

Audio Conferencing Services (AARNet customer service) - July 2010

APL will use all reasonable endeavours to meet the service levels listed in this service catalogue for those networks and services that are under its control.

End-to-end service owner = National Video Conferencing Services (NVCS) Manager	
Service description	<ul style="list-style-type: none"> Customers can register for access to CMP123, an online scheduling system to book an audio conference - options to select support for PIN number to restrict access, streaming service support, recording. Customers can join a conference via a telephone, dial in details are provided in an email notifying confirmation of the booked conference that the organiser can then distribute to other participants. There are a finite number of shared conferencing ports available to all customers and no guarantees that your booking request can result in the reservation of desired ports There are no guarantees on the quality of the audio because each audio endpoint may be connected via other networks than AARNet that AARNet cannot control, nor can AARNet control the audio endpoints themselves.
Service offering	<ul style="list-style-type: none"> Teleconference service - (IP wideband audio via peered GateKeepers to MCU/s) In dial service support via PSTN/ISDN interconnect points and ISDN Gateway
Out of scope	<ul style="list-style-type: none"> No support to install, configure and support audio conferencing equipment owned by customers. No dedicated conference event support (remote/on-site) - see other services.
Operating hours	<ul style="list-style-type: none"> Conferencing service accessible 24 hrs x 365 days per year excluding scheduled, unscheduled/emergency maintenance or the result of an unexpected network or service failure.
Eligibility	<ul style="list-style-type: none"> Endpoints may join a conference initiated by an eligible customer. Testing prior to conference start via the automated QA number is <u>recommended</u> to ensure any connection/quality problems can be identified and resolved beforehand.
Support services	
Service Prices	<ul style="list-style-type: none"> NVCS conferencing and support services are currently free based on a fair usage regime where one customer (except for infrequent event circumstances) cannot schedule more than 50% of HD MCU ports, this equates to 10 ports (as of June 2010) on a regular basis. The service is free to eligible customers; support, infrastructure and refresh costs are covered via the AARNet subscription fee. Participants may incur bandwidth and timed circuit (PSTN/ISDN) costs when dialling to our MCU from locations that are not directly connected to AARNet and as such are unable to take advantage of on.net (unmetered) access to our MCUs compared with AARNet connected customers.

<p>Service Interdependencies</p>	<ul style="list-style-type: none"> • NVCS officers - who manage the video conferencing infrastructure • RTC and UC engineers in Apps & Svcs team - delivery and routing of VoIP services via Gatekeepers and Gateways • AARNet Operations - for network access to real time communications infrastructure • Commercial video conferencing providers that deploy and support equipment for AARNet customers. • Customer on campus network access and bandwidth allocation.
<p>Contact Points (during business hours)</p>	<ul style="list-style-type: none"> • First line support - nominated Coordinator of Video Conferencing (CAVE) or real time communications support person at your institution • 2nd Line support - National Video Conferencing Service - Email: support@nvcs.edu.au • 3rd line escalation - NVCS Manager • 4th line support - commercial vendors (Video service infrastructure); AARNet RTC Engineer (Gatekeeper matters); AARNet NOC / System admin (Network, PoP/server hardware issues) • 5th line escalation - Applications and Services Director
<p>Ordering processes</p>	<ul style="list-style-type: none"> • Account Manager to arrange initial briefing between customer(s) and NVCS, overview, plus scheduled times agreed for training/QA sessions. • NVCS officers to capture customer details into the NVCS CRM TRIM based system • Schedule customer reviews on bi-annual regular basis (<i>NVCS Manager and New Business Account Manager</i>),
<p>Request processes</p>	<ul style="list-style-type: none"> • Email support@nvcs.edu.au - ticket auto generated/assigned or phone • NVCS officers to capture customer details in TRIM based CRM system. • NVCS officers to complete request and close ticket, or escalate to 3rd line support or NVCS Manager.
<p>Support hours</p>	<ul style="list-style-type: none"> • Available to AARNet connected customers from 9am to 5pm (NSW, VIC, ACT), excludes VIC and national public holidays. • See Video/Audio conference event support service for support details out of normal business hours
<p>Network Availability (that may impact on this service)</p>	<p>The Service Availability goal is to have AARNet network access available 99.95% of the time, other than for scheduled and emergency maintenance.</p> <p>Network unavailability consists of the number of minutes in a month that the AARNet Network was not available to the Relevant Institution, other than unavailability due to Scheduled Maintenance or emergency maintenance or any unavailability resulting from:</p> <ul style="list-style-type: none"> (a) Violation of the AARNet Access Policy; (b) Relevant Institution's applications, equipment, or facilities; (c) Acts or omissions of the Relevant Institution including the inability to gain access the Relevant Institutions premises in a timely manner; or any use or user of the service where access has been provided by the Relevant Institution; or (d) Events beyond the control of APL.

<p>Scheduled Network Maintenance (that may impact on this service)</p>	<p>'Scheduled Maintenance' means any maintenance at the PoP Sites which may affect the Services to the Relevant Institution and where the Relevant Institution will be advised at least 48 hours in advance (and normally at least five working days in advance).</p> <p>Scheduled Maintenance is normally performed during a standard maintenance window on Wednesdays and Saturdays from 5 AM to 7 AM local time (or at other mutually agreed times) at the PoP Site to which Relevant Institution's circuit is connected.</p> <p>Notice of Scheduled Maintenance will normally be provided to the Relevant Institution's designated point of contact by email. Other methods of delivery such as telephone or fax may be used.</p>
<p>Unscheduled or emergency Maintenance (that may impact on this service)</p>	<p>Unscheduled or emergency maintenance may need to be undertaken to correct a condition that is adversely affecting the network. Reasonable efforts will be taken to minimise the impact of such maintenance on the Relevant Institution.</p>
<p>Network Fault reporting (that may impact on this service)</p>	<p>The 24 x 7 NOC can be contacted on 1300 APL NOC (1300 275 662) or by e-mail to noc@aarnet.edu.au</p> <p>The goal of APL's fault reporting assurance is to notify the Relevant Institution within 60 minutes after APL's determination that service to the Relevant Institution is unavailable or the Relevant Institution reporting a fault to APL. APL's standard procedure is to poll each Relevant Institution's AARNet connection every five minutes. If the Relevant Institution connection does not respond after two consecutive five-minute polls, APL will deem the service unavailable and will contact the Relevant Institution's designated point of contact.</p> <p>The fault reporting assurance process applies only to services provided in mainland Australia (including Tasmania) and only where the Relevant Institution has provided adequate contact information to APL. The Relevant Institution is solely responsible for providing APL with accurate and current contact information for the Relevant Institution's designated points of contact. APL will be relieved of its obligations under this fault reporting assurance if the contact information for the Relevant Institution is out of date or inaccurate due to the Relevant Institution's acts or omissions or for other reasons beyond APL's control.</p>