

## 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. The set-up fee covers the costs associated with delivering and sustaining the administrative, infrastructure and technical services required to connect you to our private and secure network.

Members have two installations options for room-based systems:

	Self Serve	OTN On Site Support
<b>Router Installation:</b>	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.
<b>Video System:</b>	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.
<b>Troubleshooting:</b>	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
<b>New Site - On-Net, Off-Net &amp; VLAN</b> (includes certification of one system)	\$2,500		\$3,500	
<b>System Certification</b>		\$250		\$1,000
<b>Change to a new Internet Service Provider (ISP)</b>	\$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](http://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](mailto:information@otn.ca) or visit [www.otnhub.ca](http://www.otnhub.ca) for general information about OTN's services.

