

OTN'S ROOM-BASED VIDEOCONFERENCING

ONE-TIME, SET-UP SERVICE FEES

As a member of OTN, you have access to OTNhub and its core services, including eVisit (personal computer videoconferencing), eConsult (secure messaging) and online learning. Members can also choose to equip their personal office, or organization, with a room-based videoconferencing system which offers convenience and efficiency for clinical care and education.

OTNhub's room-based videoconferencing systems include annual fees for those not funded by the Ministry of Health and Long Term Care (MOHLTC) or the Local Health Integration Network (LHIN) as well as a one-time system set-up service fee. These costs cover the delivery of your system and the on-going maintenance required to connect you to OTN's private and secure network, such as administration, infrastructure and technical service fees.

Members have two installations options for room-based systems:

	Self Serve	OTN On Site Support
Router Installation:	OTN provides, configures and ships a router to your site, complete with installation instructions. OTN Technical Support is available on the phone to assist.	An OTN technician configures and installs the router at your site, on your behalf. Your support is required for site access and to troubleshoot on-site network issues, impacting router installation.
Video System:	The purchase, delivery, and installation of your system from OTN's approved and supported product list is your responsibility. You may choose to install and certify the system yourself, or work with a vendor of your choice. You can then certify your system over the phone with OTN's Technical Support team.	The purchase, delivery, and installation of your system from OTN's approved and supported product list is your responsibility. You must ensure all parts are on site and available for the technician at the time of installation. The OTN technician will unpack, install, certify and test the system.
Troubleshooting:	OTN's Technical Support team is available to assist you should issues arise. You may also have an OTN technician visit you on site, however, additional costs may apply.	An OTN technician is available on-site to assist you should issues arise. If an OTN technician must visit your site, more than once, due to technical issues, additional costs may apply.



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Below are the fees associated with the set-up options listed above:

Service	Self-Serve		OTN On Site	
	Site Fee	System Fee	Site Fee	System Fee
New Site - On-Net, Off-Net & VLAN (includes certification of one system)	\$2,500		\$3,500	
System Certification		\$250		\$1,000
Change to a new Internet Service Provider (ISP)	\$500		\$1,000	

Note:

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

Important Information:

1. Network Connectivity

All organizations and individual members are responsible for providing their own internet connection that meets OTN's criteria.

2. Equipment

Members provide their own videoconferencing room-based systems. Service fees do not include the cost of the software and warranty required for systems must be purchased directly from the vendor. If you require OTN's assistance setting up your system, members will be charged an on-site service fee.

Questions?

Ask your Account Manager for help or email us at information@otn.ca or visit www.otnhub.ca for general information about OTN's services.

