

State Library Q & A on E-Rate WAN Bundle

2/4/05

Q. What is in a bundle?

- A. A bundle includes all routers, maintenance, configuration, pro-active maintenance, troubleshooting, upgrades, Internet access and telecommunications circuits and access. All routers, circuits, etc. remain the property of BellSouth. In practical terms, the local library is relieved of network maintenance and troubleshooting responsibilities, and can focus resources on internal technology issues.

Q. What are the benefits of bundled services?

- A. For one predictable fee, you get:
- Use of a router
 - Guaranteed service levels
 - Freedom from configuring, purchasing and maintaining routers
 - Technical support from one source. Bell South will troubleshoot lines, routers, Internet, etc. The new contract specifies the maximum time by which Bell South must respond.

Q. What if I don't want the bundled services for my branches?

- A. You can purchase *a la carte* from the new BellSouth master contract. You may purchase Internet access, telecommunications, routers, maintenance, etc. You should consider the following:
- Since BellSouth owns and maintains the headquarters router which connects your library to the hub, you will need to supply your own router which will run your WAN for your branches. Your router will connect to the BellSouth router. You will put your firewall / filter between the two routers.
- BellSouth will not maintain your library's router, circuits, etc. unless you purchase maintenance separately.
- You will do your own troubleshooting in case of problems. You will troubleshoot and maintain your own WAN. You will have various phone numbers to call for troubleshooting

Q. What if I do not want bundled services for my headquarters library?

- A. You may purchase *a la carte* from the BellSouth contract. You may purchase Internet access, telecommunications, routers, maintenance, etc. You should consider the following:
- The State Library is under contract to pay for bundled service to headquarter libraries. If you acquire service outside the contract, the State Library will be unable to pay for it.

These costs include access, Internet, equipment, and maintenance. The State Library can only purchase and pay for the bundled service. You will need to discuss these costs with Bell South and receive direct billing.

If you purchase a router separately, you may not have it funded via E-Rate. The School and Libraries Corporation fund Internet and telecommunications applications first and the remaining funds are allocated to the Internal Connections category.

You would need to consider all of the issues related to non-bundled services at branches as outlined above.

The contract with Bell South is attractively priced for a service that has received very good customer comments. The pricing is based on full participation by public libraries. If many libraries choose to leave the cooperative network, it may significantly increase pricing for those remaining in the network.

Q. What if I have my own firewall and / or I need firewall protection at my branches?

A. Using Private Virtual Circuits (PVCs), BellSouth can map your Internet traffic from your branches through your firewall / filter at the main library and then out to the Internet. This will meet CIPA and E-Rate filtering requirements. It may increase response time slightly.

Q. What if my library cannot sign a three-year contract?

A. We are aware that this may be a serious problem and we are negotiating with Bell South to be able to offer an option for a one year contract. If you choose to purchase services *a la carte*, then you do not need to sign a three year contract.