INDIANA TELECOMMUNICATIONS NETWORK
MEMBER PACKET

Indiana
Telecommunications Network
Intelenet & IHETS: Connecting Indiana's public sector

Information about the Indiana Telecommunications Network for ITN members

www.connect.IN.gov

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WELCOME TO THE ITN

Dear Member:

Welcome to the Indiana Telecommunications Network! By becoming a member of the ITN, you have chosen the fastest, most reliable network for the public sector in Indiana.

The ITN is more than a fast connection to the Internet; it is an *intranet* that connects every member to every other member—a private information superhighway dedicated only to you.

Your intranet connections open up entirely new possibilities for communication, data transfer, distance learning and much more. Rather than sitting on the sidelines of technology, the ITN allows you to begin using technology to accomplish your organizational mission, serve your constituency and bring about greater efficiency in your day-to-day operations.

This packet includes the information you will need to get started with your membership. It outlines the terms and conditions of service, and provides current details on connections, services, pricing and contact information for ITN staff to assist you. [1]

We at the ITN pride ourselves in serving our membership. That is why we provide 24/7 network monitoring and help desk assistance by certified professionals. That is also why we constantly add new services and work to improve existing services.

Let us know what is important to you. We promise not only to listen, but to work to make the Indiana Telecommunications Network the best possible network for the public sector of Indiana.

Sincerely,

Your ITN Staff

The Indiana Telecommunications Network is made possible through a consortium of state partners: the Intelenet Commission of the state of Indiana, Indiana Higher Education Telecommunication System, Indiana Department of Education, Indiana State Library and the Indiana State Department of Administration Division of Information Technology.

[1] For the most recently updated information about connections, services, pricing and contact information, please visit our Web site at www.connect.IN.gov.

INDIANA TELECOMMUNICATIONS NETWORK MEMBER PACKET

ABOUT YOUR ITN MEMBER PACKET

The ITN Member Packet provides you with the information you need to get started belonging to the ITN. This packet outlines the terms and conditions of service, which establish the standards by which the Indiana Telecommunications Network (ITN) provides services to network members. The tabbed supplements contain information that is frequently updated, including connections, services, pricing and staff contacts.

The terms and conditions in the member packet are applicable to all members, and may be amended or changed from time to time. Every effort will be made by ITN staff to communicate changes in the terms and conditions of service to the membership.

GETTING STARTED WITH YOUR MEMBERSHIP

First, you must meet some basic requirements to get started with your membership.

Environment

You must provide a suitable environment to accommodate network equipment:

- Network equipment must be located in a clean, secure area, selected by you in consultation with ITN staff.
- Security, climate control and proximity to your technical staff are factors that influence the choice of locations.
- AC power sufficient to operate ITN equipment must be provided and maintained.
- ITN staff must be allowed access to network equipment as needed for installation, testing and maintenance.
- A telephone with long-distance service must be located near network equipment.

Support

You must provide the following support and personnel:

- Training, information, assistance and other support as required by employees at your location
- An administrative contact who is responsible for ordering ITN services
- A site coordinator (and at least one alternate) for each site, who serves as the primary contact for all technical matters related to installation, activation and maintenance of services

Note: Site coordinators are not required to have technical backgrounds or training; therefore, one person may serve as both administrative contact and site coordinator.

Maintenance
A site coordinator, or his or her alternate, is the only individual authorized to report technical problems to the Network Operations Center Help Desk. It is the site coordinator's responsibility to:

- ensure that the problem is not local;
- assist Help Desk staff in testing and troubleshooting the network by being the "hands and eyes" at your site; and
- provide contact information for personnel at your site.

NETWORK TECHNICAL STANDARDS

Access Speeds
The ITN backbone is comprised of DS–3 and OC–3 circuits that connect points of presence (or "nodes") across the state to the Network Operations Center (NOC) via a Synchronous Optical Network (SONET) ring around the Indianapolis area.

Members may have dedicated access to the ITN backbone network using leased lines at connection speeds ranging from full, fractional or burstable T–1 (1.5 MB) to DS–3 (45 MB). Local access facilities at member locations determine connection speeds, but since the ITN can handle a wide range of user demand and functionality, locations can be upgraded as needed.

Supported Protocols
The ITN is an IP[2]-routed network that can transport any protocol capable of IP encapsulation.

Security
The NOC and supporting equipment in Indianapolis are housed in a controlled-access facility that is protected by a UPS power system and emergency diesel system. The facilities are environmentally controlled for heat, cooling and humidity, and are protected from fire by separate, automatic fire protection systems. Only authorized personnel, including NOC staff and telephone company representatives have access to the secure facilities.

All sites housing ITN-managed equipment have designated individuals with authorized access. All routers and switches are secured by address filtering and password.

You may request custom, enhanced end-user security, including firewalls and data encryption.

[2] "IP" stands for "Internet Protocol," which allows data to travel in "packets." Quality of Service (QoS) ensures the quality of the performance of the network during data transmission.

SERVICE LEVEL STANDARDS

Operations Responsibilities

The ITN is responsible for the overall availability and accessibility of the network and is the point of contact for operational, management and vendor issues. ITN's responsibility includes the performance of all core network or network-related hardware and software. The ITN's responsibility extends to the performance between the core network and the network terminating "customer premise equipment" (CPE) device or circuit end-points.

The following services are provided as part of your Baseline Service:

- Planning, scheduling, installation, and testing of equipment at ITN network access points and dedicated access circuits at your site
- Troubleshooting circuit installations
- Daily operations, including preventive and corrective maintenance of the data, voice and video equipment directly associated with the ITN and your site
- Identification and resolution of information service problems via the trouble ticket database
- Technical support for Internet services
- Technical assistance on core network equipment during scheduled videoconferences
- Liaison support between you and vendors to ensure the quality and reliability of telecommunication services
- Assignment of the network IP addresses and domain names
- Maintenance of primary and secondary DNS databases
- Custom solutions based upon your needs and services available

Help Desk

All ITN members who contact the Network Operations Center Help Desk may expect to be served promptly and courteously. The Help Desk handles all troubles that can be pinpointed as issues affecting the wide-area network (WAN) or metropolitan area network (MAN). The Help Desk is responsible for coordinating with you, the end-user and vendors to resolve network problems.

All network problems referred to the Help Desk are assigned a trouble ticket number and entered into a database. Help Desk staff set the priority and status of problems within the trouble ticket system. Help Desk staff coordinate repairs through members and vendors and regularly log progress and status into the trouble ticket database.

Help Desk engineers are available 7 days a week, 24 hours a day. The Help Desk is staffed with engineers during normal business hours. After normal business hours, an engineer who has direct access to the network is available by both pager and telephone.

Core network remote routers and backbone equipment are configured to alert engineers and managers when problems occur. This system ensures that most problems or potential problems

are reported to the Help Desk, and are being worked on even before members are aware they have occurred.

Problems that cannot be resolved while the caller is on the telephone are immediately escalated to a network engineer. After 24 hours, if the problem is not resolved, the Director of Operations is notified.

The ITN constantly aims for improved quality and service standards. The table below shows the quality and service standards you may expect from the ITN Baseline Service when you become a member:

ITN Quality & Service Standards	
Standard	**Response**
Network Backbone availability ("up" time)[3]	99.9%
Network end-to-end latency	70 milliseconds
Backbone bit error rate	1 in 10^{9th}
Network bit error rate	1 in 10^{6th}
Average packet/cell loss on network	Less than 1%
Mean time to repair[4] for any remote site requiring on-site dispatch	4 hours
Mean time to repair for any remote site not requiring on-site dispatch	2 hours
Help Desk response to telephone notifications during business hours	20 minutes
Help Desk response to voice mail notifications after business hours	45 minutes
Help Desk response to e-mail notifications	1 hour
Outage identification time to document	30 minutes
Site outage notification	45 minutes

[3] Network availability is calculated based upon the average outage time for all services. Variables include: (1) all components of the ITN local loop and its associated equipment; (2) equipment supplied to the member by the ITN; and (3) equipment provided by the member that is under operation and maintenance control of the ITN. Variables not considered in calculating network availability include: (1) power failure at the site and (2) vandalism and tampering of ITN equipment.

Service outages are calculated based upon the total outage time as reported in the ITN trouble ticket system. Within the trouble ticket system, outage times are measured from the time the ITN Network Operations Center Help Desk is notified of the problem to when service is restored to non-service affecting levels for all sites.

[4] Mean time to repair (MTTR) is calculated from the time the ITN Network Operations Center Help Desk is notified of the problem to when service is fully restored. Time spent gaining access to the site is not included in the MTTR calculation.

DISCLAIMER

The ITN will not be responsible for failure to meet any performance standards due to the action or inaction of a third party entity not under contract with the ITN; the action or inaction of a member employee, agent or contractor; or unexpected events beyond the ITN's reasonable control. ITN cannot be responsible for performance once traffic has accessed the non-ITN network.

INSTALLATION STANDARDS

The ITN provides the following installation services as part of the ITN Baseline Service:

Project Management

Project Management of ITN services includes the following:

- Setting installation dates with members and vendors
- Coordinating installation with members, vendors, and engineers
- Creating custom Service Level Agreements (SLAs) for members with unique requirements
- Providing regular status reports throughout the lifecycle of the project

Provisioning

Provisioning of ITN services includes the following:

- Conducting a technical needs assessment with the member
- Ordering services, circuits and other equipment
- Monitoring orders to ensure timetables are kept and issues are resolved
- Customized billing for services rendered

Testing & Turn-up

Testing and turn-up of ITN services includes the following:

- Testing services for acceptable performance, including connectivity, accessibility, bit error rates and latency measurements
- Notifying members of successful completion of testing and turn-up of circuit
- Billing begins after successful completion of testing

NETWORK MANAGEMENT & MONITORING STANDARDS

The ITN performs all testing of managed circuits.

Performance of circuits is tested and the results of these tests are collected and made available to you through the ITN Web site. These network traffic statistics may also be made available in other formats as requested. The following applies to data collection:

- Data collection includes bit error rates and latency
- Performance measurements for circuits stop at the negotiated DEMARC
- Specific methods of data collection may be shared with the member

Online Network Performance & Status Reports
The ITN provides you with online network status reports that allow you to track and monitor network performance and status. ITN staff may be able to help you develop custom reports. All reports are made available to members through the ITN Web site. These reports include (1) circuit order status, (2) trouble ticket status and (3) network traffic statistics, as described below:

Circuit Order Status. Members may view real-time data showing the number and status of existing circuits and any outstanding circuit orders; for example:

Trouble Ticket Status. Members may view real-time information from trouble tickets generated over a three-month period. Site coordinators can be e-mailed copies of trouble tickets when the tickets are closed. Following is an example of a trouble ticket:

Network Traffic Statistics. Members may view network traffic statistics for the ITN core network and for individual member sites. Member network traffic statistics are provided alpha by site, and include daily, weekly, monthly and yearly graphs. These graphs may be saved as picture files, printed and e-mailed. Below is an example of network traffic statistics:

APPENDIX 1: ITN BASELINE SERVICE FEATURES

Every member's primary ITN connection includes all features of the Baseline Service. The Baseline Service includes Member Support Services, Intranet and Internet features, as described below.

Member Support Services
Member Support Services are available as part of every member's primary connection to the ITN Baseline Service.

Help Desk
The ITN provides its members with a fully managed service. The Network Operations Center Help Desk monitors network performance 24/7, and may know of a problem even before a member calls. As a member of ITN, members have constant access to skilled, credentialed analysts who troubleshoot and resolve connectivity issues. The ITN guarantees a response time of less than four hours, though the Help Desk is generally available to work with members immediately.

Network Monitoring
Members can stay up-to-date on their organization's bandwidth usage, network problems and circuit orders through an online service that provides complete, constantly updated information on every ITN member. All reports are made available to members via the ITN Web site. These reports include trouble tickets and network traffic statistics.

End-to-End Router Support
There is no charge for service calls to repair ITN equipment problems, no matter where the member is located in the state.

Two-Way Video Contact List
Members wishing to do videoconferencing may use the Two-Way Video Contact List to locate other members who can videoconference. The list is like a phone book of all videoconferencing facilities in the state, and includes member codecs[5], locations, technical and scheduling contacts, and phone numbers. The Two-Way Video Contact List is available to members on the ITN Web site.

Consulting
ITN staff can help members determine unique needs for connectivity, understand ITN services and determine how and when to use ITN connections to enhance operations.

[5] Codec stands for "coder/decoder" equipment used for videoconferencing.

Intranet Features

All Intranet features of the ITN Baseline Service, listed below, are included with every member's primary connection. Some features require additional bandwidth. ITN staff can assist members with specific bandwidth requirements.

Guaranteed, Reliable Bandwidth

While most Internet Service Providers (ISPs) typically allow several sites to share bandwidth, your direct network connection to the ITN guarantees you'll never have to share your access to the network with other members. Since ITN members have dedicated lines, congestion problems are minimal, which means you'll have better speed, more capacity and more reliable connections.

Statewide Intranet

The Indiana Telecommunications Network (ITN) was created exclusively to serve Indiana's public sector. As a member of the ITN, you have direct access to a wide range of services as well as direct connections to other people and data on the network. Direct network connections, which help you avoid the traffic congestion of the commercial Internet, are available to all members of the ITN and include K–12 schools, public libraries, government offices and higher education institutions throughout the state.

Direct access means that your communications travel straight from your computer to the computer of the person or data you seek. Non-ITN members who communicate electronically via Internet service providers (ISPs) must travel the commercial Internet with countless other public users, going first through their ISPs and other networks before accessing their final connections.

But as a member of the ITN, whether you're a fourth-grade teacher collaborating on a class project with another school or a county clerk transferring voter registration information to the Indiana Secretary of State, you'll know you can get what you need quickly and easily through your direct network connection.

Virtual Private Network

A virtual private network (VPN) is a secure network within the overall ITN that connects only those who are a part of that particular VPN. For example, Indiana state agencies, as a subset of ITN authorized users, operate on a VPN within the ITN in order to ensure secure access to state data.

Internet Features

All Internet features of the ITN Baseline Service, listed below, are included with every member's primary connection. Some features require additional bandwidth. ITN staff can assist members with specific bandwidth requirements.

Internet2

For education and library members of the ITN, the network has established a high-speed connection to Internet2 and has become a Special Education Group Participant (SEGP). ITN's status as a SEGP allows all Indiana universities, colleges, schools and libraries to communicate, participate and collaborate on educational projects, applications development and research with the more than 200 other Internet2 member institutions and over 23 state networks.

IP QoS Certification

Quality of Service (QoS) for IP videoconferencing, a service that is not available on the commercial Internet, has been enabled across the ITN. QoS can assign priority to certain types of data over other types of network traffic during transmission. QoS ensures the quality of network performance during performance-sensitive applications such as videoconferencing.

IP Videoconferencing

Through IP videoconferencing, members may connect live with other ITN videoconferencing sites across the state for distance learning, meetings and more.

Network News Feed

ITN's Network News Feed service gives you constant access to the latest world developments by providing as many as 100,000 news articles a day.

Peering

Peering is a direct link between two networks. The ITN has many peering relationships with other providers, as well as a relationship with the Chicago NAP (network access point). Peering allows the interchange of data between ITN users and other organizations without using the commercial Internet.

Redundant, High-speed Internet Access

Internet access has become indispensable in the modern workplace. With ITN, your organization can have a quick on-ramp to the commercial Internet's vast array of information and services. The ITN provides direct Internet access through several Tier 1 providers, and purchases additional bandwidth as needed through the gigaPOP at Indiana University-Purdue University Indianapolis (IUPUI).

Secondary Domain Name Service (DNS)
DNS is an Internet service that translates domain names into IP addresses. For example, most people more easily remember www.IN.gov than its numerical equivalent, the IP address 199.8.101.65. The Internet is based on these IP addresses. Every time you use a name to find a Web site or send an e-mail, a DNS server must translate the name into the correct corresponding IP address.

The ITN will help with this name-to-address mapping by supplying a back-up (secondary) DNS server for your site's use. This back-up DNS server ensures that network services will continue to operate in the event of a primary server failure.

Video Bridging
Bridging enables videoconferencing with more than one other site. Bridging service is easily scheduled through ITN and is monitored and managed by network staff during your videoconference. The maximum number of ports available per conference is as follows: ATM: 90; IP: 36; and ISDN: 7 (for off-network connections).

Voice-Over IP

VoIP delivers voice service using Internet Protocol. Voice information is sent in digital form rather than by the traditional methods of the public switched telephone network. VoIP offers another means of connecting groups of users. The ITN currently supports basic VoIP protocols with a “best effort” service, and is looking to provide improved, custom solutions to meet members’ needs in the future.

Web Caching
Web content accessed by users on a network is stored so that download and performance is enhanced the next time the data is requested. Web caching reduces network traffic and improves response time for end users.

APPENDIX 2: ITN PREMIUM SERVICES

ITN members already subscribing to the Baseline Service may select from among the many Premium Services described below.

Consulting
Certified professionals will consult with members on LAN, WAN and QoS.

E-mail
Electronic Mail, or e-mail, is the transmission of messages over data communications networks. E-mail messages can be any text message or file entered into a computer. The ITN offers e-mail services using POP3 (Post Office Protocol) to send and receive from the ITN e-mail server.

Encryption
Encryption is an enhanced data security measure enabled at the router or by each member site. The ITN currently uses a symmetric-key encryption method called Data Encryption Standard (DES). Symmetric encryption translates plain text data into a secret code, a process that makes the data accessible only by using a private password.

Enhanced Service Level Agreement
Organizations with "mission critical" applications may enhance their ITN Baseline Service 4-hour response time through an Enhanced Service Level Agreement, which guarantees a 2-hour response time for resolving connectivity problems.

Managed Firewall
Firewalls secure networks from intrusions. ITN will provide, install and manage the firewall router, based upon individual member specifications.

Managed Video Bridging
ITN will manage your videoconference, including setting up the equipment, making the connections, keeping it running smoothly, and resolving any issues.

Multicasting
Multicasting enables one video or audio provider to communicate with a select group of others. It is similar to broadcasting in that one presentation can be made available to multiple sites across the network.

Primary Domain Name Service
DNS is an Internet service that translates domain names into IP addresses. For example, most people more easily remember www.IN.gov than its numerical equivalent, the IP address 199.8.101.65. The Internet is based on these IP addresses. Every time you use a name to find a Web site or send an e-mail, a DNS server must translate the name into the correct corresponding IP address.

The ITN will administer this name-to-address mapping by establishing and maintaining the primary DNS server on behalf of ITN members.

Telecommunications Services Priority
Qualified, mission-critical organizations may request a Telecommunications Services Priority (TSP) Number. This list, administered by the federal government, gives the agencies listed priority for restoration of services in the event of a major outage or disastrous event.

Video Caching
The ITN can archive and replay your lectures, presentations and other content in a secure environment where these resources can be shared easily among members.

APPENDIX 3: ITN CONNECTIONS

Descriptions of the various connection speeds help members determine the level of bandwidth needed to support different ITN services.

Descriptions of Connection Speeds
T–1s
Primary T–1 (1.5 MB) A Primary T–1 is a dedicated—"always on"—connection that supports data rates of 1.5 Mbps (million bits per second), and has the equivalent data capacity of 24 phone lines. T–1s on the ITN terminate at ITN-managed routers. Generally, T–1 connection speeds or greater are needed for bandwidth-intensive applications such as IP Videoconferencing, Voice Over IP, distance learning and content libraries. As a general rule, one T–1 is recommended for every 1–100 users on a network.
Incremental T–1 (1.5 MB) An organization must have a primary T–1 before an incremental T–1 may be ordered. The incremental T–1 is a dedicated connection that supports data rates of 1.5 Mbps (million bits per second), and terminates at the same router as the primary T–1. Every incremental T–1 added to a network adds an additional 1.5 Mbps in computing power and connection speeds. An incremental T–1 is generally needed when networks add bandwidth-intensive applications such as IP Videoconferencing, Voice Over IP, distance learning and content libraries. Networks may also need an additional T–1 when the number of users increases such that performance issues are noted during normal operations.
T–1 Tail Circuit An organization must have a primary T–1 or DS–3 before a tail circuit can be ordered. T–1 tail circuits on the ITN are "point-to-point" connections that extend the primary connection, including Internet access, to another location. This connection, which "tails" off the primary T–1 or DS–3, can "burst" up to 1.5 Mbps (million bits per second), meaning that the capacity for bandwidth-intensive applications is available depending upon how much bandwidth the primary T-1 is using. Organizations often augment their networks by adding tail circuits when they are sharing primary connections among ITN members, *and* when those organizations sharing the connection do not need the computing power and connection speeds of a full-time T–1.

DS–3 Burstable Service (5MB)
A dedicated—"always on"—connection that supports Internet data rates of 5 Mbps (million bits per second), and has the equivalent data capacity of 28 T–1s for ITN traffic. This connection can utilize the full 45MB capacity for traffic that stays on the ITN; that is, network traffic that does not exit to the Internet. Traffic on the Internet is limited to an average of 5MB, but may occasionally "burst" above 5MB, up to 45MB, based upon the availability of capacity on the network at a given point in time. DS–3s on the ITN terminate at ITN-managed routers.

Organizations add this service when there is a requirement for more than 5MB (or four T–1s) of network capacity (but less than 5MB of Internet capacity) on a frequent or ongoing basis. This requirement may occur when a connection needs to support many users all accessing the ITN or the Internet simultaneously or when several graphic-intense application programs, such as video and distance education, need to be supported at the same time.

DS–3 Burstable Service (15MB)
A dedicated—"always on"—connection that supports Internet data rates of 15 Mbps (million bits per second) and has the equivalent data capacity of 28 T–1s for ITN traffic. This connection can utilize the full 45MB capacity for traffic that stays on the ITN; that is, network traffic that does not exit to the Internet. Traffic on the Internet is limited to an average of 15MB, but may occasionally "burst" above 15MB, up to 45MB, based upon the availability of capacity on the network at a given point in time. DS–3s on the ITN terminate at ITN-managed routers.

Organizations add this service when there is a requirement for more than 5MB (but less than 15MB) of Internet capacity on a frequent or ongoing basis. This requirement may occur when a connection needs to support many users all accessing the Internet simultaneously or when several graphic-intense application programs, such as video and distance education, need to be supported across the Internet at the same time.

DS–3 Service (45MB)
A dedicated—"always on"—connection that supports data rates of 45 Mbps (million bits per second), and has the equivalent data capacity of 28 T–1s for both ITN and Internet traffic. DS–3s on the ITN terminate at ITN-managed routers.

Organizations add this service when there is a requirement for an average of more than 15 MB of Internet capacity on a regular or ongoing basis. This requirement may occur when a connection needs to support many users all accessing the Internet simultaneously or when several graphic-intense application programs, such as video and distance education, need to be supported across the Internet at the same time.

56–K
56–K Tail Circuit An organization must have a primary T–1 or DS–3 before a tail circuit can be ordered. 56–K tail circuits on the ITN are “point-to-point” connections that extend the primary connection, including Internet access, to another location. This connection, which “tails” off the primary T–1 or DS–3, can “burst” up to 56 Kbps (kilobits bits per second), meaning that the capacity for larger applications may be available depending upon how much bandwidth the primary T-1 is using. Organizations often augment their networks by adding tail circuits when they are sharing primary connections among ITN members, *and* when those organizations sharing the connection do not need the computing power and connection speeds of a full-time T–1.

APPENDIX 4: ITN PRICING ON CONNECTIONS

Every ITN connection provides access to all Intranet, Internet and Customer Support Service features of the ITN Baseline Service. ITN members choose the bandwidth options that best meet their requirements. Members who receive federal discounts or state grants to help support both installations and recurring costs for connectivity may contact the ITN Business Group to learn more about funding support.

Connection Speed	Install	Monthly
Primary T–1 (1.5 MB)	$1,800	$1,250
Incremental T–1 (1.5 MB)	$1,000	$600
T–1 Tail Circuit, InterLATA[1]	$1,200	$844
T–1 Tail Circuit, IntraLATA[2]	$1,200	$625
DS–3 Burstable Service (5MB)	$3,000	$5,000
DS–3 Burstable Service (15MB)	$3,000	$7,000
DS–3 Service (45MB)	$3,000	$9,000
56K Tail Circuit, InterLATA	$1,200	$460
56K Tail Circuit, IntraLATA	$1,200	$440

The Indiana Telecommunications Network strives to provide its members with the best value for the lowest possible price. All pricing for ITN connections are reviewed and adjusted annually. In January 2003, prices were lowered approximately 10 percent for primary T–1 connections, and up to 50 percent on some other connections. In September 2003, all DS–3 prices were lowered by an average of more than 20 percent.

APPENDIX 5: ITN PRICING ON PREMIUM SERVICES

ITN members have the option of procuring any Premium Services that fit their needs. Prices for Premium Services are indicated below, and are an additional cost to the Baseline Service. Some services, as indicated, are custom-priced. Please contact the ITN Member Services Group to learn more about custom pricing.

Premium Service	Install/Set-up	Monthly
Consulting	N/A	Custom pricing available depending upon size and scope of project
E-mail	$10 per account up to 10 accounts at one time. Maximum of $100 for 11 or more accounts at one time.	$6 per account
Enhanced Service Level Agreement	N/A	$100
Encryption	N/A	$100
Managed Firewall	$545	$150
Managed Video Bridging	$20 per scheduled conference	N/A
Multicasting	Custom pricing available.	
Primary Domain Name Service	$50	$6, one update per month, or $50, unlimited updates
Storage Area Network	Custom pricing available.	
Telecommunications Services Priority	Custom pricing available.	
Video Caching	Custom pricing available.	

APPENDIX 6: ITN CONTACT INFORMATION

The ITN provides services to its members through a variety of groups, The Network Operations Center Help Desk is monitored 24/7.

Network Operations Center		
Contact the IHETS Network Operations Center Help Desk in case of an outage, or for other technical assistance. helpdesk@ihets.org	**Toll Free:** 800.246.7615 877.844.2729 **Local:** 317.263.8999 317.263.8825	**FAX** 317.263.8831

Member Services Group		
Contact the Intelenet Commission Member Services Group for assistance with placing orders, bandwidth upgrades and billing. chunt@intelenet.state.in.us	**Toll Free:** 866.775.1212 **Direct:** Cindy Hunt, Lead Project Manager 317.234.0192	**FAX** 317.233.9000

Operations Group		
Contact the Intelenet Commission Operations Group for assistance with network designs and for consulting services on wide-area and local-area networks. sturgill@intelenet.state.in.us	**Toll Free:** 866.775.1212 **Direct:** Tammy Sturgill, Lead Project Manager 317.234.1032	**FAX** 317.233.9000

Business Group		
Contact the Intelenet Commission Business Group for assistance with Universal Service, state grants and special grants. mping@intelenet.state.in.us	**Toll Free:** 866.775.1212 **Direct:** Marcia Ping, Lead Project Manager 317.233.2198	**FAX** 317.233.9000