

1. Q: After I've signed my contract with our new telecom vendor, how soon will I be on the OHN network?

A: Each site and its circuit installation, set-up and final OHN NOC configuration is unique. Therefore, each site and its vendor have different variables that affect the timeline. While there is no way to provide an exact timeline for how soon you will be connected to the network, a conservative range from circuit installation to connectivity to the OHN Network would be between 20 to 60 days.

2. Q: Once I'm connected to the OHN Network, how soon will my site be monitored and managed by the NOC?

A: After your broadband circuit is installed you can expect to be connected to the NOC within 3 to 5 business days.

3. Q: What is the overall process and timeline to get my site(s) on the network?

A:

- 1) Once a winning network vendor is selected through the OHN RFP process, the participant signs a services contract with the vendor, subject to OHN and USAC approval.
- 2) OHN participant signs the OHN Participation Agreement and pays annual fees
- 3) Vendor receives the USAC Funding Commitment Letter (FCL)
- 4) OHN participant's vendor orders broadband circuit(s)
- 5) Vendor works with the OHN Participant to provide contact and site information to the OHN NOC
- 6) Leaf Node is sent by the OHN NOC to vendor/site (3 to 7 Days)
- 7) Broadband circuit is installed by vendor/site, and OHN Participant is now "on" the OHN Network (this timeline is dependent on vendor circuit installation timeframe)
- 8) OHN NOC configures monitoring equipment for the OHN Participant location (3 to 5 days)
- 9) New Participant is on the OHN Network and being monitored by the OHN NOC

4. Q: What do I need to do to work with my vendor to make sure we get on the OHN NOC as soon as possible?

A: Ordering and receiving the broadband circuit is the lengthiest part of the process. Order the circuit immediately after signing the OHN Participation Agreement (with payment) to ensure the fastest turn-up time. Your vendor will work with you to give you an ETA for delivering the circuit. Additionally, your vendor will obtain important contact information and details about your site, which are also required to bring you on the OHN NOC. Providing correct information up front will help prevent delays. During the circuit installation process, the OHN NOC will work with you and your vendor to install and configure the monitoring equipment at your site.

5. Q: What if my vendor is not being responsive to get us hooked up to the NOC?

A: If you are having difficulty with your vendor, please contact the OHN NOC for assistance. The OHN NOC is here to assist you.

6. Q: While I'm waiting to be hooked up to the NOC, what value am I experiencing as an OHN participant?

A: As soon as your circuit is up and functioning, you will immediately experience the benefits of your new expanded broadband connection (increased speed, quality etc.)

7. Q: If I have a quality of service issue what do I do? (See example below, other scenarios will follow the same general troubleshooting process)

A: In the event of a service issue, the participant's IT personnel should initially contact their broadband service provider to open a problem ticket and check for problems with the circuit. If the service provider is not able to resolve the issue, the participant can call the OHN NOC and we will be happy to investigate and facilitate any reports of service impairment. The OHN NOC will notify and collaborate with all necessary entities to see that the issue is resolved as quickly as possible.

An Example:

OHN Site experiences problems with VoIP phone calls

1. OHN Site IT Personnel contacts service provider to open a problem ticket and check for problems with the circuit.
2. OHN Site checks OHN NOC Web portal for any indications of problems on the OHN network
 - a. If a problem is seen there also may be information indicating that the OHN NOC is aware of the problem and what is being done to resolve the issue
 - b. If no problem is seen or a problem is seen but no indication of what is being done continue to #3
3. OHN Site calls the OHN NOC and informs them of the problem with VoIP phone calls and provides the service provider problem ticket number assigned in step #1
4. The OHN will investigate to determine if there are any problems on the OHN network that could cause the VoIP call impairment
5. If the OHN NOC detects a problem they will notify and collaborate with all necessary entities to see that the issue is resolved as quickly as possible
 - a. If the OHN NOC is unable to detect a problem they may contact other involved entities for additional troubleshooting steps as necessary

