ACTI Conversation
August 2, 2012 – 1 p.m. ET
SIP Services: Communication in the Cloud
www.educause.edu/acti/events

This event was sponsored by the ACTI Communication, Collaboration, and Mobility Working Group

Moderators:
- Mark Katsouros, Director of Network Planning & Integration, The Pennsylvania State University, and ACTI-CCM Co-chair
- Jim Jokl, Director of Communications & Systems, University of Virginia, and ACTI-CCM Co-chair

Speakers:
- Randy Brogle, Senior Director, Network Services and Business Operations, Internet2
- Walt Magnussen, Director of Telecommunications and Director, Internet2 Technology Evaluation Center at Texas A&M University and U.S. UCAN Public Safety
- Ric Simmons, Deputy CIO/Executive Director, Louisiana State University

Abbreviated Transcript

Karen Wetzel (EDUCAUSE): Chat with attendees or ask the speakers a question using this chat pod. You can tweet this event using the hashtag: #EDUCAUSEACTI

Karen Wetzel (EDUCAUSE): The audio recording, slides, and transcript will be available from the ACTI Events page later today: http://www.educause.edu/acti/events

Walt Magnussen (Texas A&M): I am on line with Adobe but none of my phone options are working. Go figure : ) I will answer questions on line.

Mark Katsouros, Moderator: It should be noted that Walt is *not* using the I2 Net+ service to connect today. : -)

Walt Magnussen (Texas A&M): Noted and thanks. My Internet connection keeps dropping in and out. Again, not Internet2, I wish that it was. Even the hotel line is bad here.

Walt Magnussen (Texas A&M): Internet2 latency is almost non-existent. We have done round robin calls to Australia with no latency issues.

Walt Magnussen (Texas A&M): We feel certain that both TLS and SRTP (encryption of signaling and media) will work but it has not been tested.

Walt Magnussen (Texas A&M): Note that everything is 100% redundant
Walt Magnussen (Texas A&M): Survivable in your case would be a gateway with local trunks. This will allow calls even if your Internet2/Internet connections go down.

Walt Magnussen (Texas A&M): Yes, the call portal allows users to manage their own call routing. Depending upon how you want to do call to cell as well, that depends upon how you want to do it. This needs more discussion.

Ric Simmons (LSU): Pricing information is forthcoming

David Stack, UW-Milwaukee: So, will this be monthly bills according to usage?

Cliff: What if you want a second SBC on campus for HA?

Walt Magnussen (Texas A&M): Sip lines are all costs with no utilization. LD can either be added at about a penny an minute for CONUS or fixed with all you can drink

Walt Magnussen (Texas A&M): Cliff, Supported and recommended. Good question

Cliff: is the second SBC included in line cost?

Walt Magnussen (Texas A&M): Cliff, SBCs and local gateways are not included in the basic price. This, like phones are considered campus CPE.

Cliff: That makes sense, but the slide says $6.78/line includes border SBC and all CONUS usage.

Walt Magnussen (Texas A&M): It does include a basic, not HA SBC amortized over 5 years.

Cliff: thanks!

Walt Magnussen (Texas A&M): At this time we support AASTRA, Cisco, and Polycom. We will support others as long as they are SIP RFC compliant. We would have to do some development work to add it to our autoconfig tool.

Brian Clark: Real-time access to call records?

Karen Wetzel (EDUCAUSE): Interested in testing/trialing this service? Send an e-mail to sip@internet2.edu

Walt Magnussen (Texas A&M): Trunks would be using our trunks so they would not be local numbers. We do have call center

Vikram Be lum: pricing does not include the customer premise based equipment such as SBC and gateway

Brian Clark: Is there some sort of demo site we can visit to look at dashboards, ACD reporting, and other sorts of statistical views that are available for hosted PBX customers?

John Nichols: What CounterPath and other soft client phones are supported?
Cliff: What is pricing for SIP Trunking including local, toll, and CONUS LD?

OSUMEETME.VC (Derek): VIDEO - Will multipoint conferencing be supported?

Karen Wetzel (EDUCAUSE): If you are interested in more information on these services, be sure to let us know when you fill out the event evaluation at the end of today's webinar.

Walt Magnussen (Texas A&M): Brian, Near real time for CDR but polled at intervals to be determined.

OSUMEETME.VC (Derek): Here is the Internet2 NET+SIP site link: http://goo.gl/SVsAs

Walt Magnussen (Texas A&M): Derek, the system has a basic MCU for multi person conference calls. We also have a large scale conference service with scheduling and everything.

OSUMEETME.VC (Derek): Yes but is that specific to AUDIO "and/or" VIDEO.

OSUMEETME.VC (Derek): Can you clarify who acquired Global Crossings?

OSUMEETME.VC (Derek): Never mind it was level3.

Cliff: Thanks!

Karen Wetzel (EDUCAUSE): For more information, visit: http://www.internet2.edu/netplus/sip/

OSUMEETME.VC (Derek): (APPLAUSE)!!

Mark Katsouros, Moderator: Thanks, everyone, for your participation!