

Oakland University

Connecting to the VoIP grid

Background

- Oakland became aware of the technology around the time of the Merit Annual Meeting, Spring 2004. Begin viability tests.
- Oakland conducts cyclical review of capacity and connectivity needs. During a review in September of 2004, can Oakland leverage VoIP technology?

Relevant factors in Considering VoIP

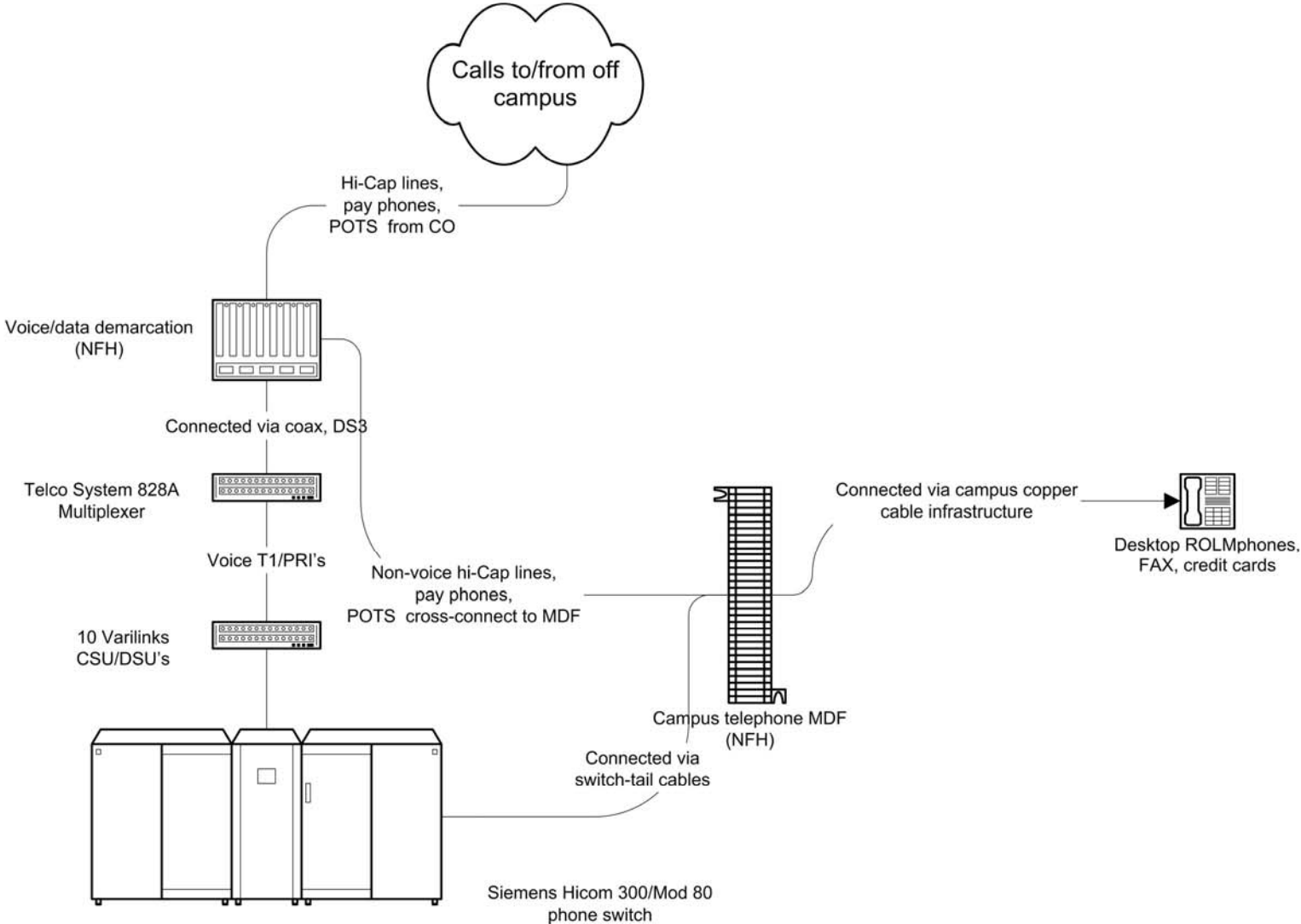
- Invitation to bid in a competitive environment (against all types of technologies) ... we're not replacing technology for technology's sake, we're simply looking for best fit.
- Low risk, high gain scenario for Oakland: both economic and technological
- Go-slow approach to allow Oakland to mitigate unanticipated problems

Pre-VoIP description

- An RFP issued in November 2004, describes the environment:

“Oakland University uses eight (8) PRI to handle its local call traffic, one (1) PRI to handle its toll call traffic and nineteen (19) voice trunks to handle its national and international long distance call traffic. These PRI's and voice trunks are connected from SBC central office (CO) to a demarcation room on campus through one DS3. Oakland University uses a Siemens Hicom 300/80 PBX for its telecommunications needs. There are approximately 3,600 telephone devices on campus. Most of call traffic goes through the Siemens PBX. The remaining traffic goes directly through SBC central office (CO) via plain-old-telephone-services (POTS) lines.”

OU Voice Trunk/Circuits Overview



Requirements

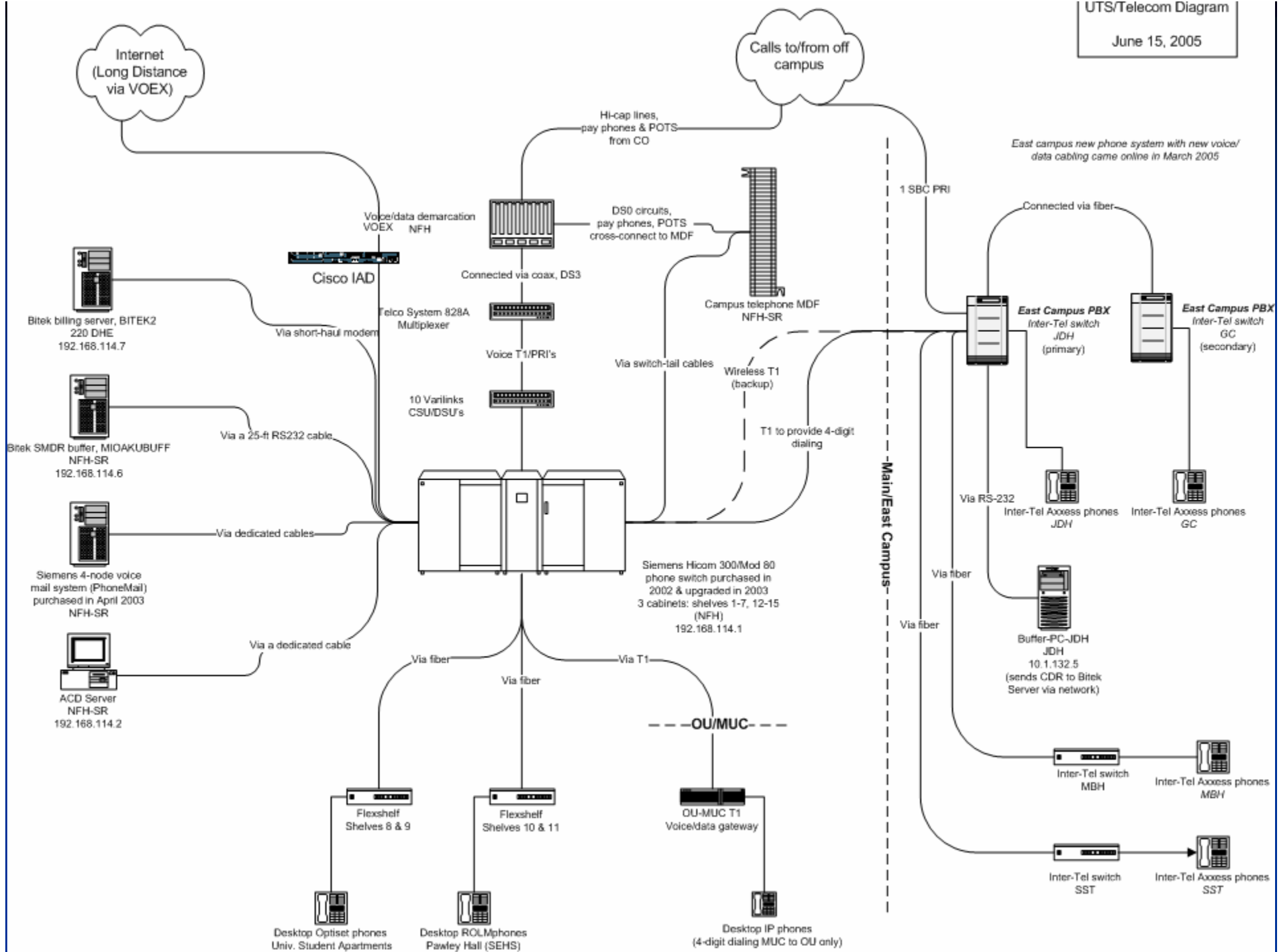
- While there were many requirements ... the RFP solicited VoIP responses using the following method:

4 Voice/data circuits

- 4.1 List low capacity circuit rates on analog (POTS) lines, off-premises circuits and base rate lines. This should include installation fee and recurring monthly charges.
- 4.2 List high capacity circuit rates on 56K, ISDN, T1, PRI, and DS3. This should include installation fee and recurring monthly charges.
- 4.3 List any alternative backbone mechanism and rates to carry voice traffic beyond OU voice/data demarcation area.
- 4.4 Ability to add and remove circuits at any time without rates change.
- 4.5 Explain circuit order process.

Results

- VoEx was awarded the bid to carry OU's international long distance service based on competitive call rates and circuit rates. (SBC and Broadwing selected as local and domestic carriers)
- Voex also becomes a secondary route for domestic long distance and provides disaster recovery options for Oakland in the event of a failure of our primary circuits



Anticipated Issues or Concerns

- Quality of Service – Connection between Merit and Oakland
- Interfaces to current and future technologies in place at Oakland
- Issues in the regulatory and legal environment
- Support mechanisms with VoEX – new relationship and new equipment

Value Propositions

- Lower costs on International Calls
- Elimination of dedicated circuit costs
- Leverage and add value to the existing Merit/Oakland relationship
- Redundancy/Disaster recovery alternatives
- Keeps Oakland current on the technology adaptation curve.