



onecommunity

Subscriber Guide



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WELCOME TO ONECOMMUNITY

Dear Subscriber:

Welcome to OneCommunity! By becoming a subscriber, you have chosen the fastest, most reliable network in Northeast Ohio.

OneCommunity is more than a fast connection to the Internet; it is an *intranet* that connects every subscriber to every other subscriber—a private information superhighway available specifically for your needs.

Your intranet connection opens up entirely new possibilities for communication, creation and manipulation of media (such as video and sound), collaboration on projects, sharing and transfer of massive data files, distance learning, and much more. In addition to providing your organization with increased efficiencies each and every day, OneCommunity enables technology to support – and accelerate – your organizational mission, and to interact with your community in ways that previous generations could never have dreamed of. Your imagination is truly free to explore the community impact your organization can make.

Many opportunities lie ahead. To get you started, this Subscriber Guide includes the information you will need to begin using and optimizing your connection. It outlines the terms and conditions of service, and provides current details on connections, services, and contact information for network staff to assist you. As our relationship evolves, we will support you with access to tools, potential technology partners and discussion venues that will help you explore new ways to interact with and engage the communities you serve.

We at OneCommunity pride ourselves in serving our subscribers. This is why we provide 24/7 network monitoring and help desk assistance from certified professionals. This is also why we strive to continually add new services, improve existing services, and engage with you to support imaginative opportunities for your organization and constituents.

Let us know what is important to you. We promise to listen. Together we will ensure that OneCommunity is the best possible network for your needs.

Sincerely,

OneCommunity Staff



GETTING STARTED WITH YOUR SUBSCRIPTION

There are three areas to consider for a successful start to your subscription: your environment, your support, and your maintenance expectations.

Environment

A suitable environment is essential to accommodate the network equipment needed for your connection:

- Network equipment must be located in a clean, secure area, selected by you in consultation with OneCommunity staff.
- Security, climate control and proximity to your technical staff are factors that should influence the choice of locations.
- AC power sufficient to operate networking equipment must be provided and maintained.
- OneCommunity staff must be allowed access to networking equipment for installation, testing and maintenance.
- A telephone with long-distance service must be located near the networking equipment.

Support

The following support and personnel should be identified prior to activating your subscription:

- An administrative contact who is responsible for ordering network services;
- A site coordinator for each site who serves as the primary contact for all technical matters related to installation, activation and maintenance of services.

Note: Site coordinators are not required to have technical backgrounds or training; therefore, one person may serve as both administrative contact and site coordinator.

Maintenance

Consistent interface is critical to our ability to respond to your needs. As such, the site coordinators you choose (or their alternates) should be named for our OneCommunity staff and authorized as the only individuals to report technical problems to the OneCommunity Network Operations Center (NOC). It is the site coordinator's responsibility to:

- Ensure that the problem is not local;
- Assist NOC staff in testing and troubleshooting the network by being the "hands and eyes" at your site;
- Provide accurate contact information for personnel at your site;
- Inform NOC staff of any locally scheduled outages or downtime prior to the activity.



NETWORK TECHNICAL STANDARDS

Access Speeds

The network backbone is comprised of multiple rings of WDM Gigabit transport that connect points of presence (or “nodes”) across the Cleveland area to your site and other networks.

Each site may have dedicated access to the network backbone using a wireless point-to-point, fiber or copper connection, or backbone connection at speeds ranging from 10 Mbps to 1 Gbps. The local access facilities at your location will determine the initial connection speed options available to you. Fiber-based connection speed can be upgraded as needed.

Supported Protocols

OneCommunity is a routed network that can transport any protocol capable of encapsulation in IP.

Security

Each OneCommunity point-of-presence (“POP”) is housed in a controlled-access facility and is protected by an uninterruptible power supply and emergency power generator. The facilities are environmentally controlled for heat, cooling and humidity. Only OneCommunity-authorized personnel have access to these secure facilities.

The NOC is housed in a remote, controlled-access, highly-available facility. It manages the network remotely through secure connections to routers and switches that are also secured by additional security measures such as address filtering and password.

You may request custom, enhanced end-user security, including a virtual private network (VPN).



SERVICE LEVEL STANDARDS

Operations Responsibilities

OneCommunity is responsible for the overall availability and accessibility of the OneCommunity network. Resolution of issues related to operations, management and outside vendors begins with One Community's staff. OneCommunity's responsibilities include the performance of all core network or network-related hardware and software. One Community's responsibilities extend from the core network to termination of "customer premise equipment" (CPE) devices or Metro-Ethernet end-points.

The following services are provided as part of your Baseline Service:

- Planning, scheduling, installation and testing of equipment at network access points and dedicated access connections at your site;
- Troubleshooting direct access connections;
- Daily operations, including preventive and corrective maintenance of the OneCommunity network and servers;
- Identification and resolution of information service problems;
- Technical support for Internet services;
- Liaison support between you and telecom vendors to ensure the quality and reliability of telecommunication services;
- Assignment of OneCommunity IP addresses and routes;
- Maintenance of primary and secondary Domain Name Servers;
- Custom solutions based upon your needs and services available.

Network Operations Center (NOC)

When you contact the NOC, you can expect to be served promptly and courteously. The NOC handles all troubles that can be pinpointed as issues affecting the OneCommunity network. The NOC is responsible for coordinating with you - the end-user - and vendors to resolve network problems.

The NOC assigns each network problem a trouble ticket number and enters it into a trouble ticket system. NOC staff coordinates repairs through subscribers and vendors. The NOC regularly logs progress and status into the trouble ticket system.

OneCommunity's network routers and backbone equipment are configured to automatically alert the NOC's engineers and managers when problems occur. This system ensures that most problems or potential problems are reported to the NOC, and are being addressed even before you become aware that problems have occurred.

Problems that cannot be resolved while you are on the telephone are immediately assigned to a network engineer. The ticket system automatically escalates outstanding problems to NOC management and assures you timely status updates.



INSTALLATION STANDARDS

OneCommunity provides the following installation services as part of the Basic Service:

Project Management

Project Management of network services includes the following:

- Setting installation dates with subscribers and vendors;
- Coordinating installation with subscribers, vendors, and engineers;
- Providing regular status reports throughout the lifecycle of the project.

Provisioning

Provisioning of network services includes the following:

- Conducting a technical needs assessment with the subscriber;
- Ordering services, circuits and other equipment;
- Monitoring orders to ensure timetables are kept and issues are resolved.

Testing & Turn-up

Testing and turn-up of network services includes the following:

- Testing services for acceptable performance, including connectivity, accessibility, bit error rates and latency measurements;
- Notifying subscribers of successful completion of testing and turn-up of circuit;
- Providing Subscriber Acceptance Sign-off document;
- Billing the subscriber after successful completion of testing.

NETWORK MANAGEMENT & MONITORING STANDARDS

OneCommunity performs all testing of OneCommunity-managed connections. Performance of circuits is tested and the results of these tests are collected and made available to you. The following applies to data collection:

- Data collection includes bit error rates and latency.
- Performance measurements for connections to the negotiated demarc extension.
- Specific methods of data collection may be shared with the subscriber.



APPENDIX 1: SUBSCRIBER SUPPORT SERVICES

Subscriber Support Services are available as part of your Basic Network Service.

Network Operations Center (NOC)

OneCommunity provides you with a fully managed service. The OneCommunity NOC monitors network performance 24x7 and may know of a problem even before you call. You have constant access to skilled, credentialed analysts who troubleshoot and resolve connectivity issues. OneCommunity guarantees a standard response time within 4 hours, although the NOC is generally available to work with you immediately.

For technical assistance with your network connection, contact:

ONECOMMUNITY NETWORK OPERATIONS CENTER		
Network Operations Center For network outage, or for other technical assistance, contact the Network Operations Center	Toll Free: (800) 569-5140	1cnoc@onecommunity.org

In the event that you do not receive a response within 4 hours from the NOC, please use the below escalation list to further pursue problem resolution.

CALL ORDER	CONTACT NAME	CONTACT PHONE	CONTACT E-MAIL
<i>Tier 1 – no response within four (4) hours</i>	Jon Gairing – Field Engineer	Cell: (440) 465-9407	jgairing@onecommunity.org
<i>Tier 2 – no response within six (6) hours</i>	Bob Wurm – Network Operations Manager	Cell: 216- 410-6731	bwurm@onecommunity.org
<i>Tier 3 – no response within eight (8) hours</i>	Milan Atanackovic – Operations Engineer	Cell: 330-418-5521	matanackovic@onecommunity.org
<i>Tier 4 – no response within ten (10) hours</i>	Ron Forster – Senior Engineering Project Manager	Cell: 216- 903-9276	rforster@onecommunity.org
<i>Tier 5 – no response within twelve (12) hours</i>	Chuck Girt – VP of Engineering	Cell: 440-241- 5349	cgirt@onecommunity.org



APPENDIX 2: INTRANET FEATURES

As an organization linked to a community intranet, your opportunities to leverage the network for accelerating your organization's mission are enormous. The Intranet features listed below are included with each managed OneCommunity connection. Some features require additional bandwidth. Network staff can assist you with configuration options and specific bandwidth requirements.*

Bandwidth

Bandwidth on the OneCommunity network is less expensive than bandwidth to points off of the OneCommunity network. If a significant portion of your Internet communications is with other OneCommunity subscribers, you may realize significant savings by subscribing to a higher total bandwidth for your connection (the "Intranet" bandwidth) than for off-network (i.e. "Internet" bandwidth) traffic.

High quality on-net communications

OneCommunity cannot guarantee the performance and quality of your communications across the global Internet. However, when you are communicating with other sites on the OneCommunity network, you are using a network engineered for demanding requirements, e.g. real-time multimedia applications. Our data goes directly across our high speed network to your collaborator without taking the long route typical with other Internet service providers.

Virtual Private Network (VPN)

OneCommunity can connect your branches together with your main location on a virtual private network, which is logically separate from the internet. This VPN can utilize your existing OneCommunity connections, providing quality of service that is enhanced over basic Internet traffic.

** For opportunities on how relationships and communications with other subscribers or the community at large can increase your organization's impact, please contact one of our OneCommunity staff.*



APPENDIX 3: INTERNET FEATURES

All Internet features of OneCommunity's Basic Service, listed below, are included with every subscriber's managed primary connection. Some features require additional bandwidth. Network staff can assist subscribers with specific bandwidth requirements.

High-speed Internet Access

Internet access has become indispensable in the modern workplace. With OneCommunity, your organization can have a quick on-ramp to the commercial Internet's vast array of information and services. OneCommunity provides direct Internet access through Tier 1 providers.

State and National inter-networking

OneCommunity was created exclusively to serve Northeast Ohio's nonprofit entities and public sector. As a subscriber of OneCommunity, you have direct access to a wide range of services as well as connections to other people and data on OneCommunity. OneCommunity is preparing for interconnections between the OneCommunity network and other high-bandwidth regional and national networks – stay tuned.

Domain Name Service (DNS)

DNS is an Internet service that translates domain names such as www.myorganization.org into the IP addresses such as 207.46.198.30 that the Internet uses. Every time you use a name to find a Web site or send an e-mail, a DNS server must translate the name into the correct corresponding IP address. OneCommunity provides two DNS services from redundant servers: Authoritative DNS and DNS Cache.

- **Authoritative DNS**

OneCommunity will help you define the name-to-address mappings and store these on OneCommunity's servers for anyone on the Internet to lookup the address of your externally accessible servers.

- **DNS Caching**

OneCommunity's servers provide fast answers for DNS lookups. All common web and Internet accesses will complete faster because OneCommunity's DNS caching servers will return lookups rather than waiting for requests to traverse the Internet to other organization's Authoritative servers.



APPENDIX 4: ACCOUNT TEAM CONTACT INFORMATION

OneCommunity Main Office: 216-923-2200

OneCommunity Main Fax: 216-621-3042

OneCommunity Account Management Team Contacts:

Michelle Weber
Customer Relationship Manager
Office phone: (216) 923-2296
Cell phone: (216) 904-4367
Email: mweber@onecommunity.org

Rich Dugger
Senior Account Executive
Cell Phone: (440) 382-1212
Email: rdugger@onecommunity.org

Tony Grech
Senior Account Executive
Cell Phone: 330-980-1250
Email: tgrech@onecommunity.org