team at the information provided in Appendix "B" and request an **escalation** of an incident/ticket.

As needed, a meeting between the Supported Library director and/or an authorized representative and the System Operations Manager will occur to address and resolve the issue(s).

Should additional response be needed, the incident will be escalated to a higher level within the System.

Supported Library's director will be provided with a monthly report outlining all service request incidents to keep library management aware of service incidents.

2.4. Supported Library Employee Participation in Training

To promote compliant, efficient, and secure use of IT Services, the System may require Supported Library employees to participate in IT Service-specific training given or arranged by the System's IT Department ("SLA Training").

SLA Training shall be conducted when, in the sole judgment of the System, such training is warranted by the nature of the selected IT Services. However, Supported Library may also request training when it believes that such training will consistent with the purpose of this SLA.

It is expected that SLA Training shall be required no less than annually for a duration of no less than three hours, and depending on the IT Services selected by Supported Library, could be of a greater duration and frequency.

Because it is a crucial component of compliance and security, Supported Library employee participation in SLA Training is a material requirement of this SLA.

2.5 Security, Privacy, and the SHIELD Act

The Parties agree that the System is a third-party vendor whose relationship with Supported Library results in the System having access to or control of personal and private information of New York residents, so IT Services may be subject to the requirements of the SHIELD Act.

The System represents and warrants that, as required by the SHIELD Act, among other required security measures, the System:

- Is continually assessing and developing a data security program;
- Trains and manages System employees in that data security program;
- Selects service providers capable of maintaining appropriate safeguards; and
- Regularly tests and monitors the effectiveness of key controls.

The System also disposes of private information within a reasonable amount of time after it is no longer needed for business purposes by erasing electronic media so that the information cannot be read or reconstructed.

3.0 Periodic Review

3.1 Spirit of SLA

The parties agree that the spirit of this SLA is to enable the System to support the mission of member libraries by providing a pre-arranged level of IT Services needed by that particular library. This approach was developed in consultation with all System libraries, whose varying capacities and diversity of priorities require flexible use of the System's resources, and the WLS IT team.

Appendix "B" lists the people who are responsible for maintaining and supervising the WLS IT team.

3.2. Maintaining Purpose of SLA

To continue in the spirit described in 3.1, above, especially in light of ever-evolving technology, System Supported Library priorities, and relevant law, periodic review of this SLA by the System and its member libraries is necessary.

3.3 Responsibility for Arranging Periodic Review

The **Business Relationship Manager** (see "Document Owner" in 3.5, below) is responsible for facilitating regular reviews of this SLA as follows:

Review Period: Yearly

Review Date: June 30th of a current IT Service Year

3.4 Amendment

The terms of this SLA may be amended only via a written Agreement between the Parties, after which an updated copy shall be communicated to all affected parties. Amendment is not required to change the information on Schedule B or C, and Schedule A may be changed for each term as provided in Section 1.

3.5 Responsibility for facilitating review and amendment

The Document Owner will incorporate all subsequent revisions and obtain mutual written agreements / approvals as required.

As provided in Section 1.7, above, the "Menu of Services and Costs" will change from term to term, and the remaining Schedule will be updated by the System as needed.

Document Owner/Business Relationship Manager: *Westchester Library System*

4.0 System Responsibilities and Standard of Care

The System shall provide the Supported Library with the IT Services identified in this SLA and shall take all reasonable measures to ensure the IT Services are maintained and meet the agreed-to predefined standards.

The System agrees to exercise regular professional care and diligence in the discharge of services and to comply with relevant industry standards. Unless related to a correction of a Force Majeure event, the System will not make changes to the systems/services offered except as provided in this SLA.

5.0 Supported Library Responsibilities:

5.1 Notifications and Urgent Needs

Supported Library libraries are required to report all issues, queries and requests via appropriate channels and processes, including but not limited to the following examples:

> Notify the Helpdesk immediately of the anticipated need to suspend, terminate, or re-direct access of a Supported Library employee, ideally giving no less than two days' notice. When giving such notice, no reason for the anticipated suspension, termination, or re-direction of an account need be given, simply ensure such direction is only communicated by a director or authorized board member.

> Notify the Helpdesk immediately if your library is subject to a "litigation hold" or other directive requiring the preservation or disclosure of data the System assists you with storing or managing.

> Advise WLS IT if the requirements of the business change and the need for a review of the level of IT Services provided per the SLA is identified.

> Alert WLS IT if you suspect a breach or unauthorized access to WLS-owned or controlled equipment or services.

5.2 Equipment-Related Requirements

Supported Library agrees to only use equipment provided under this agreement for ILS and staff usage, and to maintain and enforce its own policy requiring employees to limit their use to authorized Supported Library purposes.

Commencing July 1, 2021, member libraries will only purchase printers listed on the "recommendation list" provided by WLS IT.

Commencing January 1, 2022, Supported Library agrees to remove all non-WLS equipment from the WLS network.

5.3 Core Security Standard

Supported Library shall incorporate the "Core Security Standard" set forth in Appendix C in any third-party contract for services that can in any way interact with or impact the systems.

Appendix C may be updated to reflect evolving security standards, without the need to amend this SLA.

Examples of such third-party services include but are not limited to:

- Basic information technology support
- Equipment-specific services
- Network maintenance

6.0. Offer and Acceptance

This SLA was offered to NAME OF LIBRARY by the Westchester Library System on DATE; this offer is open until DATE:

Signature: _____

NAME

This SLA was reviewed and accepted on behalf of Supported Library by NAME on DATE:

Signature: _____

NAME

TITLE

Appendix A: Initial Term IT Services Menu and Costs

ATTACH

Appendix B: Organizational leaders

The following people are responsible for maintaining and supervising the WLS IT team. These individuals will also be part of the process to resolve any disputes with service.

Name	Job Title	Contacts
TBA	Operations Managers	
Wilson Arana	Manager of IT	warana@wlsmail.org 914-231-3248 914-355-0226
Terry Kirchner	Executive Director	tkirchner@wlsmail.org

Appendix C: Core Security Standard

Patching – Recurring – Keep all software up-to-date to the extent possible and discontinue use of products deemed a security risk by credible sources. Patches deemed Critical by vendors, for example Microsoft, should be applied as soon as possible.

Inventory – All devices can be tracked with software or an inventory system.

Malware protection – Install and maintain current antivirus software.

Configuration Management – A process should be available to maintain

computers, servers and software in a desired, consistent state.

ILS VPN – a secure connection using the agreed standard presented by WLS IT should be in place between a Supported Library and the ILS host vendor

WLS IT Billing excluding Wireless and Digital Content 2020

Library	January - June 2021	July - December 2021	Total
ARDSLEY	$ 19,854.01	$ 20,831.39	$ 40,685.40
NORTH CASTLE	$ 30,859.99	$ 32,370.41	$ 63,230.40
BEDFORD HILLS	$ 14,076.13	$ 14,805.72	$ 28,881.85
BEDFORD VILLAGE	$ 16,676.11	$ 17,512.08	$ 34,188.19
BRIARCLIFF	$ 17,136.22	$ 18,000.12	$ 35,136.34
BRONXVILLE	$ 26,989.92	$ 28,267.02	$ 55,256.94
CHAPPAQUA	$ 35,261.18	$ 36,859.61	$ 72,120.79
CROTON	$ 24,949.23	$ 26,125.65	$ 51,074.88
DOBBS FERRY	$ 21,256.58	$ 22,290.06	$ 43,546.64
EASTCHESTER	$ 28,890.30	$ 30,241.04	$ 59,131.34
GREENBURGH	$ 54,458.78	$ 57,001.27	$ 111,460.05
HARRISON	$ 36,861.09	$ 38,690.06	$ 75,551.15
HASTINGS	$ 20,431.25	$ 21,424.57	$ 41,855.82
IRVINGTON	$ 22,474.43	$ 23,561.39	$ 46,035.82
KATONAH	$ 12,562.07	$ 14,122.31	$ 26,684.37
LARCHMONT	$ 34,121.03	$ 35,697.67	$ 69,818.70
LEWISBORO	$ 17,030.74	$ 17,883.28	$ 34,914.02
MAMARONECK	$ 43,690.70	$ 45,761.98	$ 89,452.68
MONTROSE	$ 24,828.70	$ 26,000.30	$ 50,829.00
MOUNT KISCO	$ 27,173.13	$ 28,455.18	$ 55,628.31
MOUNT PLEASANT	$ 37,030.42	$ 38,797.18	$ 75,827.60
MOUNT VERNON	$ 66,159.97	$ 60,859.60	$ 127,019.57
NEW ROCHELLE	$ 63,325.39	$ 66,163.00	$ 129,488.39
NORTH SALEM	$ 15,119.06	$ 15,892.75	$ 31,011.81
OSSINING	$ 54,479.63	$ 56,994.37	$ 111,474.00
PEEKSKILL	$ 31,441.29	$ 32,915.50	$ 64,356.79
PELHAM	$ 17,689.85	$ 18,573.52	$ 36,263.37
PORT CHESTER	$ 29,380.74	$ 30,760.62	$ 60,141.36
POUND RIDGE	$ 12,039.78	$ 12,614.17	$ 24,653.95
PURCHASE	$ 7,152.66	$ 7,522.04	$ 14,674.70
RYE	$ 25,894.12	$ 27,125.01	$ 53,019.13
SCARSDALE	$ 37,328.20	$ 39,061.70	$ 76,389.90
SOMERS	$ 23,684.78	$ 24,820.15	$ 48,504.93
TARRYTOWN	$ 27,886.60	$ 29,187.66	$ 57,074.26
TUCKAHOE	$ 17,496.65	$ 18,372.59	$ 35,869.24
WHITE PLAINS	$ 51,082.57	$ 53,199.62	$ 104,282.19
YONKERS	$ 129,616.25	$ 135,512.42	$ 265,128.67
YORKTOWN	$ 36,387.25	$ 38,068.83	$ 74,456.08
Total	$ 1,212,776.80	$ 1,262,341.82	$ 2,475,118.61

WLS Services Finance Model
July - December 2021 based on PROPOSED budget

Library	Base Membership Per 100 Sqft	$ 34.12	Network Conn. Per Net	$ 5,956.30	WLS Device Sup. & Maint Per Dev	$ 613.46	Lib-Owned Devices Per Dev	$ 185.56	ILS Maint Per 1k ite	$ 191.42	Mobility & Comm. Per FTE	$ 542.44	Sub Total - 4% increase	Wireless* Per AP	$ 507.28	Digital Content** Per 100 Pop	$ 31.08	Total
ARDSLEY	84	1,433.04	2	5,956.30	15	4,600.95	0	-	67	6,412.57	6	1,627.32	20,831.39	2	507.28	92	1,429.68	22,768.35
NORTH CASTLE	190	3,241.40	3	8,934.45	23	7,054.79	2	185.56	77	7,369.67	16	4,339.52	32,370.41	4	1,014.56	119	1,849.26	35,234.23
BEDFORD HILLS	32	545.92	2	5,956.30	8	2,453.84	0	-	41	3,924.11	5	1,356.10	14,805.72	2	507.28	65	1,010.10	16,323.10
BEDFORD VILLAGE	62	1,057.72	2	5,956.30	9	2,760.57	1	92.78	53	5,072.63	7	1,898.54	17,512.08	2	507.28	45	699.30	18,718.66
BRIARCLIFF	89	1,518.34	2	5,956.30	13	3,987.49	3	278.34	44	4,211.24	5	1,356.10	18,000.12	2	507.28	79	1,227.66	19,735.06
BRONXVILLE	190	3,241.40	2	5,956.30	21	6,441.33	3	278.34	78	7,465.38	14	3,797.08	28,267.02	0	-	64	994.56	29,261.58
CHAPPAQUA	262	4,469.72	2	5,956.30	17	5,214.41	4	371.12	118	11,293.78	30	8,136.60	36,859.61	0	-	162	2,517.48	39,377.09
CROTON	125	2,132.50	2	5,956.30	13	3,987.49	7	649.46	87	8,326.77	15	4,068.30	26,125.65	3	760.92	96	1,491.84	28,378.41
DOBBS FERRY	160	2,729.60	2	5,956.30	15	4,600.95	2	185.56	52	4,976.92	11	2,983.42	22,290.06	3	760.92	109	1,693.86	24,744.84
EASTCHESTER	176	3,002.56	2	5,956.30	20	6,134.60	2	185.56	96	9,188.16	17	4,610.74	30,241.04	3	760.92	197	3,061.38	34,063.34
GREENBURGH	460	7,847.60	3	8,934.45	60	18,403.80	5	463.90	118	11,293.78	29	7,865.38	57,001.27	5	1,268.20	429	6,666.66	64,936.13
HARRISON	230	3,923.80	4	11,912.60	25	7,668.25	2	185.56	93	8,901.03	17	4,610.74	38,690.06	3	760.92	275	4,273.50	43,724.48
HASTINGS	119	2,030.14	2	5,956.30	12	3,680.76	0	-	65	6,221.15	10	2,712.20	21,424.57	0	-	79	1,227.66	22,652.23
IRVINGTON	105	1,791.30	2	5,956.30	17	5,214.41	2	185.56	71	6,795.41	10	2,712.20	23,561.39	3	760.92	65	1,010.10	25,332.41
KATONAH	176	3,002.56	0	-	0	-	0	-	68	6,508.28	15	4,068.30	14,122.31	0	-	63	979.02	15,101.33
LARCHMONT	233	3,974.98	2	5,956.30	27	8,281.71	11	1,020.58	101	9,666.71	20	5,424.40	35,697.67	5	1,268.20	177	2,750.58	39,716.45
LEWISBORO	72	1,228.32	2	5,956.30	10	3,067.30	4	371.12	46	4,402.66	8	2,169.76	17,883.28	2	507.28	125	1,942.50	20,333.06
MAMARONECK	330	5,629.80	3	8,934.45	43	13,189.39	8	742.24	94	8,996.74	24	6,509.28	45,761.98	5	1,268.20	190	2,952.60	49,982.78
MONTROSE	172	2,934.32	2	5,956.30	13	3,987.49	6	556.68	84	8,039.64	13	3,525.86	26,000.30	3	760.92	173	2,688.42	29,449.64
MOUNT KISCO	180	3,070.80	2	5,956.30	20	6,134.60	7	649.46	81	7,752.51	14	3,797.08	28,455.18	4	1,014.56	109	1,693.86	31,163.60
MOUNT PLEASANT	249	4,247.94	3	8,934.45	27	8,281.71	0	-	106	10,145.26	21	5,695.62	38,797.18	4	1,014.56	332	5,159.28	44,971.02
MOUNT VERNON	480	8,188.80	0	-	0	-	0	-	353	33,785.63	61	16,544.42	60,859.60	0	-	673	10,458.42	71,318.02
NEW ROCHELLE	619	10,560.14	3	8,934.45	35	10,735.55	0	-	261	24,980.31	31	8,407.82	66,163.00	7	1,775.48	771	11,981.34	79,919.82
NORTH SALEM	65	1,108.90	2	5,956.30	9	2,760.57	0	-	40	3,828.40	6	1,627.32	15,892.75	2	507.28	52	808.08	17,208.11
OSSINING	480	8,188.80	3	8,934.45	48	14,723.04	0	-	135	12,920.85	37	10,035.14	56,994.37	0	-	343	5,330.22	62,324.59
PEEKSKILL	160	2,729.60	2	5,956.30	29	8,895.17	6	556.68	93	8,901.03	17	4,610.74	32,915.50	3	760.92	256	3,978.24	37,654.66
PELHAM	65	1,108.90	2	5,956.30	12	3,680.76	6	556.68	43	4,115.53	9	2,440.98	18,573.52	2	507.28	124	1,926.96	21,007.76
PORT CHESTER	187	3,190.22	2	5,956.30	24	7,361.52	4	371.12	76	7,273.96	20	5,424.40	30,760.62	3	760.92	384	5,967.36	37,488.90
POUND RIDGE	72	1,228.32	1	2,978.15	8	2,453.84	1	92.78	42	4,019.82	5	1,356.10	12,614.17	2	507.28	52	808.08	13,929.53
PURCHASE	14	238.84	1	2,978.15	4	1,226.92	1	92.78	14	1,339.94	5	1,356.10	7,522.04	1	253.64	66	1,025.64	8,801.32
RYE	219	3,736.14	2	5,956.30	20	6,134.60	1	92.78	58	5,551.18	17	4,610.74	27,125.01	4	1,014.56	158	2,455.32	30,594.89
SCARSDALE	250	4,265.00	2	5,956.30	39	11,962.47	1	92.78	86	8,231.06	26	7,051.72	39,061.70	0	-	172	2,672.88	41,734.58
SOMERS	149	2,541.94	2	5,956.30	17	5,214.41	3	278.34	72	6,891.12	11	2,983.42	24,820.15	4	1,014.56	205	3,185.70	29,020.41
TARRYTOWN	220	3,753.20	2	5,956.30	16	4,907.68	0	-	98	9,379.58	15	4,068.30	29,187.66	0	-	212	3,294.48	32,482.14
TUCKAHOE	62	1,057.72	2	5,956.30	12	3,680.76	0	-	53	5,072.63	7	1,898.54	18,372.59	2	507.28	65	1,010.10	19,889.97
WHITE PLAINS	820	13,989.20	1	2,978.15	0	-	0	-	241	23,066.11	41	11,120.02	53,199.62	0	-	569	8,842.26	62,041.88
YONKERS	1303	22,229.18	7	20,847.05	82	25,151.86	0	-	351	33,594.21	105	28,478.10	135,512.42	12	3,043.68	1960	30,458.40	169,014.50
YORKTOWN	200	3,412.00	2	5,956.30	33	10,122.09	1	92.78	107	10,240.97	25	6,780.50	38,068.83	3	760.92	480	7,459.20	46,288.95

* Wireless service will be billed as an enhanced service

** Digital Content has no increase applied