

OARnet H.323 Videoconferencing Service Guidelines and Pricing Model

Videoconferencing Service Guidelines

OARnet offers H.323 (IP) videoconferencing service to member institutions. H.320 (ATM) videoconferencing is not available and is not supported by OARnet. To insure the highest quality OARnet services, please follow the video conferencing guidelines listed below.

The guidelines are arranged in five sections:

Register
Prepare
Certify
Schedule
Test

Register

Please contact the OARnet Support Center in order to register your video conference. Fill out the Videoconferencing Service Registration form and return it to OARnet. Information required on the form includes:

- On-site Videoconferencing Specialist contact for the videoconference. (Must have videoconferencing expertise and be available during the conference)
- Type of equipment being used.
- IP addresses for the conference.
- Description of network.
- Register your information with OARnet well before your first event.
- Notify OARnet of changes in information (especially equipment and IP address changes.)

Important Note: Please register your videoconferencing capabilities with us even if you do not have specific events scheduled. We can help you prepare for future events if we have information on file about your equipment, network, and videoconferencing needs.

Prepare

There are many requirements to ensuring a successful videoconference. There are seven steps to becoming the videoconferencing specialist at your institution.

1. Have dedicated technical support on your staff and available.
No one knows your equipment, network, staff, and needs better than you do. Having onsite staff to operate equipment and troubleshoot problems is critical to success. It's

best to have experienced, dedicated, and well-trained videoconferencing specialists on staff supporting your videoconferencing efforts. You must have a certified videoconferencing specialist on staff to use the service. Only the certified videoconferencing specialist may receive service support from OARnet.

2. Have enough bandwidth.
All internal network connections and paths should be 100MB and FULL DUPLEX. Videoconferencing efforts will be optimized when utilizing only 30% of the total available bandwidth with no competition for other traffic.
3. No hubs, only switches and routers.
Use only switches and routers in your videoconferencing networks. Hubs should be eliminated as should packet shapers from video route.
4. Place video equipment outside the firewall.
Videoconferencing equipment and firewalls don't play well together. No matter how well you configure the firewall, videoconferencing equipment and firewalls

Polycom equipment operates best outside the firewall. If someone were to break into it, there is nothing they can really do with it. Vtel equipment is windows based and is more problematic outside the firewall, but remember the videoconferencing manager's mantra: videoconferencing equipment and firewalls don't play well together.
5. All video equipment should have the latest software.
Software is constantly being improved and upgraded. Update your software to ensure compatibility and ease of use.
6. Test
Test your equipment well before the videoconference and make sure everything is working as expected. Changing your IP address, and especially an ATM address, may cause significant delays in making a connection.

Certify

The Videoconferencing Specialist

Your videoconferencing specialist must be certified in order to use the service from OARnet. This specialist will support all the videoconferencing efforts for your institution and will be the only contact to receive videoconferencing support from the OARnet Support Center.

Fortunately, there are two ways for a specialist to become certified:

1. OARnet Training and Connect Method: Take the training course from OARnet and

complete certification by connecting to OARnet via H.323 video. OARnet offers periodic H.323 training classes to certify videoconferencing specialists. Please check with OARnet for class dates and availability.

2. Demonstrate and Connect Method: Demonstrate videoconferencing capabilities and complete certification by connecting to OARnet via H.323 video. Individuals with extensive H.323 videoconferencing knowledge and experience may forego OARnet training. Videoconferencing capabilities must be demonstrated to OARnet, which includes a successful H.323 connection with OARnet. Useful study materials for the method may be found at the following URL's:

http://www.internet2.edu/html/commons_site_coordinator_certi.html
<http://www.vide.gatech.edu/cookbook>

Schedule

Once you have registered your information with OARnet and prepared for the optimal videoconference, it's time to schedule your event. Only certified videoconferencing specialists may schedule videoconferences with OARnet.

1. All videoconferences must be scheduled with the OARnet support center.
Email support@oar.net or call 1-800-627-6420
 2. One-time events must be scheduled with two (2) days prior notice.
Resources may not be available without adequate notice.
 3. Classes/multi-day events must be scheduled three (3) months in advance.
Resources may not be available without adequate notice.
- Important Note: Please follow OARnet's Videoconferencing Service Guidelines to ensure availability of services when you need them.

Test

The importance of testing cannot be stressed enough. Testing with the OARnet Support Center prior to the event will help ensure a successful videoconference for everyone involved. Here are some general testing guidelines that will minimize the potential for disaster.

1. Test the equipment to be used in the actual location of the videoconference.
Test everything with the exact configuration as it will be used for the conference. Testing with other equipment in another location is not a real test. Make sure to test all changes made to the system/network prior to the event.
2. One-time events must be tested at least one (1) day before the event.
OARnet can help you test as soon as we know about the event. See the scheduling information in the previous section.
3. Classes/multi-day events must be tested one (1) day before the first in the series and one (1) hour before each individual session.

OARnet can help test even if the equipment is unattended before the event. Simply leave the equipment turned on one (1) hour before the session and provide a contact number for your Videoconferencing Specialist in case there are any problems.

Videoconferencing Pricing Model

The standard pricing model for video conferencing is \$400 per month which includes thirty video conferences per month with up to eight (8) connections. Additional connections or additional conferences can be added at a cost of \$50 per site per month or \$50 per conference after 30 per month. These rates are based on institutions signing up for annual subscription of \$4800 which provides 360 video conferences with up to eight sites.

An example would be the Ohio Board of Regents is seeking video conferencing services and is requesting the ability to connect to 27 sites. Based on the current model 8 connections would be included in the base service fee of \$4800 per year. The remaining 19 connections would be an additional \$11,400 for a total annual cost of \$16,200.

One time video conference costs which are not under the annual subscription fee will be \$400 for 2 connections and \$50 for each additional connection. If a video conference is canceled without forty eight (48) hours prior notice a cancellation fee of \$250 will be charged for the pre-video engineering work. This only applies if there is not an annual video conference service contract in place.

Video conference setup is a standard service which is included in the base price. Setup insures that OARnet has confirmed that all sites are up and working. However there are cases where the client wishes OARnet to be presence for the entire conference to insure there are no problems during the conference. This camp-on service can be provided at a cost of \$51 per hour.

Special Video Conference Recording Service is available, and it includes recording of the Conference and creation of ten (10) DVDs for your personal distribution or archive. This service is available for \$250 per conference. If you wish additional DVDs, they are available in increments of five (5) at cost of \$50 per increment.

The OSC/OARnet video conference room located at 1224 Kinnear Road, Columbus, Ohio is also available for video conference (depending on availability) at a cost of \$400 per day.

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