

# State of Ohio

## Frequently Asked Questions IT Managed VOIP

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### Revision History

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12/28/2012	1	Matt Suggett, CBTS	Initial Version and new template
2/8/2013	2	Josh Beck, CBTS	Updated
3/11/2013	3	Dawn Marie Moseley, CBTS	Added hyperlinks to State of Ohio NGTS website.
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9/12/2013	6	Dawn Marie Moseley, CBTS	Changed domain address for CBTS to cbts.net Added billing vendor numbers
11/8/2013	7	Dawn Marie Moseley, CBTS	Edited NGTS web links.
11/12/2013	8	Dawn Marie Moseley, CBTS	Correct acronyms.

## Contents

<b>Purpose</b> .....	<b>4</b>
Navigation and Search .....	4
Features, Functionality and Services .....	5
Reliability.....	5
What is in the Basic Features Plan? .....	5
How does it differ from the Enhanced Features Plan? .....	5
What is the Business Requirements Document (BRD)? .....	5
What are the lease options? .....	5
Survivability and Site Remote Site Telephony.....	6
Router .....	6
Outbound Calling .....	6
Where is the Pricing?.....	6
Where are the published Service Level Agreements? .....	6
IP Phone Hardware Catalog .....	6
Who do I contact with questions on the IP Hardware Catalog and equipment? .....	7
What is Cisco SmartNet?.....	7
Are SIP options available?.....	7
Technical Implementation Considerations .....	8
Glossary-Key Terms .....	8
Weekly Meetings.....	8
Project Timeline / Migration Schedule .....	8
Billing.....	9
How do I contact CBTS Billing? .....	9
What are the CBTS Billing vendor numbers in OAKS? .....	9
What is the Billing number for the Master Service Agreement? .....	10
What is the Billing FTP site? .....	10
How do I get access to the FTP site? .....	10
Purchase Phones.....	10
Lease Phones .....	10
Who is CBTS FS?.....	10
Who is the CBTS FS contact person? .....	10
Telecommunication Service Request (TSR).....	10
Service Attachment 1 Managed VoIP Services .....	11
Contact Call Centers .....	12
Who do I contact about CCC requirements? .....	12
Redundancy.....	12
What is Survivability?.....	12

What are the SRST Options? ..... 13

How do I order SIP?..... 13

Training ..... 14

How do I request specific training? ..... 14

Where is the free Training Tutorial website? ..... 15

How do I access the free Training and Demo Center website? ..... 15

Where can I download PDFs of the Quick Start User Guides? ..... 15

How do I order a Special Project in the TSR? ..... 15

Network ..... 16

Telecom Coordinator Concerns ..... 17

    Technical Assessment Workbook..... 17

    Who can help me complete the TAW? ..... 17

    How do I complete a TSR? ..... 17

    Analog Telephone Adaptor (ATA)..... 17

    Miscellaneous Phones ..... 17

    Profiles ..... 17

    Phone Models ..... 18

    Unified Messaging Service ..... 18

    FAX ..... 18

    Head-End System..... 18

    VeraSmart..... 19

Phone User Questions ..... 20

    Hardware Catalog URL..... 20

    Point-to-Point (PtP) Video..... 20

    Porting Process..... 20

    Before Porting ..... 20

    After Porting ..... 21

    Voice Mail ..... 21

    Special Needs Accessibility Features ..... 21

    Bluetooth Technology ..... 23

    What Cisco IP phones support Bluetooth headsets? ..... 23

    What is a softphone? ..... 23

    How long does the IP Phone store messages?..... 23

    What does the caller hear when the State network goes down? ..... 23

    Check Voice Mail Remotely ..... 24

    Who do I contact when I have a problem? ..... 24

    There are 3 Help Desk Options. .... 24

## Purpose

This document has three main objectives:

- To provide a common source for associates to locate the answers to commonly asked questions regarding the managed Voice Over IP (VoIP)
- To provide a knowledge base of hints and tips that associates submit that are organized under major topics for easy reference.
- To insure that the messages communicated to the customers are concise and consistent.

The document is divided into the following groups to target either responses for specific audiences or responses to technical subject areas.

- Features, Functionality, and Services
- Phone User Questions
- Technical Implementation Considerations
- Telecom Coordinator Concerns

## Navigation and Search

Within the document the user has the ability to search for easily and quickly. The table of contents is organized by major topics and is hyperlinked to facilitate locating that specific section:

1. Go the Table of Contents and click on a page number.
2. Or, click on CTRL + F, enter the subject, and click **Enter**.

Features, Functionality and Services

Question	Response
<p><b>Reliability</b> How reliable is the VoIP service offered by CBTS?</p>	<p>VoIP utilizes the existing data network at the agency. The agency may need to modify their data network so that the Service Level Agreement (SLA) of the data network matches the required SLA of the voice network.</p>
<p><b>What is in the Basic Features Plan?</b></p>	<p>This is a set of standard service internet telephony components programmable to the individual phone models that are available. They are also referred to as <i>Profiles</i>. These are priced together as one unit. The individual functions are briefly described in the separate <i>Basic Features Plan</i> document. Generally, these feature categories include the following: 1) Audio Conferencing (Meeting Place) 2) Core Telephony Functions, 3) voice mail functions, 4) Point-to-Point (PtP) Video Conferencing, 5) Auto Attendant service, 6) Cisco Emergency Responder (E911) and 7) Integration of Ohio Microsoft Lync Instant Message (IM) or an IM equivalent solution.</p> <p>Refer to <a href="#">Basic Plan Features</a> for specific descriptions.</p>
<p><b>How does it differ from the Enhanced Features Plan?</b></p>	<p>This is the set of optional service components programmable to the individual phone models that are available in addition to standard components in the Basic Features Plan. In particular, the options include; 1) Basic Features Plan, 2) <i>Unified Communications</i>, 3) multi-party <i>Video Conferencing</i>, and 4) Singlewire <i>InformaCast</i>.</p> <p>Refer to <a href="#">Enhanced Plan Features</a> for specific descriptions.</p>
<p><b>What is the <a href="#">Business Requirements Document (BRD)</a>?</b></p>	<p>This document contains the prerequisites that are recommended and required for physical connectivity in order to use new VoIP services.</p> <p>It is an agency specific overview that provides basic contact and business information about sites completed by the Telecom Coordinator.</p>
<p><b>What are the lease options?</b></p>	<p>Review <a href="#">Lease Phone Options</a>.</p>

<p><b>Survivability and Site Remote Site Telephony</b> What does this mean?</p>	<p>Site Remote Site Telephony (SRST) is a Cisco term that refers to the Enhanced Feature to ensure business continuity and customer satisfaction by providing reliable communications to branch offices, teleworkers, and cloud telephony deployments. Specifically, SRST* provides:</p> <p>Automatic failover to local SRST gateway in case of WAN failure. (Automatic failover without manual intervention.)</p>
<p><b>Router</b> Is a Cisco router required to provide for Survivability?</p>	<p>For SRST survivability, a router is required.</p>
<p>What software load(s) is/are recommended for Survivability?</p>	<p>Survivability does not require any additional software.</p>
<p>Is Ohio Office of Information Technology (OIT) coordinating hardware acquisition for this project?</p>	<p>No, OIT has no part in hardware acquisition.</p>
<p>Is inherent call-forwarding (e.g., a pre-programmed feature) being provided for failover purposes?</p>	<p>No, it is not offered at this time by CBTS.</p>
<p><b>Outbound Calling</b> What survivability options are available?</p>	<p>When you have opted for the SRST service (Survivable Remote Site Telephony) through CBTS outbound calling functions. However, there is no inbound through this solution.</p> <p>Option 1 – CBTS highly recommends a redundant network connection to insure the VoIP service function for 24 hours a day, seven days a week and 365 days a year (24x7x365) requirements.</p> <p>Option 2 – This refers to a Central Office (CO) regular analog phone line that is used for emergency calls only and is connected to one analog phone.</p>
<p><b>Where is the Pricing?</b></p>	<p>Refer to this document for the cost of IT Managed Services, <a href="#">Amendment 2 to SA1 Rewrite of Section 5</a>.</p> <p>Refer to the <a href="#">IP Phone Hardware Catalog</a> for the cost for purchase or lease of equipment and accessories.</p>
<p><b>Where are the published Service Level Agreements?</b></p>	<p>Refer to pages 14-24 in <a href="#">Service Attachment 1 VoIP</a>.</p>
<p><b>IP Phone Hardware Catalog</b></p>	<p>Click here to view the State authorized equipment options: <a href="#">IP Phone Hardware Catalog</a>.</p>

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<p><b>Who do I contact with questions on the IP Hardware Catalog and equipment?</b></p>	<p>Email <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a> and provide your contact information.</p>
<p><b>What is Cisco SmartNet?</b></p>	<p>This refers to the Cisco maintenance service that provides expert technical support, flexible hardware coverage, and smart, proactive device diagnostics with anytime access to Cisco engineers in the Technical Assistance Center (TAC) and an extensive range of resources, tools and training.</p> <p>Review <a href="#">Cisco Smartnet Service</a>.</p>
<p><b>Are SIP options available?</b></p>	<p>Yes, refer to pages 5 and 6 in the <a href="#">Amendment 2 to SA1 Rewrite of Section 5</a>.</p>

**Technical Implementation Considerations**

Question	Response
How do I contact the State of Ohio NGTS Team at CBTS with questions or to coordinate a kick off meeting?	Send an email to <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a> .
What should my agency have completed for CBTS before the initial kick-off meeting?	CBTS requires that the Site Business Requirements Document (BRD) be completed before the initial kick-off meeting. The Technical Assessment Workbook (TAW) can be completed later.
<p><b>Glossary-Key Terms</b></p> <p>Is there a glossary that better describes the terminology and concepts used with the new internet phone technology?</p>	Yes. Refer to the State of Ohio NGTS website on the <a href="#">Telecom Coordinator Resources</a> section.
Is there a Contact List for CBTS, OIT and State Agencies?	The contact list for CBTS, OIT and the State agency are populated in the <i>Two in a Box</i> section of the <i>Site Business Requirements Document</i> (Site BRD) sent to each agency before the kickoff meeting.
Is there a common repository for documentation being presented at the weekly meetings?	Authorized documentation is located on the State of Ohio <a href="#">NGTS</a> website.
Is there a list of who is responsible for what role within CBTS?	Responsibilities of CBTS employees are listed in the <i>Two in a Box</i> section of the <i>Site BRD</i> .
Is there a list of who is responsible for what role within OIT?	Responsibilities of CBTS employees are listed in the <i>Two in a Box</i> section of the <i>Site BRD</i> .
<p><b>Weekly Meetings</b></p> <p>How will my agency receive status of the project?</p>	Project status is distributed weekly on Mondays to the agent identified in the project manager box in the <i>Two in a Box</i> . Additional meetings are set up as required.
<p><b>Project Timeline / Migration Schedule</b></p> <p>Is there a project timeline/schedule currently available?</p>	Yes, refer to the State of Ohio NGTS website at: <a href="#">NGTS Update</a> .
What is the timeline for each Agency to migrate to the CBTS system?	Reports are available on the State website at. <a href="#">NGTS Status Update</a> .
What is the process for each Agency to migrate to the CBTS system?	Refer to the State of Ohio NGTS website at: <a href="#">VoIP Migration Process Flow</a> .
What is the process to reserve time to review the demo systems?	To reserve time to review the demo systems (at State of Ohio Computer Center (SOCC), Rhodes Tower, or traveling demo) send a

**NEXT GENERATION TELEPHONY SERVICE (NGTS)**

	request to <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a> .
What system/phone functions are available on the demo systems?	Currently, demo phones are not operational. They do have power, but cannot demonstrate features until the VoIP system core is operational and provides connectivity to the demo sites. Plans to provide demos at Rhodes and SOCC are forthcoming.
Is there an e-mail distribution list for sending e-mails to all CBTS/OIT/State Agency individuals?	Send inquiries to <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a> .
<b>Billing</b> How will billing with CBTS be coordinated with Agencies?	Cincinnati Bell (CB) provides billing for managed and regulated services to the Agencies.  CBTS Financial Services (CBTS FS) provides invoices for leased phones and equipment only.  See the answer directly below.
<b>How do I contact CBTS Billing?</b>	Call <b>CBTS (855)-560-2223</b> and listen to the <b>Interactive Voice Response (IVR) directions</b> :  <b>Option 1</b> – If you are an educational agency and have a technical issue call:  <b>OARNet at 1-800-627-6420.</b>  <b>Option 2</b> – If you are another agency and have a technical issue call:  <b>CSC Helpdesk at 1-877-644-6860</b>  <b>Option 3</b> – Leave a message and your call will be returned within 24 hours.
<b>What are the CBTS Billing vendor numbers in OAKS?</b>	1. To complete billing information in Ohio Shared Services System (OAKS) use the following vendor codes:  a. <b>Cincinnati Bell Any Distance (CBAD, Inc.) - 0000211255</b>  - For monthly profiles, features and services  a. <b>Cincinnati Bell Technology Solutions (CBTS, Inc.) – 0000198906</b>  - For hardware equipment and accessories  a. Click here to log into MyOhio OAKS at <a href="https://myohio.oaks.ohio.gov/psp/PAPRD/EMPLOYEE/EMPL/h/?tab=PAPP_GUEST">https://myohio.oaks.ohio.gov/psp/PAPRD/EMPLOYEE/EMPL/h/?tab=PAPP_GUEST</a> .

<b>What is the Billing number for the Master Service Agreement?</b>	<b>MCSA0003</b>
<b>What is the Billing FTP site?</b>	This is a central site where CBTS places the billing information to be picked up by the customer.
<b>How do I get access to the FTP site?</b>	Call <b>CBTS (855)-560-2223</b> and leave a message.
Is there a list of itemized costs each Agency must pay for all aspects of the project (e.g., training, phones, routers, network, etc.)?	Refer to the State of Ohio NGTS website: <a href="#">Amendment 2 to SA1 Rewrite of Section 5</a>
<b>Purchase Phones</b>  How do I procure phones?	<ol style="list-style-type: none"> <li>1. The Agency can self procure, or buy from CBTS.</li> <li>2. The phones can also be purchased from a third party vendor as long as the phones are models that are supported by the NGTS project.</li> </ol> <p>Refer to the State of Ohio authorized models in the IP Phone Hardware Catalog located at: <a href="https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Implementation.aspx">https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Implementation.aspx</a>.</p>
<b>Lease Phones</b>  How do I lease phones?	The Agency can lease to own at fair market value (FMV) through CBTS FS. Refer to <a href="#">Lease Phone Options</a> .
<b>Who is CBTS FS?</b>	CBTS Financial Services is the leasing State of Ohio Leasing partner. Click here to review <a href="#">CBTS Financial Services Master Equipment Lease Agreement</a> .
<b>Who is the CBTS FS contact person?</b>	Contact : Terri Thomas Leasing Account Manager CBTS Financial Services <a href="mailto:Terri.thomas@CBTS.cinbell.com">Terri.thomas@CBTS.cinbell.com</a>  Office 513.841.6882 Wireless 859.992.1753
What limitations (e.g., vendor choice, billing, and implementation) are there for this project?	There are currently no limitations on vendor choice for implementation or phone procurement.
<b>Telecommunication Service Request (TSR)</b>  How will telephone discontinuation be handled (e.g., Agency decides 100 phones are no longer necessary)?	All requests for discontinuation are submitted to CBTS through TSR.  CBTS follow ups with the Agency to make the appropriate changes.

**NEXT GENERATION TELEPHONY SERVICE (NGTS)**

<p>How will telephone upgrade be handled (e.g., a basic telephone is upgraded to "better" phone)?</p>	<p>All requests for upgrade of service are submitted to CBTS through TSR. CBTS then follow ups with the Agency to make the appropriate changes.</p>
<p>What services are being offered to Agencies to plan and/or implement this project?</p>	<p>Refer to the State of Ohio NGTS website at:  <a href="#">Basic Plan Features</a>  <a href="#">Enhanced Plan Features</a></p>
<p><b>Service Attachment 1 Managed VoIP Services</b>          Is there a copy of the CBTS contract available for review?</p>	<p>It is located on <a href="#">Ohio DAS Contracts by Service: Service Attachment 1</a> VoIP - 06/22/2012 (Contract #MCSA0003)</p>
<p>Are meetings scheduled for Agencies (not CBTS) to discuss how to leverage knowledge, acquisition, training, etc.?</p>	<p>There are none at this time.</p>
<p>Will Agencies have the ability to administer MACs?</p>	<p>The Telecommunications Service Request (TSR) is a system of record used for all moves, adds, and changes (MACs) communicated to CBTS.           CBTS administers moves, ads and changes through TSR.</p>
<p>When the agency / user profile workbook is submitted to CBTS, via TSR, what will be the verification / validation process for CBTS to review and confirm understanding of all entries and any special notes with customer?</p>	<p>A CBTS Engineer reviews and verifies the customer data entry on all tabs of the workbook.</p>
<p>Which CBTS resources will be available during go-live (conversion / porting) week (phone placement and initial outbound / functional testing, and subsequent cutover inbound testing) for support and for making any profile changes that may have gone in inaccurately?           Will these resources be onsite at the agency, or will they be immediately accessible via a 'war room' type conference bridge?           What will be the turnaround time for programming changes?</p>	<p>CBTS provides pre-cut Agency and User level communications in advance as well as before the official cut-over of new service.</p> <ol style="list-style-type: none"> <li>a. CBTS has a bridge open during port for configuration and issue support</li> <li>b. The agency can leverage the Steering Committee offer to support phone placement.</li> <li>c. Pay Forward resources from Transportation and BWC may assist to ease the burden.</li> <li>d. Or, the agency can contract CBTS for additional onsite support.</li> <li>e. Configuration changes are made live.</li> <li>f. CBTS may provide additional onsite support if it is needed.</li> </ol>
<p>Will the agency's telephony admin have access to CBTS systems for making any desired MACD type changes?</p>	<p>Access to the Call Managers are locked down now but we are working with the Steering Committee to explore 80/20 type issues (i.e. password resets) that could be delegated safely to the Telecom Coordinators.</p>

<p>If so, what level of access / type of changes will be permitted?</p>	<p>As an ongoing conversation, CBTS is responsible for the compliance to align accountability and consequence to the access control process.</p>
<p>What is the planned SLA for Move, Add, Change Deleted (MACD) type change requests?</p>	<p>MACD SLAs are published in the SA1 document. Since TSR is the system of record, the TSR generates a process email for MACD entry to CBTS as a Change Request.</p>
<p>What is the plan for support / MACD request? Who will the agency contact first? Will the agency be able to contact CBTS directly at any point in support process (assuming initial contact is via TSR / DAS / OIT)?</p>	<p>TSR for MACD and the email Change Request to CBTS Run team which is located in the SOCC and available to support the agency.</p>
<p><b>Contact Call Centers</b> Will contact call centers (CCC) be included in the first pass deployment of phone endpoints to a State agency?</p>	<p>If an agency's Automatic Call Distribution (ACD) Call Center requires only Basic ACD functions/Hunt Group and Minimal Reporting, then group may be accommodated within the original scope only after a Discovery phase with CBTS has been conducted.</p> <p>A CCC is required when the agency's ACD/Call Center requires any of the following:</p> <ul style="list-style-type: none"> <li>- agents in a single queue</li> <li>- full time supervisors</li> <li>- full time call recording / quality management capabilities</li> <li>- email queuing</li> <li>- web chat</li> <li>- detailed reporting</li> </ul> <p>CBTS schedules a separate meeting to specifically discuss CCC requirements.</p> <p><i>This is treated as a project, a separate TSR and implemented outside of Phase 1.</i></p>
<p><b>Who do I contact about CCC requirements?</b></p>	<p>Email your request to <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a> to request a meeting.</p>
<p><b>Redundancy</b> Is CBTS/OIT providing recommendations for Agencies who will implement redundancy?</p>	<p>Redundancy is recommended; however, decisions regarding network redundancy are managed by each individual Agency.</p>
<p><b>What is Survivability?</b></p>	<p>Survivable Remote Site Telephony (SRST) or Survivability is a Cisco term that refers to the Enhanced feature to ensure business continuity and customer satisfaction by providing reliable communications to branch offices, teleworkers, and cloud telephony deployments. Specifically, SRST* provides: Automatic failover to local</p>

	SRST gateway in case of WAN failure. (Automatic failover without manual intervention.)
<b>What are the SRST Options?</b>	These are discussed in detail on pages 7 and 8 in <a href="#">Amendment 2 to SA1 Rewrite of Section 5</a> .
<b>How do I order SIP?</b>	<ol style="list-style-type: none"><li>1. Complete a TSR.</li><li>2. Enter the quantity for total number of concurrent call paths.</li><li>3. Enter the list of DIDs (10-digit telephone numbers) in the Profiles tab the TAW.</li><li>4. Copy the DIDs in the <i>Special Instructions</i> field of the TSR.</li><li>5. Email the TAW to <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a>.</li></ol>

Training

Question	Response
<p>What types of training will be available to all Agencies?</p>	<p>This refers to is a formal organized activity aimed at imparting information and/or instructions to improve the performance of participant to master a required level of knowledge or skill. CBTS offers four standard training alternatives:</p> <p><u>Self-Paced Guides</u> – Easy to read step/action instructions with print screens.</p> <p><u>CBTS Demo Center</u> (video training) – This is a free website that provides video and audio training tutorials on the various IP phone models. It is located at: <a href="http://supportandtraining.com/stateofohio">http://supportandtraining.com/stateofohio</a>.</p> <p><u>Self-Paced Quick Start Guides</u> for easy reference and instruction are provided for each IP phone type.</p> <p><u>Web Ex Conference (Instructor)</u> – Instruction is delivered virtually by using simultaneous share desktop capability, and the instructor is present to answer questions via on a conference all bridge.</p> <p><u>Computer Based Training (CBT) or Classroom with Instructor</u> – This is usually conducted as a hands-on computer activity led by an instructor (15-20 per group).</p> <ul style="list-style-type: none"> <li>• Each trainee has a workstation or his/her own laptop or other workstation device.</li> <li>• Devices are connected to simulate the work environment.</li> <li>• Instructor demonstrates new features.</li> <li>• Exercises include hands-on activities to perform tasks.</li> </ul> <p><u>Train-the-Trainer (T3)</u> Instruction is delivered as CBT that is instructor led to include tips for troubleshooting in addition to phone set-up and demonstrating feature content.</p>
<p>How do I request specific training?</p>	<p>Training is requested through TSR.</p>
<p>Will training be made available online?</p>	<p>Yes, a video training tutorial is available online.</p> <p>Refer to the NGTS State website at: <a href="#">Advanced Phone Feature Training (Video Tutorial)</a>.</p>
<p>Is there a current training schedule?</p>	<p>Training is usually conducted before the installation of phones to end users. There is currently not a schedule for training.</p>

<p>What materials are used for hands-on training classes?</p>	<p>An end user Training Presentation is available for download the <a href="#">Training Presentation - Phone and Voicemail</a>.</p> <p>Phones are available for demonstration and hands-on training upon request.</p>
<p><b>Where is the free Training Tutorial website?</b></p>	<p>Click here to enter the site. <a href="#">Advanced Phone Feature Training (Video Tutorial)</a></p>
<p><b>How do I access the free Training and Demo Center website?</b></p>	<p>Click on this link: <a href="#">Cincinnati Bell Technology Solutions (CBTS) Training and Demo Center User Guide</a>.</p>
<p>Is there a single Point of Contact at the State of Ohio for any additional desired training classes (e.g., technical)?</p>	<p>Send all training requests to <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a>.</p>
<p>Is the State of Ohio aggregating training classes with a vendor to obtain economies of scale?</p> <p><b>Where can I download PDFs of the Quick Start User Guides?</b></p> <p><b>How do I order a Special Project in the TSR?</b></p>	<p>No third party vendors are used for training at this time.</p> <p>Click on the IP Phone model under <a href="#">Quick Start User Guides</a>.</p>

**Network**

<b>Question</b>	<b>Response</b>
What WAN services are accommodated (e.g., DS-0, DS-1, DS-3)?	<p>The decision of which WAN services to use is decided by each individual Agency.</p> <p>Network capacity recommendations are located in the Technical Assessment Workbook (TAW).</p> <p>Refer to the State of Ohio NGTS website at: <a href="https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Home.aspx">https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Home.aspx</a>.</p>
What contract options are there for WAN links with OIT?	<p>For contract options, contact OIT for information.</p> <p>CBTS does not have any part in WAN connectivity options offered by OIT.</p>
Is WAN redundancy being accommodated?	Yes, it recommended by CBTS.
Where is the DMARC (demarcation point) of network control of a State agency's network regarding VoIP?	<p>CBTS provides VoIP as a service using the agency existing data network infrastructure.</p> <p>This includes the agency existing LAN, connectivity to Ohio.gov and OARnet as transport.</p>
Does the requirement to be able to route native IP addresses on the agency network mean no Network Address translation (NAT) on the network or no Port Address Translation (PAT) or both?	Neither NAT nor PAT can be used by devices of the network that VoIP is using.

Telecom Coordinator Concerns

Question	Response
<p><b>Technical Assessment Workbook</b> Are there instructions for the TAW?</p>	<p>Yes. There is a separate set of instructions for the completion of the <a href="#">Technical Assessment Workbook (TAW)</a> located on the State of Ohio NGTS website.</p>
<p><b>Who can help me complete the TAW?</b></p>	<p>Contact Eric Schmidt at <a href="mailto:Eric.schmidt@oit.ohio.gov">Eric.schmidt@oit.ohio.gov</a>. Or, call at (614) 466-2741 to request assistance from the ACG Consulting Group.</p> <p>Or, send email us at <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a>.</p>
<p><b>How do I complete a TSR?</b></p>	<p>Refer to the directions here: <a href="#">TSR VoIP Bulk Order User Guide</a>.</p>
<p>Do the devices supplied by CBTS (e.g., Cisco ATA 187 for fax or Bluetooth headsets) show up in the same box as the phones for a given location?</p>	<p>In column S of the current <i>Technical Assessment Workbook (TAW)</i> labeled <i>Current Device Type</i>, the fax line is identified as Fax.</p>
<p><b>Analog Telephone Adaptor (ATA)</b> What does this do?</p>	<p>The Analog Telephone Adapter (ATA) is a device that converts analog telephone signals into another format (such as digital Internet protocol). <b>Note: CBTS provides this device to the customer at no cost.</b></p> <p>The requirement for an ATA is identified under the Remarks column.</p>
<p><b>Miscellaneous Phones</b> What does this mean?</p>	<p>Refers to device that has minimal features configured in the profile. These also refer to phones that are generally located in common areas, such as a hallway, break rooms, etc. This may also include a dedicated analog port used for a FAX.</p>
<p>How should these devices be identified in the TAW (e.g., for fax machines or conference room phones)?</p>	<p>In column S of the current <i>Technical Assessment Workbook (TAW)</i> labeled <i>Current Device Type</i>.</p>
<p><b>Profiles</b> What is a profile?</p>	<p>It refers to an individual functional configuration, setting and identifier that is directly associated with a specific device. The different types are classified as:</p> <ul style="list-style-type: none"> <li>• Basic</li> <li>• Enhanced</li> <li>• Miscellaneous</li> <li>• Agent</li> <li>• Analog Phone</li> </ul> <p>This is captured in the <i>TAW Column AO</i>.</p>

<p><b>Phone Models</b></p> <p>How are most Misc. profile (for fax or conference room phones connected to an ATA) distinguished in the workbook from the Basic or Enhanced profile?</p>	<p>Basic profiles such as fax lines are identified as Basic in Column AO of the TAW, as long as the profile is identified as a fax line.</p>
<p>Is there a way to create a program for a phone so it can only dial one or a limited set of numbers (e.g., a front entryway phone to dial just within the building)?</p> <p>Example: To create an intercom for incoming guests to ring a front desk person to let them in the door.</p>	<p>Yes, this is possible and offered in the Basic Features Plan offered by CBTS.</p>
<p><b>Unified Messaging Service</b></p> <p>Is there a list of additional services being provided (e.g., Unified Messaging)?</p>	<p>Refer to the State of Ohio NGTS website at: <a href="https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Home.aspx">https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Home.aspx</a>.</p>
<p>Are detailed costs, if any, documented to obtain these services?</p>	<p>Refer to the State of Ohio NGTS website at: <a href="#">Amendment 2 to SA1 Rewrite of Section 5</a>.</p>
<p>What type of support is being provided to plan/implement the additional services?</p>	<p>Additional services are planned on a case by case basis and treated as a separate project from this initial NGTS VoIP project.</p>
<p><b>FAX</b></p> <p>How does faxing work over VoIP. Should we convert our faxes? What are the risks?</p>	<p>CBTS installs an ATA (Analog Telephone Adapter) near a fax machine; this allows the fax machine to work on the VoIP network and requires a data port.</p>
<p>Should my agency convert our faxes?</p>	<p>Agencies have the choice to convert the fax line to VoIP, or order a separate analog line for the fax machine.</p>
<p>What are the risks?</p>	<p>Without a dedicated solution like RightFax (OIT is working towards this offering) IP (T.38) faxing may experience more failures than analog.</p>
<p><b>Head-End System</b></p> <p>What is the definition?</p>	<p>The term Head-End system refers to the central processing system. The concept is similar to a PBX (private branch exchange).</p>
<p>What make/model of Head-End system is used?</p>	<p>CBTS uses hardware and software supplied by partners such as Cisco, ACME and Juniper at the two datacenters where the VoIP head-end systems are located.</p>
<p>What software version of Unified Communications is used?</p>	<p>CBTS uses the most up to date version of Unified Communications.</p>
<p>How many physical Head-End systems are installed?</p>	<p>There are two datacenters for the NGTS VoIP infrastructure.</p>

**NEXT GENERATION TELEPHONY SERVICE (NGTS)**

Where are Head-End systems located?	The datacenters for the head-end equipment are located in Hamilton and Cincinnati Ohio.
Is there a physical or logical diagram depicting Head-End system layout?	Overview diagrams can be supplied by CBTS upon request.
Will all Agencies have the ability to interact with all other Agencies (e.g., Video-Conferencing, call-forwarding)?	Yes, agencies have the ability to contact each other using the VoIP features offered by CBTS.
What is the condition of the facilities where Head-End systems are located (e.g., UPS, redundant trunking)?	CBTS uses all modern standards to maintain state of the art datacenters for the NGTS project.
<p>What vendor(s) are used for outbound/long distance services?</p> <p><b>VeraSmart</b></p>	<p>Level (3) is used for outbound services.</p> <p>VeraSmart is the Call Records Detail (CDR) Reporting application.</p> <p>Click here to learn more about <a href="#">VeraSmart - Call Detail Record Reporting Tools</a>.</p> <p>To request a Username and Password see the instructions above.</p> <p>Click here to download the <a href="#">VeraSmart User Guide</a>.</p>

**Phone User Questions**

Refer to the State of Ohio authorized *Hardware Catalog* located at: Hardware Catalog URL: <http://www.cbts.cinbell.com/docs/912/NGTS-IP-Phone-Matrix-v2>.

<b>Question</b>	<b>Response</b>
<p><b>Hardware Catalog URL</b> <i>Where is this located?</i></p>	<p>Refer to the <a href="#">IP Phone Hardware Catalog</a> for the cost for purchase or lease of equipment and accessories.</p>
<p>What hardware devices (e.g., routers, switches) are recommended?</p>	<p>Contact DAS/OIT for hardware recommendations for the NGTS Project. Refer to: <a href="#">IP Phone Hardware Catalog</a>.</p>
<p>What software load(s) is/are recommended for devices?</p>	<p>Software loads are located in the <a href="#">Business Requirements Document (BRD)</a> provided to each agency.</p>
<p>Are there software bundles that provide all features at a reduced cost compared to individual software purchases?</p>	<p>There are currently no software bundles offered by CBTS for the NGTS project.</p>
<p>What is included with the "Basic "and "Enhanced" service options?</p>	<p>Refer to the State of Ohio NGTS website at: <a href="https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Home.aspx">https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Home.aspx</a> or contact <a href="mailto:AskNGTS@cbts.net">AskNGTS@cbts.net</a>.</p>
<p><b>Point-to-Point (PtP) Video</b> Can my phone use video capabilities on the Basic Features Plan or do I need the Enhanced Plan?</p>	<p>It is possible to use point to point video capabilities of a phone on the Basic Features Plan; however the Enhanced plan is required for multi-point video use.</p>
<p><b>Porting Process</b> What is it?</p>	<p>This refers to a port as application-specific or process-specific software construct that serves as a communications endpoint (internet phone number) in a managed service network. It enables it to share a single physical connection to a packet-switched network, like the Internet, to complete a phone call.</p> <p>This occurs when a cell phone keeps its same 10-digit number but the IP service provider changes.</p> <p>Example: Service with the old provider (ATT) is terminated and new service is established with new provider (CBTS.) The change is usually implemented seamlessly without service disruption.</p>
<p><b>Before Porting</b></p>	<p>No, telephone calls will go to the original</p>

<p>Before a telephone number is ported, will my VoIP phone receive calls if it is plugged into the network? What if they are plugged in at the same time?</p>	<p>Centrex line as normal until the number is ported. This is also true if both phones are plugged in at the same time. Outbound calls are possible with the VoIP phone prior to the number porting.</p>
<p><b>After Porting</b> After a telephone number is ported, will my Centrex line still receive calls if plugged in? What if both the VoIP phone and the Centrex phone are both plugged in?</p>	<p>No, all calls to that number go through Cincinnati Bell's VoIP network rather than the old Centrex line. The Centrex phone has no effect on the VoIP phone once the telephone number has been ported.</p>
<p>When I plug in the VoIP phone before the telephone number is ported, will my plugging in of the VoIP phone cause the number to be ported?</p>	<p>No, the porting of the telephone number is a process between Cincinnati Bell and the original telephone company. The process is reliant on the former telephone company to release the number to the new carrier.</p>
<p><b>Voice Mail</b> Will I be able to record my voicemail message for my new phone before the number is ported?</p>	<p>Yes, you have the ability to record it ahead of time. It is recommended that you record your outgoing voicemail message before the port and familiarize yourself with the voicemail features.</p>
<p>What's the time limit on changing the port date deadline and who will inform my agency when the new date will be?</p>	<p><b>IMPORTANT DATES:</b> <b>A TSR/Technical Assessment Workbook (TAW) is submitted 51 calendar days prior to the requested port date.</b> <b>Any change submitted within 31 days prior to port date requires an approved Change Request and may delay the requested port date.</b> There is a 48 hour notice of any changes to the date of porting from Level 3. There is also a 48 window when the agency or CBTS can change the port date. CBTS informs the customer of the new port date. <i>Note: When this period expires, the port date moves to the end of queue.</i></p>
<p><b>Special Needs Accessibility Features</b> What accessibility features are available on the Cisco Unified IP Phone for people who have special needs due to hearing and/or visual impairments?</p>	<p><b>Hearing Impaired</b> Yes, there are multiple features included below. Specifically on hearing impaired:</p> <ul style="list-style-type: none"> <li>• Visual Message Waiting Indicator</li> </ul>

(Handset),

- Third-Party Accessibility Applications
- Adjustable Ring Tone and Volume
- Visual Notification of Phone State
- Inline Amplifier Support (Headset)
- Hearing Aid Compatible (HAC) Handset
- Acoustic Coupled TTY Support (Handset)

### Visually Impaired

For the visually impaired or blind:

- High Contrast Visual and Audible Alert
- Third-Party Accessibility Applications
- Back-Lit LCD Screen With Large Fonts and Programmable Contrast
- Line and Feature Buttons
- Touch Screen Controls
- Large Buttons to Access Phone Services
- Voice Messages
- Directories, and Settings
- Audible Notification of Phone State,
- Tactile Discernible Buttons and Functions, Standard Key Layout.

Regarding the features above, the descriptions, and configuration requirements for more information refer to:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_com/m/cuipph/all\\_models/accessibility/english/user/guide/access\\_90.pdf](http://www.cisco.com/en/US/docs/voice_ip_com/m/cuipph/all_models/accessibility/english/user/guide/access_90.pdf)

Or, go to the State of Ohio NGTS Phone User Resources at:

[https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS\\_Users.aspx](https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Users.aspx)

### Mobility Impaired

- Large buttons to access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference
- Well-spaced, illuminated buttons enable easy operation
- Built-in speakerphone
- Tactile - discernible buttons and functions (including a nib on Key 5)

	<ul style="list-style-type: none"> <li>• Dedicated headset jack that enables Auto-Answer function</li> </ul>
<p><b>Bluetooth Technology</b> What does this mean?</p>	<p>This refers to the wireless technology that enables communication between Bluetooth-compatible devices.</p> <p>It is used for short-range connections between desktop and laptop computers, personal digital assistants (PDA ; like the Palm Pilot, cellular phones, Smartphones, wireless headsets digital cameras, scanners, and printers. [www.Techterm.com]</p>
<p><b>What Cisco IP phones support Bluetooth headsets?</b></p>	<p>The Cisco IP Phone Models; 8945, 9951, 9971 all supports Bluetooth headsets; third-party or the Cisco Jawbone Icon Headset for Bluetooth.</p>
<p>What wired headset accessories, including 3<sup>rd</sup> party headsets, can be supported by Cisco IP phones?</p>	<p>Additional accessories include:</p> <ul style="list-style-type: none"> <li>• CS540/HL10 Convertible DECT 6.0 Headset with HL10 Lifter</li> <li>• JABRA GN2000 SERIES</li> <li>• <a href="#">Plantronics H81CIS DuoPro Tri Star Earset For VOIP</a></li> <li>• Manufacturer: Jabra, Plantronics</li> </ul>
<p><b>What is a softphone?</b></p>	<p>This refers to a software application that displays the picture of an IP phone on the desktop and allows the user to place a call by using the mouse, keyboard and keypad on the computer. It allows the user to talk into a computer microphone using VoIP without necessarily having a physical phone handset. Example: Skype</p>
<p><b>How long does the IP Phone store messages?</b></p>	<p>How long is a message retained is related to the message status:</p> <ul style="list-style-type: none"> <li>• Deleted messages –5 days</li> <li>• Read/Heard messages – 30 days</li> <li>• Unread/Unheard (skipped) – 30 days</li> </ul>
<p><b>What does the caller hear when the State network goes down?</b></p>	<p>The call goes directly to voice mail.</p>

<p>Can Administrator Settings inside the Applications Button be locked?</p>	<p>By default, this feature is not locked. However, a phone in the locked position interferes with ability of the Telecom Coordinator to troubleshoot the IP phone.</p>
<p><b>Check Voice Mail Remotely</b> If you call your own desk phone to check voice mail remotely, do you have to enter all 10 digits plus # (pound sign)?</p>	<p>Yes.</p>
<p><b>Who do I contact when I have a problem?</b></p>	<p><b>There are 3 Help Desk Options.</b> <b>Option 1</b> - If you are an educational agency and have a technical issue call: <b>OARNet at 1-800-627-6420.</b> <b>Option 2</b> – If you are another agency and have a technical issue call: <b>CSC Helpdesk at 1-877-644-6860</b> <b>Option 3</b> –<a href="#">Click here to open the NGTS Trouble Ticket Instructions.</a></p>