

Videoconferencing One-time Fees

Your Videoconferencing Service Plan is composed of a combination of annual and one-time fees.

Annual fees for OTN Personal and Room-based videoconferencing services give you unlimited self-serve access to OTN's private and secure videoconferencing network. For more information about OTN annual fees, please see your Videoconferencing Service Plan under Policies/Membership at: <http://otn.ca/en/members/resource-library>.

One-time site and system set-up fees cover the costs associated with delivering and sustaining the administrative, infrastructure and technical services required to connect customers to our private and secure network.

Room-based Set-up Fees		
Site		
On-Net ¹		\$5,000
On-Net VLAN		\$2,500
Off-Net IP (includes one room-based system)		\$2,500
System		
OTN Installation and Certification ²	Videoconferencing Carts	\$2,500
	Desktop Unit	\$1,500
	System Move ³	\$1,500
	System Swap ³	\$1,500
Vendor Installation and OTN Certification	Wall Mount Unit ⁴	\$1,000
	Integrated Board Room ⁴	\$1,000
Personal Videoconferencing Set-up Fees		
New User Set-up		\$0
Transfer Account ³		\$175

¹For more information about On-Net, VLAN and Off-Net IP connections please read OTN's TSLA at: <http://otn.ca/sites/default/files/tsla-2012.pdf>

²OTN does not charge for travel incurred by Regional Technical Services (RTS) staff for installations.

³Includes system or user decommissioning.

⁴Member will arrange with Vendor for installation of these systems. OTN will install all other systems during set-up.

Note: All 3rd party Vendor installers must be pre-approved by RTS prior to installation. All fees are subject to HST. User subscription, set-up and transfer fees will be paid using operational funds provided to OTN by the MOHLTC if you receive 50% or more of total base operations funding from the MOHLTC, which includes OHIP and LHINS. OTN will provide 90 days' notice should this funding structure change.

About OTN

OTN is a not-for-profit organization funded by the Government of Ontario. Our mission is to develop and support telemedicine solutions that enhance access and quality of health care in Ontario, and inspire adoption by health care providers, organizations, and the public. Since our inception in 2006 the OTN network has experienced exponential growth, from 250 sites and 400 systems to more than 1,700 sites and 3,000 systems.

While OTN has traditionally charged Membership fees to non-Ministry of Health and Long-Term Care-funded organizations, room-based Membership remains free for organizations and providers that receive more than 50% of their funding from the Ministry. In 2010, OTN stopped receiving funds to support capital costs associated with delivering and sustaining the administrative, infrastructure and technical services required to connect customers to our private and secure network. OTN recovers these costs from all

customers through site and system set-up fees that are reviewed by the Ministry and the OTN Board of Directors.

Questions?

Ask your Regional Manager for help or email us at information@otn.ca.

Important Information:

1. Network Connectivity

OTN currently provides network connections for organizational Members with room-based equipment funded by the Ministry of Health and Long-Term Care (MOHLTC). All other organizations and individual members are responsible for providing their own connectivity. Current organizations using OTN-supplied circuits that do not meet above criteria are grandfathered through fiscal 2013/14. OTN does not provide network connections for Personal Videoconferencing users.

2. Personal Videoconferencing Account and Service Fees

Accounts are established for individual users and consistent with privacy and security policies, credentials must not be shared. Service fees are non-refundable regardless of the reason for discontinuation of the account. Organizational subscriptions can be transferred from one person to another providing that the initial account is decommissioned first and reactivated under another user. Set-up fees will apply to cover the cost of onboarding of the new organizational user. Solo subscriptions cannot be transferred. The solo-subscriber must request to be decommissioned and the new solo-subscriber must apply for their own account.

Fees for this service are determined based on an average cost for OTN to support and provide the hardware and software infrastructure as well as sustained delivery of the service. Should adoption of Personal Videoconferencing exceed current capacity, OTN reserves the right to limit the number of users pending expansion of service capacity. Fees may change based on OTN's cost to deliver the service. In the event of such a change, you will be provided with 90 days prior written notice. Upon successful activation of your service on the Network, you or your organization will receive an invoice for the balance owing.

3. Equipment

Members provide their own videoconferencing room-based or cart systems. Service fees do not include the cost of the software support warranty required for room-based systems (customer purchases directly from vendor). Personal Videoconferencing users provide their own hardware (computer) and peripherals (webcam and echo cancellation speakerphone). Any installation completed by a 3rd party vendor, regardless of approval of the vendor by OTN, that requires OTN RTS to perform an on-site visit will result in an additional set-up fee based on the type of equipment installed.

OTN has a limited number of Personal Videoconferencing kits available for providers receiving more than 50% of their base operations funding from the MOHLTC. OTN does not provide warranty support for the kits and will not replace any components should they be lost during shipment, are defective or become damaged.

4. Limits on Non-Clinical Users

Non-clinical users (education, administrative events only) are not eligible to join as solo providers. They must be employed by an organizational Member. Non-clinical sites must pre-schedule all connections to clinical sites.

5. Auditing

OTN may ask providers and organizations to produce proof of MOHLTC funding to ensure compliance with OTN's own funding agreement with the MOHLTC.