

## VOICE OVER IP (VoIP) SERVICE HIGHLIGHTS

### Cost Effective Service and Savings:

- The state's hosted VoIP solution is available to state and local government, purchasing cooperative members, higher education and K-12 schools. If your library is not a state purchasing cooperative member, information is at <http://oplin.org/go/coop>.
- Hosted solution has tiered pricing allowing for lower rates as adoption increases – current price of \$13/month/user set to drop to \$12.86 when there are 20,000 users and drops again for every additional 10,000 users – truly leverages the state of Ohio enterprise.
- Local calls are free, and all of Ohio is a local call.
- Long distance rate for calls outside of Ohio is \$.012 per minute.
- No cost for moves, adds, changes or deletes of users.
- VoIP phones are 4, 8, or 16 line phones, eliminating the costs for extra lines or shadow lines. Download the catalog from <http://oplin.org/go/phones>.
- Uses OARnet backbone for connecting to service throughout the state.
- Every participating organization receives at least 1 free MeetingPlace Audio Conference Bridge, and more can be purchased for \$6.61 per month

### Enhanced Functionality and Increased Services:

- Every participating organization has access to extensive call detail reporting system on demand, to manage and report on phone usage.
- Monthly service includes basic functions such as ACD (automatic call distribution) and hunt groups.
- Video phones allow for up to 4 people to be on a video call, at no additional charge, allowing for cost savings including potential travel cost reduction.
- Includes unified communications features like find-me follow-me, and many other features including support for mobile and home based workers
- Includes flexible e911 capabilities using 911 Enable
- Includes the ability to use Accessaphone to better serve visually and hearing impaired communities
- Designed with security in mind including tier3 data centers, encryption and full redundancy
- For more details and information visit: <https://soh.sp.ohio.gov/sites/ngts> or contact CBTS at [askngts@cbts.net](mailto:askngts@cbts.net)

### Technical note:

OPLIN has determined that many public libraries will need to make some changes to their networking configurations in order to use the state's hosted VoIP solution. Please contact <http://support.oplin.org> for details and assistance before purchasing.