



Office of Information Technology Services

Service Level Agreement for Video Over IP (VIP) Services:

- **Subscription**
- **Hourly**
- **Gateway**
- **Ridgeway Solution**

Version 1.3 (May 2005)

**North Carolina Office of Information Technology Services
Video Network Services
4100 Mail Service Center
Raleigh, North Carolina 27699-4110**

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CHANGE HISTORY

Date Revised	Version Number	Revision Summary
03/05	1.1	Service Descriptions, Billing
04/05	1.2	Additional Subscriptions
05/05	1.3	Revised VNS-01 Form

INTRODUCTION

This Service Level Agreement (SLA) defines the services, primary jobs, responsibilities of each party; the methods for delivery of support services; the process for problem resolution; the limitations of service support levels; and the anticipated frequency and measurements (metrics) that will be applied against specific systems/projects. The measurements determine performance and reliability impact (whether performance meets or exceeds expectations). These measurements have been reviewed by the management of both parties to ensure that performance is maintained within the range of stated goals.

This agreement is entered into by the subscribing party, hereinafter referred to as the client, and the North Carolina Office of Information Technology Services, hereinafter referred to as ITS. This agreement is subject to all applicable state policies and provisions whether or not expressly stated as part of this agreement. For specific details of the agreement, see the signature page (page 13).

Purpose and Objectives

The purpose of this SLA is to define the terms and process for subscribing to any of the following ITS Video Over IP (VIP) Services: Subscription, Hourly, Gateway, or Ridgeway Solution. These services are available to all public agencies of the State of North Carolina.

The objectives of these services are:

- To provide reliable, managed technology solutions to meet the needs of different state agencies with varying missions and requirements.
- To provide scalable rates and service options so that state agencies can realize cost savings and purchase only services that they need.
- To provide greater capabilities among concurrent users by sharing and consolidating resources.

Definition of Terms and Acronyms

In this document, the following terminology and acronyms are used:

ITS	North Carolina Office of Information Technology Services. ITS is a state agency that reports directly to the governor
VNS	Video Network Services. VNS is an office within ITS.
Client	The client is the recipient of services provided under this SLA.
NCIH	North Carolina Information Highway, the state broadband network that carries both video and data. The bandwidth for this network is dedicated (always available on demand to the client).
H.320	The protocol (technical platform) for NCIH videoconferencing.
Web	The World Wide Web = Internet.
IP	Internet protocol, the technical platform for digital transmission over the Internet.
VIP	Video Over IP: videoconferencing that takes place over the Internet. Internet bandwidth is non-dedicated and individual sessions may vary in quality and availability.

H.323	A protocol for videoconferencing over the Internet.
ISDN	A protocol for videoconferencing that utilizes bundled telephone lines to provide the appropriate bandwidth (capacity).
End point	A videoconferencing system.
Ad Hoc	A one-time event or session.
Multipoint	A video session involving more than two participants.
MCU	Multipoint Control Unit, the hardware that sets up multiple video sessions simultaneously.
Gateway	A bridging mechanism that allows otherwise incompatible platforms to communicate seamlessly with one another.
Gatekeeper	A network entity that provides services such as address translation and network access control for terminals, gateways, and MCUs.
Ridgeway Solution	A proprietary solution developed by the Ridgeway Corporation and leased by VNS to address firewall issues.
Firewall	The technical mechanisms, hardware and software, that are used to protect Internet users from hacking and interference.

SERVICE DESCRIPTIONS

Four ITS/VNS Video Over IP (VIP) Services are described in this SLA. The Subscription Service is recurring and includes unlimited use of the other three services as needed. Clients who do not subscribe to the full service may choose, individually or in any combination, the Hourly Service, the Gateway Service, or the Ridgeway Solution. The Hourly and Gateway Services are non-recurring and are available on an ad hoc basis. The Ridgeway Solution is available either on an annual or a monthly basis.

Clients with IP videoconferencing capability who routinely need access to reliable scheduling, multipoint configurations, or a video gateway for 20 or more hours of video sessions each month will have a good business case for the Subscription Service. Clients who do not need all of these services or who need them for fewer than 20 hours per month may find it more cost effective to use them on an ad hoc basis.

Successful videoconferencing depends heavily on issues such as local bandwidth, LAN architecture, firewall configuration, and the number of router passes or “hops” that a signal makes on its way to and from its destination. Please read “VNS Guidelines for Video Over IP” on the VNS Web Page (www.ncih.net) to determine if your LAN and videoconferencing system meet appropriate standards.

Clients are responsible for providing their own end point equipment (which must be compatible with VNS standards) and their own local IP data connections. Client end points must undergo a process of certification and be registered with the ITS Gatekeeper. There is a one-time cost for certification. This procedure is described in the section below entitled “Subscribing to Services.”

VNS can assume no responsibility for technical problems related to hardware incompatibility, non-certified end points, or network elements that are not under its control.

VIP Subscription Service

This recurring service includes unlimited usage of the web-based VNS Scheduler, the VNS Multipoint Control Unit (MCU) for multipoint sessions, Gateway, and Ridgeway Solution (if needed). Additional information concerning the MCU, Gateway, and Ridgeway Solution is listed in the next three sections. More than one recurring service may be subscribed on the same circuit at a reduced cost for the additional services.

The VNS Web Scheduler allows clients to

- Schedule, modify or cancel their videoconferences on demand prior to the event.
- Resolve conflicts.
- Notify participants of scheduling actions or changes through an automatic eMail notification function.
- Configure videoconferences in continuous presence or voice switching mode.
- Extend a videoconference while it is in progress or terminate it prior to the scheduled time.
- Add or delete sites while a session is in progress.
- Generate reports.
- Schedule VIP Gateways to NCIH video sites. The NCIH Web Scheduler must be used to schedule the NCIH side of the gateway.

If more than one client end point is to be certified, there will be a separate certification charge for each one. Remote end points must also be certified in order to appear in the Scheduler and are responsible for this charge. Training, end point configuration, technical consultation, and customer support are provided to the client without extra charge as described below in the section “Subscribing to Services.” The ITS Customer Support Center is available to clients 24/7 for assistance or troubleshooting.

VIP Hourly Service

This non-recurring service allows clients to set up and manage point-to-point or multipoint video sessions when all of the end points are IP-based. As many as 16 sites can be displayed simultaneously on one monitor in “continuous presence” mode. Clients can choose any of 21 different continuous presence configurations for their conferences. Sessions are also supported in “voice switching” mode, in which the video signal switches automatically to the end point that is talking.

The VIP Hourly Service is appropriate for clients who need to connect with one or more IP-based end points for educational, training, or other purposes. VNS supports only sessions built on its own MCU and will not support sessions built on end point internal MCUs.

The ITS MCU is a Polycom MGC-100 with 96 H.323 ports for 384kb sessions; 48 H.323 ports for 384kb continuous presence and transcoding; and 4 ports for H.323 to H.320 gateway access. Transcoding refers to the ability of the MCU to bridge sites together that are operating at different video speeds. All VIP services are designed for a default speed of 384kb. Participants should use this speed for their conferences whenever possible. The MCU also supports different speed rates.

Additional capacities of the MCU are:

- Click & View™, a chair control feature that enables video session participants to change the layout of the conference or the appearance of an individual site while in continuous presence.
- The site that is speaking is highlighted and the name of each site is displayed on the screen.
- Individual sites can be muted as needed.
- Support is offered for H.264, an emerging video protocol, and AES encryption.
- Applications such as People + Content™, and Duo Video™ can be integrated into conferences.

The Hourly Service is available on an ad hoc basis with one hour as the minimum unit of time that may be requested. Client end points must be certified and registered with the ITS Gatekeeper. There is an additional one-time charge for certification. Anything scheduled is billed unless cancelled in advance in accordance with defined scheduling procedures.

Depending on frequency of use, the VNS staff will either schedule video sessions during the period of the subscription or train the client in the use of the VNS Web Scheduler. Training, assistance in end point configuration, and technical consultation are provided to clients prior to the initiation of service as described below in the section “Subscribing to Services.” There is no additional charge for this support. The ITS Customer Support Center is available to clients 24/7 for assistance or troubleshooting.

VIP Gateway Service

This non-recurring service allows clients with IP videoconferencing capacity to join sessions involving NCIH video sites. VNS maintains gateways that appear in both the VNS Web Scheduler and the NCIH Web Scheduler. Both sides of the network must be scheduled for the connection to be made.

The VIP Gateway Service is available on an ad hoc basis with one hour as the minimum unit of time that may be requested. Client end points must be certified and registered with the ITS Gatekeeper. There is an additional one-time charge for certification. For a description of the scheduling process, see the VNS Web Page (www.ncih.net). Anything scheduled is billed unless cancelled in advance in accordance with defined scheduling procedures.

Depending on frequency of use, the VNS staff will either schedule video sessions during the period of the subscription or train the client in the use of the VNS Web Scheduler. Training, end point configuration, and technical consultation are provided to clients prior to initiation of service as described below in the section "Subscribing to Services." There is no additional charge for this support. The ITS Customer Support Center is available to clients 24/7 for assistance or troubleshooting.

VNS also maintains ISDN H.320 Gateways for guest sites using this protocol that need to communicate with IP or NCIH sites. Procedures for this service are described on the VNS Web Page (www.ncih.net). ISDN H.320 end points need an VIP Gateway to join in an IP video session.

VIP Ridgeway Solution

As discussed in "VNS Guidelines for Video Over IP" on the VNS Web Page (www.ncih.net) firewalls are one of the most serious issues involving IP videoconferencing. VNS has deployed a proprietary Ridgeway Solution that allows IP video traffic to flow freely through client firewalls using a secure method.

The Ridgeway Solution employs a client/server relationship (the word "client" is used here in its technical sense) that allows end points to connect to resources such as the Gatekeeper and the MCU with little if any change to the firewall. In most cases, no changes are needed in the firewall since all connections are outbound, which firewalls normally allow. Video traffic is remapped to certain ports, and the client talks to the server, which unmaps the ports. In some cases, a technician may have to open the ports.

The Ridgeway Solution may be implemented on a Personal Client or Group Client basis depending on the codec or appliance that is used. If the subscriber has a PC-based codec such as the VTEL unit, the software and the Gatekeeper address are downloaded to the PC, which becomes the Personal Client. If the subscriber has an appliance, such as a Polycom or Tandberg unit, or multiple videoconferencing units, the software and addresses are downloaded onto a PC that becomes the Group Client.

The Ridgeway Solution is available on an annual or monthly basis. The cost in either case allows unlimited use for one end point, which must be certified and registered with the ITS Gatekeeper. There is an additional one-time charge for certification. The Ridgeway Solution is also an optional service for clients of the VNS Subscription Service. There is no extra charge if it is implemented as part of the Subscription Service. A determination as to need will be made at the time of implementation.

VNS supplies the addresses, logins, and passwords needed to implement the Ridgeway Solution. Training, end point configuration, and technical consultation are provided to clients prior to initiation of service as described below in the section "Subscribing to Services." The ITS Customer Support Center is available to clients 24/7 for assistance or troubleshooting.

VNS AND CLIENT RESPONSIBILITIES

VNS Responsibilities

VNS agrees to:

- Provide and administer the VIP Services described in this SLA (Subscription, Hourly, Gateway, and Ridgeway Solution) for the period of the subscription.
- Maintain a server for the VNS Web Based Scheduler and the Ridgeway Solution.
- Provide and administer security for the server and the applications.
- Continuously monitor and maintain VIP hardware and software components in accordance with the standards defined in this document.
- Provide maintenance and security upgrades on ITS/VNS equipment as needed.
- Communicate information regarding repair, maintenance, security upgrades, or other situations that may affect availability of service in accordance with the procedures defined in this document.
- Provide technical guidelines for IP videoconferencing with special reference to end point requirements and network configurations.
- Make recommendations and assist the client regarding system requirements, network configurations, and other technical issues prior to initiation of service.
- Provide the client with a process for certification.
- Test and certify end points for use with VIP services.
- Provide training in accordance with the parameters defined in this document.
- Provide access to the VNS Web Scheduler in accordance with procedures and policies defined in this document so that clients can schedule recurring sessions.
- Schedule point-to-point or multipoint video sessions for clients who are not provided with access to the VNS Web Scheduler.
- Troubleshoot technical problems in accordance with the process defined in this document.
- Provide a video endpoint that is available continuously for video test sessions.
- Replace ITS/VNS hardware and software components within 24 hours in accordance with the process defined in this document.
- Back up information concerning scheduled events regularly.
- Provide usage statistics on request.
- Notify the client prior to the expiration of this SLA so that a new SLA can be submitted if desired.

Client Responsibilities

The client agrees to:

- Comply with the terms and provisions of service as defined in this SLA.
- Provide all contact and billing information requested on the VNS-01 Form.
- Comply with VNS video standards as described in "VNS Guidelines for Video Over IP" on the VNS Web Page (www.ncih.net).
- Provide five days' notice for requesting certification of an end point.
- Make appropriate on-site support personnel available as needed for certification testing, the resolution of technical issues, training, and operations.
- Complete a Certification Form as described in the section of this document entitled "Certification."
- Follow appropriate scheduling procedures.
- Troubleshoot problems in accordance with the process outlined in this document.
- Incur charges for recertification in the event that end point or network configurations change as described in the section of this document entitled "Certification."
- Provide ITS with 30 days' notice of termination of a recurring service.

SUBSCRIBING TO SERVICES

Inquiries

Potential clients should contact the ITS Customer Support Center (800-441-5296) and inquire about any of the services outlined in this SLA. A VNS staff member will contact you by phone to discuss your requirements in greater detail. If necessary, the staff member will make a site visit or visits to your agency to evaluate your resources and to talk further with your officials. There is no cost or obligation for these contacts, which are considered part of the inquiry process.

Resources are assessed on the basis of ITS network compatibility and capacity. Compatible equipment is listed in "VNS Guidelines for Video Over IP" on the VNS Web Page (www.ncih.net). If ITS is your data service provider, a data analysis will be conducted to see if your existing data capacity is sufficient.

Rates

Rates for VIP Services are defined on the VNS-01 Form. These rates are guaranteed for the fiscal year in which the SLA is executed. In the event that rates change, new rates will apply at the beginning of the next fiscal year.

An annual service that is subscribed after the start of a fiscal year will be prorated based on the number of months for which the service is provided.

Initiation of service begins with certification of the client's end point(s), as described below.

Ordering

This SLA and the VNS-01 Video Network Services Request Form are available on the VNS Web Page (www.ncih.net) and can be downloaded or mailed electronically. The signature page of the SLA and the VNS-01 Form should be filled out, signed, and faxed to VNS at 919-850-2827 so that the ordering process may begin immediately. The original signature page should then be mailed to ITS, attention VNS, at the address on the cover page of this document. The appropriate ITS official will sign the page, which will remain on file at ITS, and a copy with both signatures will be faxed back to the client.

If the client wishes services to begin on a specific date, this should be specified on the VNS-01 Form. The form should be submitted in a timely fashion to allow for the implementation process.

The SLA will remain in effect during the fiscal year in which it is executed. It covers all listed services during this period. If only one service is subscribed, only one VNS-01 Form needs to be filled out. If additional services are desired during the period that the SLA is in force, separate VNS-01 Forms must be filled out and submitted for each service and time period.

Certification

Certification is a formal procedure that determines minimum acceptable levels of interoperability. It tests the end point connection to the VNS MCU or Gateway, permits the end point to appear in the VNS Web Scheduler, and registers it with the ITS Gatekeeper. VIP Services will not be considered implemented until certification is completed. In the event that technical problems prevent certification, recommendations will be made to the client concerning issues that may be preventing it. It is the client's responsibility to address these issues in accordance with the guidelines in "VNS Guidelines for Video Over IP" on the VNS Web Page (www.ncih.net). Training will be done after certification is completed.

After VNS has received the VNS-01 Form, a staff member will contact the individual designated as the On-Site Contact to coordinate dates and times for certification and training. The On-Site Contact should

be someone who is thoroughly familiar with the local videoconferencing equipment, IP connections, and LAN switches and routers, and who is authorized to set and check settings or configurations.

The On-Site Contact must also complete an electronic Certification Form, which will be provided by the staff member, for each end point. The form is used to create the Web Scheduler Account, if needed, and to collect information about the client's local LAN and videoconferencing equipment, including manufacturer, codec type, and capabilities. The Certification Form verifies that the necessary tests have been conducted and serves as a documentary record that certification has been successfully achieved.

The one-time certification charge is assessed for each end point certified and for each VIP Service subscribed. Once certified, end points do not have to be recertified unless the client's network or equipment configurations change. If this occurs, an additional charge must be paid for recertification.

Accounts

As part of the certification process, accounts will be set up for designated personnel. The following accounts are included as part of the Subscription Service:

- **E.164 Number.** The E.164 Number is a video number assigned to the client that is used for registration to the Gatekeeper. In some situations, an IP address may be used. One E.164 Number is assigned per end point. This end point is the only one that VNS considers certified. Clients may not share E.164 Numbers and will incur an additional certification charge if reconfiguration of the certified end point becomes necessary.
- **VNS Web Scheduler.** Clients will be assigned access to the VNS Web Scheduler, which enables designated individuals to create conferences and modify or cancel their own sessions. The VNS staff will train the person who is assigned responsibility for scheduling and will retrain new personnel as needed without additional charge.
- **Ridgeway Solution.** If needed, one Ridgeway account will be set up for the client.

The following accounts are included as part of the Hourly and Gateway Services:

- **E.164 Number.** One E.164 Number is assigned per end point. In some situations, an IP address may be used. This end point is the only one that VNS considers certified. Clients may not share E.164 numbers and will incur an additional certification charge if reconfiguration of the certified end point becomes necessary.
- **VNS Web Scheduler.** Depending on need, clients may be assigned access to the VNS Web Scheduler, which enables designated individuals to create conferences and modify or cancel their own sessions. Occasional or one-time clients may not need access to the scheduler. The VNS staff will make this determination at the time service is implemented, and will either schedule events for the client during the period of the subscription or train the appropriate person.

The following account is included as part of the Ridgeway Solution:

- **Ridgeway Solution.** One Ridgeway account will be set up for the client.

Billing

Recurring, monthly, and hourly services are invoiced at the end of the calendar month in which the service is initiated. Hourly services will be billed based on total scheduled usage during that month. An annual service is invoiced and paid at one time, and if subscribed after the start of a fiscal year will be prorated as described above in the section on "Rates."

For billing purposes, the fiscal year begins on July 1 of the calendar year and runs through June 30 of the following calendar year. A month is defined as a period that starts at the beginning of the calendar month or on the date of initiation of service (for example, March 12, 2005, through March 31, 2005).

No refunds or credits will be issued except in exceptional cases involving the failure or unavailability of the service. The VNS staff will endeavor to work with the client to determine an appropriate solution to any problem that may arise.

ITS will notify the client prior to the expiration of an SLA so that it may be renewed if desired. However, recurring service will not be terminated unless the client specifically requests that this be done.

ITS requires 30 days' notice for termination of a recurring service. A VNS-01 Form should be submitted to request termination.

Training

As part of the certification process, VNS provides customized training to the On-Site Contact and to any technical personnel who may require it. If a separate individual is designated to do scheduling, this person will be trained in the operation of the VNS Web Scheduler.

Levels of training for each VIP Service are as follows:

- **Subscription.** VNS Web Scheduler, end point configuration, Click & View™, Ridgeway Solution (if needed), technical issues, and troubleshooting.
- **Hourly and Gateway.** VNS Web Scheduler (if needed), end point configuration, technical issues, and troubleshooting.
- **Ridgeway Solution.** Ridgeway configuration.

Training may take place at the site or remotely via the web. Trainers will coordinate the dates, times, and delivery methods with the trainees.

If on-site personnel change during the period of the subscription or prior to an additional subscription, the VNS staff will train new personnel in accordance with these same parameters. There is no extra charge.

The VNS staff will provide assistance to clients in the use of their videoconferencing and other room equipment only to the degree that is necessary to use VNS services. Instruction in the use of customer premise equipment remains the client's responsibility.

VNS provides a considerable amount of information on its Web Page (www.ncih.net) regarding its services and operations. These resources include descriptions, procedures, and training modules. Site personnel should make themselves familiar with these resources in order to understand how to get the most out of their training and how to use VNS services to their best advantage.

Summary of Steps for Implementing Services

The following steps summarize the process for ordering and beginning services:

1. Potential client opens general inquiry by contacting VNS.
2. VNS staff contacts client to discuss needs and to provide a service overview.
3. If needed, VNS staff visits site to continue discussions and to evaluate resources.
4. If needed, VNS staff makes technical recommendations to client.
5. Client receives electronic version of SLA and VNS-01 Form.
6. Client fills out and signs signature page of SLA and VNS-01 Form and faxes both to ITS.

7. Original signature page is mailed to ITS. It is signed and a copy is faxed back to the client.
8. VNS staff contacts on-site personnel to begin certification process.
9. On-Site Contact completes Certification Form.
10. Client end points are certified.
11. VNS sets up client accounts.
12. VNS schedules and conducts training in accordance with defined parameters.
13. Applications begin.

To implement a new VIP Service during the period that an SLA is in force, the client should follow steps 6 through 12. Once an SLA is in force, a VNS-01 Form for a particular service is on file, and end points have been certified, the VNS-01 Form is used for each additional service request. Five days' notice is required for service requests.

OPERATIONS AND TROUBLESHOOTING

Monitoring

ITS/VNS maintains, manages, and monitors its services 24 hours a day. Change control and server configuration management are essential to ensure quality of service. Patches and security updates are applied if vulnerabilities are identified and evaluated. All upgrades follow the ITS change and security patch management process.

Ordinarily, ITS performs routine system upgrades during its regular maintenance windows on Sundays from 9:00 a.m. to 12:00 p.m. Eastern Time. If routine maintenance is scheduled outside of these windows during periods of subscription, three business days' notice to the client's technical contact will be provided.

ITS has maintenance contracts on all of its equipment and is committed to resolving hardware failures within 24 hours of identification of the problem.

Port utilization is monitored on a daily basis and additional ports will be added within 60 days if utilization reaches 80% for more than five consecutive days.

Technical Support and Troubleshooting

The VNS staff is available to answer technical questions. Issues related to set-up, software and network configurations, firewalls (if necessary) and operations will be addressed during the implementation and certification period in order to resolve any problems prior to initiation of service.

If a technical problem develops during operations, clients should endeavor to troubleshoot it to the best of their ability prior to making a trouble call to the ITS Customer Support Center.

The Support Center is located at the ITS Building in Raleigh and is staffed continuously. The phone number is 800-441-5296 (for local clients in Raleigh, 919-754-6001). Clients have responsibility for reporting problems to the Support Center. A trouble ticket will be opened, documented, and tracked. The Support Center will endeavor to diagnose and remedy the problem, and will escalate the issue if necessary. All troubleshooting will be done remotely.

The client should have the following information available when contacting the Support Center: name, contact information, a list of sites in the conference, type of VIP Service, E.164 Number or IP address, and the manufacturer and model of your codec or appliance. Clients should also keep a log with a detailed description of any technical problems they encounter.

To assist in troubleshooting, VNS maintains a video end point at the Support Center with a test number that is available to certified end points. The address is provided to VIP clients.

VIDEO OVER IP SERVICES SIGNATURE PAGE

Acceptance

This Agreement is entered into by _____, hereinafter referred to as the Client, and the North Carolina Office of Information Technology Services, hereinafter referred to as ITS. This Agreement is subject to all applicable State policies and provisions whether or not expressly stated as part of this Agreement.

The Parties acknowledge that they have read, understand, and accept the terms and provisions of ITS/Video Network Services, Video Over IP Services, described in this Service Level Agreement, hereinafter referred to as the SLA. This SLA constitutes the entire Agreement between both Parties and supersedes all other communications, written or oral, related to the subject matter.

This SLA shall be effective upon the date of execution by both Parties for the duration of the fiscal year.

For the Client	_____
	Name & Title (<i>please print</i>)
Signature	_____
Date	_____
For ITS	_____
	Name & Title (<i>please print</i>)
Signature	_____
Date	_____

To the Client: Please fill out and sign this page and fax it to ITS at 919-850-2827, along with a completed and signed VNS-01 Form, so that the ordering process may begin immediately. The original signed page should then be mailed to ITS, attention Video Network Services, at the address on the cover page of this document. A copy of the form signed by ITS will be faxed back to you.



Office of Information Technology Services

Video Network Services Request Form

Request Type: New ___ Change ___ Terminate ___

Video Over IP (VIP) Services:

Subscription: \$685 / Month (Recurring)
Additional Subscription (same circuit): \$350 / Month (Recurring)
Hourly: \$35 / Hour + \$50 Certification Fee (One-Time) Total Hours Total Amt.
Gateway: \$35 / Hour + \$50 Certification Fee (One-Time) Total Hours Total Amt.
Ridgeway Solution (Annual): \$500 / Year + \$50 Certification Fee (One-Time)
Ridgeway Solution (Monthly): \$50 / Month + \$50 Certification Fee (One-Time) No. Months Total Amt.

Web Conferencing:

Tier 1 Annual (\$1,000 / Year / Seat) Total Seats Total Amt.
Indicate the Number of Tier 2 Monthly (\$95 / Month / Seat) No. Months Total Seats Total Amt.
Simultaneous Seats Requested Tier 3 Weekly (\$25 / Week / Seat) No. Weeks Total Seats Total Amt.

Streaming Media Services:

Webcasting: \$73 / Hour (1 Hour Minimum) + \$50 set up Total Hours Total Amt.
Hosting: \$30 / Month (1 Month Minimum) For Up To 5 Hours No. Months Total Amt.
Encoding: \$77 / Hour (1 Hour Minimum) + \$50 Set Up Fee Total Hours Total Amt.

Other Gateway Services:

ISDN Gateway: \$.82 / Minute Total Min. Total Amt.

Event Production: \$77 / Hour of VNS Staff Time Price Will Be Quoted By VNS Staff

Start Date End Date Time NCIH Session Number (If Applicable)

(Attach Second Sheet If Additional Space Is Required)

Requesting Agency Information (Please Print):

- 1. Agency Name:
2. Billing Address:
3. Billing Contact:
4. Billing Contact eMail Address:
5. Billing Contact Phone:
6. Federal ID Number:
7. On-Site Contact:
8. On-site Contact Phone:

Authorized Fiscal Signature Date

After Completing, Return This Form To ITS Via FAX at 919-850-2827, Attention Video Network Services

Internal Use

Product Codes Used: Department Code Used: