

**BellSouth**  
**Q&A on E-Rate WAN Bundle**

**2/4/05**

**Q. Will this be a new installation of routers and network services?**

**A.** The E-Rate WAN bundle includes all components necessary for a new Wide Area Network including edge routers, flexible network access transport options,

as well as installation, configuration, and the ongoing functions necessary to keep the Library's network available and reliably running in support of WAN applications. **NOTE:** The BellSouth Team plan will include NOT having to reinstall brand new network services unless the Library requires an upgrade from DS0 to DS1 or from DS1 to DS3. This plan would help avoid undue disruption at sites where network access changes are not required.

**Q. Can the library transport a protocol other than IP across the WAN?**

**A.** The standard bundle includes support for IP across the WAN.

Additional protocols can be supported if the customer requires on an Individual Case Basis, which may include additional charges.

**Q. Will the library have Ethernet connectivity?**

**A. YES.** The routers supported in the standard bundled service are designed for Ethernet connectivity on the LAN side.

If the customer supports LAN protocols other than Ethernet, they can be supported on an Individual Case Basis and may include additional charges.

**Q. Will the library be able to connect to external devices that require special cabling?**

**A.** Additional cabling is not included but may be supported on an Individual Case Basis, and may include additional charges.

**Q.**

**Will the library have to install wiring from the public demarc to the router?**

**A.** If the router is not in the same room as the demarc, a wiring extension will be required. If the library desires to have BellSouth extend this wiring from the demarc, please add \$126 in installation charges per library when you request funding. (If we find we will not *need* to extend the wiring, we will not charge you at installation.) This wiring charge is for normal wire runs up to 150 feet. It includes includes all labor, materials, and fishing of normal unobstructed walls that are surfaced with sheetrock, wood paneling, or plywood. If an existing wiring run can be reused, the charge is lower - \$84, and includes testing, verifying, and reuse charges.

**Q. Can the router be used for IP Telephony or AVVID?**

**A. NO.** This bundle does not support voice or video capabilities by itself. However, the E-Rate WAN service is designed to be the initial building block that can be integrated with AVVID features which include VoIP and Video

**Q. Is the customer responsible for supplying an analog phone line?**

**A. YES.** The customer is required to supply an analog line to the supplied modem. The modem is included in the service.

**Q. Does the library need to supply a router or other equipment for this WAN service?**

**A. NO.** This service is a complete WAN solution, including the router, transport, installation & configuration, and ongoing services required to keep the network up and running and reliably functioning.

**Q. Where will the BellSouth Firewalls be?**

**A.** The E-Rate WAN Bundled Service Offering includes Cisco IOS software-based Firewall service on the Packaged HUB Internet Access Routers.

**Q. Can the library keep its existing firewall and filtering software?**

**A.** This should be allowable if the existing external firewall with filtering software *connects* to the router and resides between the router and the LAN switch. The software cannot be loaded *onto* the BellSouth router.

**Q. What type of environment does the library need to host the equipment necessary for the service to function?**

- A.** Standard environmental conditions required for any router; i.e. grounded power, space, normal temperature and humidity control. Some routers will require the installation of a rack or a shelf. When the service is ordered, specific space requirements for the router to be used will be provided to the Library.

**Q. Who will be billed for the E-Rate WAN Service?**

- A.** The State Library will be billed for all E-Rate WAN services for the five HUB sites and the Headquarters Public Libraries. Parish Public Libraries will be billed for the E-Rate WAN Services for the branches in the parish.

**Q. Will the State Library pay for CIR on Local Frame Relay Circuits?**

- A. No.** Full CIR is provided on HUB site Internet Access. CIR is not required for local access circuits unless a customer has applications like Voice over IP or Video. The five-HUB design does not include local CIR. If the public libraries wish to order CIR, this must be billed to the public libraries.

**Q. Can changes be made to the Network Access that was awarded by the RFP?**

- A.** The bandwidth specified on the RFP was based on requirements known to the State Library at the time the RFP was published. BellSouth's proposal was designed to provide the desired bandwidth and connectivity using a variety of Cisco gear and network access, at the most affordable pricing. Since the Parish Public Libraries will pay for Branch services, the Parish may elect to upgrade branch sites to T1 Frame Relay access at rates provided by the BellSouth Account Team. Any increase in point-to-point EDP T1s or 64K circuits may require State Library approval as this could impact the design and cost of the Headquarters or Hub Site services. All libraries will have options to upgrade services during the life of the contract.

**Q. Does the Library have to provide IT staff to perform any installation and configuration of routers?**

- A.** No. IT staff is not required for installation and configuration of routers, as this service covers all activities related to getting and keeping the service up and running. Nor does the Library need to worry about upkeep, as all on-going maintenance tasks are included for the life of the contract.

**Q. How long will the library be covered by this packaged service contract?**

**A.** The expiration date of this 60-month contract is 06-30-2010.

**Q. What kind of contract or form will the public library need to have signed in order to apply for E-Rate funding?**

**A.** The Parish Public Library will need to sign and date a “BellSouth Service Agreement” Letter of Election that specifies the State Library Master Contract Number. This agreement must be counter-signed by BellSouth in order to qualify for E-Rate funding. This form may be obtained from your BellSouth Account Team and must be signed and counter-signed prior to submission of your Form 471.

**Q. Can the library opt in for this E-Rate WAN Bundled Service this year, but opt out of this full-service contract next year?**

**A.** No. The E-Rate WAN Bundled Service arrangement is a 5-year service contract.

**Q. Can the branch libraries opt out of this full-service arrangement altogether and purchase equipment, maintenance, and services separately?**

**A.** While Branch Libraries are not required to participate, they are strongly urged to do so. The State Library has ordered and will pay for bundled WAN and Internet services to HUB and Headquarter locations. Please see the following differences between the Bundled E-Rate WAN service – and any unbundled solution:

- **SERVICES:** With E-Rate WAN, BellSouth owns the routers and handles all configuration changes and maintenance. If a parish HQ or Hub decides to let the branches use something other than E-Rate WAN, the headquarters/hub sites need to be aware of the following issues:

**Ownership:** The E-Rate WAN Router belongs to BellSouth. It is designed to qualify for E-Rate Priority 1 funding. Library-owned routers and maintenance are not covered by Priority 1 Telecommunications funding.

**Maintenance and Configuration Changes:**

- The E-Rate WAN Routers are fully covered by proactive maintenance, 24x7x365, with a 4-hour same business day dispatch. Should there be a need to call Repair, the Public Headquarters Library contact would call directly into the BellSouth Network Operations Center and speak with a technician.
- Conversely, a branch that elects not to use the E-Rate WAN bundle - would be responsible for changes and maintenance on a router they purchase. This means that Branch Frame Relay or T1 Repair calls would need to be placed with the BellSouth Repair Center (not the NOC). Router Repair Calls would need to be referred to the appropriate maintenance vendor, BellSouth or otherwise. Configuration changes would need to be handled by the branches or ordered through the standard channels for the provider that supports the Branch routers.

In short, please be aware that the differentiation between unbundled vs. Total Packaged Solution sites can be confusing for the libraries.

- **PORT COUNT/DESIGN/Pricing:** Branch Private Line circuits require a termination port in the headquarters or hub router. The E-Rate WAN bundled pricing provided in response to the RFP is for a specific design and port count, based on the most cost-effective way to meet the RFP stated bandwidth requirements in Appendix A. Pricing provided is for an overall network design that includes the branches. This design includes a mix of Frame Relay circuits and Private Line circuits. If the branch libraries decide to go with more point-to-point (EDP) circuits than were designed for the RFP response, then the hub/headquarters router will need more ports to terminate those private lines. This means that the price and design would change, and could necessitate a different or higher class of router for the hub/headquarters site.

- **PORT TYPE:** 56/64K ports are not available on the 7204 hub routers. In the design/pricing exercise, we made sure that branches that required 56/64K connectivity either went through FlexServ to get combined onto a channelized T1 - or else connected to a site that *could* have 56/64K ports.
- **E-RATE INTERNAL CONNECTIONS:** The E-Rate WAN bundle is designed to utilize Priority 1 Telecommunications funding. BellSouth has full ownership of the routers and provides them to the libraries as a service offering only. Should the branches elect to purchase routers or maintenance separately and apply for Internal Connections funding under E-Rate, this 'draw' would use up one of the allotted [two out of five years] Internal Connections filings available to them.