



# State of Ohio

## Frequently Asked Questions

### Managed VOIP

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*This is a work in progress.*

CBTS Team

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## **Purpose**

This document addresses three main objectives.

1. To provide a place where associates can go to locate the answers to commonly asked questions regarding the managed Voice Over IP (VOIP)
2. The second is to provide a knowledge base of hints and tips that associates submit that are organized under major topics for easy reference.
3. Third, is to insure that the messages communicated to the customers are concise and consistent.

## **Search for the Answer**

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
2. Click on the page number.

## Administration

Question	Response
1. <i>How do I contact the State of Ohio NGTS Team at CBTS with questions or to coordinate a kick off meeting?</i>	Send an email to <a href="mailto:askNGTS@cbts.cinbell.com">askNGTS@cbts.cinbell.com</a>
2. <i>What should my agency have completed for CBTS before the initial kick-off meeting?</i>	CBTS requires that the Site BRD Template be completed before the initial kick-off meeting. The Technical Assessment Workbook can be completed later.
3. <i>Is there a Contact List for CBTS, OIT and State Agencies?</i>	The contact list for CBTS, OIT and the State agency are populated in the Two in a Box portion of the Site BRD Template sent to each agency before the kickoff meeting.
4. <i>Is there a common repository for documentation being presented at the weekly meetings?</i>	All documentation is deposited on Trello, at <a href="https://trello.com/board/state-of-ohio-voip">https://trello.com/board/state-of-ohio-voip</a> . For access, contact <a href="mailto:askNGTS@cbts.cinbell.com">askNGTS@cbts.cinbell.com</a> .
5. <i>Is there a list of who is responsible for what role within CBTS?</i>	Responsibilities of CBTS employees are listed in the Two in a Box portion of the Site BRD Template.
6. <i>Is there a list of who is responsible for what role within OIT?</i>	Responsibilities of OIT employees are listed in the Two in a Box portion of the Site BRD Template.
7. <i>How will my agency receive status of the project?</i>	Project status is distributed weekly on Mondays to the agent identified in the project manager box in the Two in a Box. Additional meetings will be set up as required.
8. <i>Is there a project timeline/schedule currently available?</i>	The project schedules are on Trello at <a href="https://trello.com/board/state-of-ohio-voip">https://trello.com/board/state-of-ohio-voip</a> . For access, contact <a href="mailto:askNGTS@cbts.cinbell.com">askNGTS@cbts.cinbell.com</a> .
9. <i>What is the timeline for each Agency to migrate to the CBTS system?</i>	Project timelines are on Trello at <a href="https://trello.com/board/state-of-ohio-voip">https://trello.com/board/state-of-ohio-voip</a> . For access, contact <a href="mailto:askNGTS@cbts.cinbell.com">askNGTS@cbts.cinbell.com</a> .
10. <i>What is the process for each Agency to migrate to the CBTS system?</i>	A workflow of the migration process is located on Trello at <a href="mailto:askNGTS@cbts.cinbell.com">askNGTS@cbts.cinbell.com</a> .
11. <i>What is the process to reserve time to review the demo systems?</i>	To reserve time to review the demo systems (at SOCC, Rhodes Tower, or traveling demo) send a request to <a href="mailto:askNGTS@cbts.cinbell.com">askNGTS@cbts.cinbell.com</a> .
12. <i>What system/phone functions are available on the demo systems?</i>	Currently, demo phones are not operational. They do have power, but cannot be demonstrate features until the VoIP system core is operational and provides connectivity to the demo sites. The

	demo phones demonstrate features at a later time.
13. <i>Is there an e-mail distribution list for sending e-mails to all CBTS/OIT/State Agency individuals?</i>	There is an email distribution list for sending emails to CBTS employees, <a href="mailto:askNGTS@cbts.cinbell.com">askNGTS@cbts.cinbell.com</a> .
14. <i>How will billing with CBTS be coordinated with Agencies?</i>	CBT will provide billing for managed and regulated service to the Agencies. CBTS Financial will provide all billing for leased phones and equipment.
15. <i>Is there a list of definitive costs each Agency must pay for all aspects of the project (e.g., training, phones, routers, network, etc.)?</i>	All documented costs regarding the NGTS project can be found in the contract with the State of Ohio on Trello at <a href="https://trello.com/card/service-attachments/501986a891dc514237655e9b/21">https://trello.com/card/service-attachments/501986a891dc514237655e9b/21</a>
16. <i>Are there other options available for telephone acquisition other than a five-year lease and purchase?</i>	Agencies may also procure VoIP phones from other vendors than CBTS.
17. <i>How will telephone discontinuation be handled (e.g., Agency decides 100 phones are no longer necessary)?</i>	All requests for discontinuation will be submitted to CBTS through TSR. CBTS will then follow up with the Agency to make the appropriate changes.
18. <i>How will telephone upgrade be handled (e.g., a basic telephone is upgraded to "better" phone)?</i>	All requests for upgrade of service will be submitted to CBTS through TSR. CBTS will then follow up with the Agency to make the appropriate changes.
19. <i>What services are being offered to Agencies to plan and/or implement this project?</i>	For all information regarding phone implementation service, please view the contract with the State of Ohio on Trello at <a href="https://trello.com/card/service-attachments/501986a891dc514237655e9b/21">https://trello.com/card/service-attachments/501986a891dc514237655e9b/21</a>
20. <i>What limitations (e.g., vendor choice, billing, and implementation) are there for this project?</i>	There are currently no limitations on vendor choice for implementation or phone procurement.
21. <i>Is there a copy of the CBTS contract available for review?</i>	The CBTS Service Attachment is located on Trello at <a href="https://trello.com/board/state-of-ohio-voip">https://trello.com/board/state-of-ohio-voip</a> , for access contact <a href="mailto:askNGTS@cbts.cinbell.com">askNGTS@cbts.cinbell.com</a> .
22. <i>Are meetings scheduled for Agencies (not CBTS) to discuss how to leverage knowledge, acquisition, training, etc.?</i>	None at this time.
23. <i>Will Agencies have the ability to administer MACs?</i>	TSR is system of record used for all moves, adds, and changes communicated to CBTS. CBTS administer moves, ads and changes.

<p>24. 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 level 2 engineer will verify and expand with the customer on all portions of the workbook.</p>
<p>25. 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>1) CBTS will provide pre-cut Agency and User level communications in advance as well as day of cut TTO to the users</p> <ul style="list-style-type: none"> <li>a. CBTS will have a bridge open during port for configuration and issue support</li> <li>b. The agency can leverage the Steering Committees offer to support phone placement Pay Forward resources from Transportation and BWC to ease the burden or the agency can contract CBTS for additional onsite support. Configuration changes will be made live. CBTS may provide additional onsite support if it is needed.</li> </ul>
<p>26. Will the agency's telephony admin have access to CBTS systems for making any desired MACD type changes? If so, what level of access / type of changes will be permitted?</p>	<p>Access to the Call Managers locked down now but we are working with the Steering Committee to see if there are 80/20 type issues (i.e. password resets) that could be pushed safely to the Telecom Coordinators. This is an ongoing conversation as we at CBTS are responsible for the SLAs and need to make sure accountability and consequence are allocated to our access control process.</p>
<p>27. What is the planned SLA for MACD type changes?</p>	<p>MACD SLA are published in the SA1 document. We will not let TSR be a bottleneck for the process only a system of record as email will for MACD entry to CBTS to processing.</p>
<p>28. 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 will flow to CBTS Run team which is located in the SOCC and available to support the agency.</p>
<p>29. Will contact centers be included in the first pass deployment of phone endpoints to a State agency?</p>	<p>If your agency's ACD/Call Center requires only Basic ACD functions/Hunt Group and Minimal Reporting, then your group may be accommodated within the original scope after a discovery phase with CBTS. If your agency's</p>

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ACD/Call Center Requires any of the following:

- agents in a single queue
- full time supervisors
- full time call recording / quality management capabilities
- e-mail queuing
- web chat
- detailed reporting

CBTS will need to meet with you and discuss the requirements. This will be treated as a project, and implemented outside of phase 1.

## Information Gathering Process

Question	Response
<p>30. 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? How should these needed devices be identified in the spreadsheet (e.g., for fax machines or conference room phones)?</p>	<p>In column O of the current Technical Assessment Workbook labeled Current Device Type, the fax line can be identified as Fax. The requirement for an ATA can be identified in the Remarks section of the spreadsheet. Any other devices that are required can also be identified in the Remarks section.</p>
<p>31. How are profile-only orders distinguished from profile and phone combinations? Is it simply that the number is requested to be ported over, but no phone model is identified in the phone model column? How will the most basic profile (for fax or conference room phones connected to an ATA) distinguished in the spreadsheet from the basic or enhanced profile?</p>	<p>A column has now been added to the Technical Assessment Workbook to identify whether a telephone number will be in reserve or connected to a device. For now, the telephone number can be identified as a reserved number either in the First/Last Name columns or in the Remarks section. Basic profiles such as fax lines can be identified as Basic in column AG of the spreadsheet, as long as the profile is identified as a fax line, it will be considered the basic fax line profile.</p>
<p>32. Is there a way to create a program the 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)? 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 phone features offered by CBTS.</p>

### Additional Services

Question	Response
33. <i>Is there a list of additional services being provided (e.g., Unified Messaging)?</i>	The Basic and Enhanced Profiles are defined and located on Trello at <a href="https://trello.com/board/state-of-ohio-voip">https://trello.com/board/state-of-ohio-voip</a> .
34. <i>Are detailed costs, if any, documented to obtain these services?</i>	All costs for the services offer by CBTS are located in the contract with the State of Ohio, a copy is located on Trello at <a href="https://trello.com/card/service-attachments/501986a891dc514237655e9b/21">https://trello.com/card/service-attachments/501986a891dc514237655e9b/21</a>
35. <i>What type of support is being provided to plan/implement the additional services?</i>	Additional services will be planned on a case by case nature and treated as a separate project from the NGTS project.
36. <i>How does faxing work over VoIP. Should we convert our faxes? What are the risks?</i>	CBTS installs an ATA (Analog Telephone Adapter) near a fax machine; this allows the fax machine to work on the VoIP network. This requires a data port.
37. <i>Should my agency convert our faxes?</i>	Agencies have the choice to convert the fax line to VoIP or to order a separate analog line for the fax machine.
38. <i>What are the risks?</i>	Without a dedicated solution like RightFax (OIT is working towards this offering) IP (T.38) faxing may have more failures than analog.

**Hardware**

<b>Question</b>	<b>Response</b>
39. <i>What hardware devices (e.g., routers, switches) are recommended?</i>	Contact DAS/OIT for hardware recommendations for the NGTS Project.
40. <i>What software load(s) is/are recommended for devices?</i>	Software loads are located in the Site BRD Template given to each agency.
41. <i>What device modules are recommended for devices?</i>	Recommendations are located in the Site BRD Template given to each agency.
42. <i>Is CBTS/OIT providing recommendations for Agencies who will implement redundancy?</i>	Redundancy is recommended, however decisions regarding network redundancy will be handled by each individual Agency.
43. <i>Are there software bundles that will provide all features at a reduced cost compared to individual software purchases?</i>	There are currently no software bundles offered by CBTS for the NGTS project.

## Head-End System

The term Head-End system refers to the central processing system. The concept is similar to a PBX (private branch exchange).

Question	Response
44. <i>What make/model of Head-End system will be used?</i>	CBTS will be utilizing hardware and software supplied by partners such as Cisco, ACME and Juniper at the two datacenters where the VoIP head-end systems are located.
45. <i>What software version of Unified Communications will be used?</i>	CBTS will utilize the most up to date version of Unified Communications at its disposal.
46. <i>How many physical Head-End systems will be installed?</i>	There will be two datacenters for the NGTS VoIP infrastructure.
47. <i>Where will Head-End systems will be located?</i>	The datacenters for the head-end equipment are located in Hamilton and Cincinnati Ohio.
48. <i>Is there a physical or logical diagram depicting Head-End system layout?</i>	Overview diagrams can be supplied by CBTS upon request.
49. <i>Will all Agencies have the ability to interact with all other Agencies (e.g., Video-Conferencing, call-forwarding)?</i>	Yes, agencies will have the ability to contact each other using the VoIP features offered by CBTS.
50. <i>What is the condition of the facilities where Head-End systems will be located (e.g., UPS, redundant trunking)?</i>	CBTS uses all modern standards to maintain state of the art datacenters for the NGTS project.
51. <i>What vendor(s) will be used for outbound/long distance services?</i>	Level (3) will be used for outbound services.

**Network**

<b>Question</b>	<b>Response</b>
52. <i>What WAN services will be accommodated (e.g., DS-0, DS-1, DS-3)?</i>	The decision of which WAN services to use will be decided by each individual Agency. Network capacity recommendations are located in the Technical Data Workbook which can be found on Trello.
53. <i>What contract options are there for WAN links with OIT?</i>	For contract options, contact OIT for information. CBTS does not have any part in WAN connectivity options offered by OIT.
54. <i>Is WAN redundancy being accommodated?</i>	Yes, it recommended by CBTS.
55. <i>Where is the DMARC of network control of a State agency's network regarding VoIP?</i>	CBTS provides VoIP as a service utilizing the existing data network infrastructure that is used today by the agency. This includes the agency existing LAN, connectivity to Ohio.gov and OARnet as transport.
56. <i>Does the requirement to be able to route native IP addresses on my agency network mean no NAT on the network or no PAT or both?</i>	Neither NAT nor PAT can be used by devices of the network that VoIP will be using.

## Survivability

Question	Response
57. <i>How reliable is the VoIP service offered by CBTS?</i>	VoIP utilizes the existing data network at the agency. The agency may need to modify their data network so that the SLA of the data network matches the required SLA of the voice network.
58. <i>Is a Cisco router required to provide for Survivability?</i>	For SRST survivability, a router is required.
59. <i>What software load(s) is/are recommended for Survivability?</i>	Survivability does not require any additions software.
60. <i>Is OIT coordinating hardware acquisition for this project?</i>	No, OIT will have no part in hardware acquisition.
61. <i>Is inherent call-forwarding (e.g., pre-programmed) being provided for failover purposes?</i>	No, it will not be offered by CBTS.
62. <i>What survivability options are available?</i>	If you have opted for the SRST service (Survivable Remote Site Telephony) through CBTS then outbound calling will function. There will be no inbound through this solution. CBTS highly recommends a redundant network connection to insure the VoIP service will function in a 24x7x365 manner. A CO powered analog POTS line is also an option for emergency calls only; this would be connected to one analog phone.

## Telephones

QUESTION	Question
63. <i>What is included with the "Basic "and "Enhanced" service optional?</i>	The Basic and Enhanced Profiles are defined and located on Trello at <a href="https://trello.com/board/state-of-ohio-voip">https://trello.com/board/state-of-ohio-voip</a> . They will be located in the Stat of Ohio Service Offerings.
64. <i>Can my phone use video capabilities on the Basic plan or do I need the Enhanced plan?</i>	It is possible to use point to point video capabilities of a phone on the Basic plan; however the Enhanced plan is needed for multi-point video use.
65. <i>Before a telephone number is ported, will my VoIP phone receive calls if it is plugged in to the network? What if they are plugged in at the same time?</i>	No, telephone calls will go to the original 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.
66. <i>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?</i>	No, all calls to that number will go through Cincinnati Bell's VoIP network rather than the old Centrex line. The Centrex phone will have no effect on the VoIP phone once the telephone number has been ported.
67. <i>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?</i>	No, the porting of the telephone number is a process between Cincinnati Bell and the original telephone company. The process is reliant on the original telephone company.
68. <i>Will I be able to record my voicemail message for my new phone before the number is ported?</i>	Yes, you will 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.
69. <i>What's the time limit on changing the port date deadline and who will inform my agency when the new date will be?</i>	There will be a 48 hour notice of any changes to the date of porting from Level 3. There is also a 48 window when your agency or CBTS would want to change the port date. CBTS will be inform you of the new port date.
70. <i>How do I procure phones?</i>	The Agency can self procure, buy from CBTS, lease to own and or lease at fair market value through CBTS FS. 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. CBTS / OIT are working on finalizing a scalable and sustainable approach to leasing of hardware. An executive briefing document is being created in parallel to completing the service and contractual approach to support this OpEx approach to financing End Point hardware. The finalized approach will

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	<p>support one time large quantity procurements as well as smaller MACD related activities for additions or subtractions throughout the lifecycle of the lease and hardware. Leasing Q&amp;A will be updated weekly until the Solution is finalized and the Executive Briefing is completed.</p>
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## Training

Question	Response
71. <i>What types of training will be available to all Agencies?</i>	There are two types of training: 1: IT Operational Training, Service Desk to Service Desk, fault isolation, change and problem management training are part of the VoIP introduction. 2: End user training is conducted via several methods including: internet based training for each phone model, train the trainer, WebEx training, and seminars. Training requests can be sent through TSR.
72. <i>Will training be made available online?</i>	Yes, training will be conducted online.
73. <i>Is there a current training schedule?</i>	Training will be conducted before the installation of phones to end users. There is currently not a schedule for training.
74. <i>What materials are used/handed out at training classes?</i>	Training will be conducted online with no materials given to users.
75. <i>Is there a single Point of Contact at the State of Ohio for any additional desired training classes (e.g., technical)?</i>	Send all training requests to askNGTS@cbs.cinbell.com.
76. <i>Is the State of Ohio aggregating training classes with a vendor to obtain economies of scale?</i>	No third party vendors will be used for training at this time.