

VOICE OVER IP & UNIFIED COMMUNICATIONS

Service Description

The Cincinnati Bell Technology Solutions (CBTS) VoIP and Unified Communications service, which is open to all agencies, boards, commissions, local governments and state supported education institutions, as well as State of Ohio Cooperative Purchasing Program members, provides core telephony, voice mail, collaboration, video, audio, Fax2Mail, toll free calling and auto attendant functions to eligible customers. Optional services including Automatic Call Routing (ACR), Interactive Voice Response (IVR), Call Center Solutions, Session Initiation Protocol (SIP) Trunking, Accessphone and Captioning services are also available.

More information about the CBTS VoIP contract can be found at the OIT Telecommunication Contract page at: <http://das.ohio.gov/Divisions/InformationTechnology/TelecommunicationsServices.aspx>

A VoIP customer might also be interested in these OIT services:

- Ohio One Network
- Exchange Email

Customer Benefits

- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with building, supporting, monitoring and maintaining telephony related services. Entities that have VoIP systems can leverage the SIP service to reduce their long distance and trunking costs. Video services may also be used to reduce travels costs for meetings and reduce the need to use state vehicles.
- **Efficiency** - The service is delivered in a manner that requires fewer resources to meet the operational demands of the customer, and also is inclusive of calling within the state of Ohio and reduced long distance charges outside of Ohio. Through web collaboration and video conferencing that can also integrate with Skype for Business, additional savings and efficiency may be achieved through recovered time and reduced travel costs.
- **Scalability** - The service is configured according to current operational needs and may be easily modified and scaled as those needs evolve.

OIT Provides

- OIT manages the contract and relationship with the vendor.
- For OIT managed network customers, OIT will also provide IP addressing, voice VRF, DNS services and support and billing services.
- Quality of Service (QoS) Support

Maintenance Schedule

Upgrades and patches may be performed, if necessary, during maintenance windows on Sunday from 12:00 a.m. to 6:00 a.m. and Tuesday from 7:00 p.m. to 11:00 p.m., except for emergency repairs that cannot wait for a scheduled maintenance window.

Incident Response & Resolution

Support for business impacting critical events are 24 hours per day, 7 days a week, 365 days a year. Support for all other events. 8:00 a.m. to 5:00 p.m., five days a week, local site time, excluding holidays. CBTS will provide Tier 2 Help Desk Support for Subscribing Entities. Each end user should check with their own Help Desk or IT organization to make sure no problems exist before contacting CBTS. There should be a single POC and one backup within each organization appointed to contact CBTS Help Desk.

Service Objectives (Provided by CBTS)

Severity	Response Time	Repair Time Full Support Location	Repair Time Limited Support Location
Severity 1	15 Minutes	4 hours	6 hours
Severity 2	30 Minutes	8 hours	8 hours
Severity 3	30 Minutes	1 business days	1 business days
Severity 4	1 hour	2 business days	2 business days
Severity SR	30 Minutes	2 business days	2 business days

Customer Requirements

- Appointing help desk contact person to communicate with the CSC and CBTS for support issues
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Network readiness including QoS in place to support VoIP traffic
- Place service order via the OIT Enterprise Service Catalog
- Power over Ethernet to all phone locations
- Provide DAS OIT with a valid billing number
- PSTN connectivity for locations with survivability appliances
- Sufficient connectivity to Ohio One Network*
- UPS may be necessary in wiring closets

***Service must be obtained from OIT for an additional charge.**

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.