

1 Can the plasma TV's hang on the wall or do they have to go on the carts that are on the price list?

Yes, a plasma TV can be mounted on a wall. There are special wall brackets used for this purpose – especially for home installations where the TV is a true television set for entertainment use. A large plasma TV is heavy, so the wall needs to be strong, have load-bearing capacity, and have the capability of large lag bolts being secured to studs or comparable means of attachment. Additional issues: The videoconferencing system is approximately nine inches deep and requires a special shelf to be mounted above a wall-mounted plasma TV. Cables attaching to the rear of the videoconferencing system require another three inches of depth, so a shelf above a wall-mounted plasma TV will protrude out from the wall about one foot. A three-inch deep plasma TV plus bracket might protrude out four to five inches from the wall. This installation will work, however it is not optimal from a performance or aesthetic perspective. Also, this type of installation tends to be permanent and precludes the ability to move the equipment in any manner.

2 What pieces of equipment go on the cart?

Video display, videoconferencing system (camera/codec) power supply, and microphone and remote control when not otherwise in use.

3 Is first Street Center eligible for the USF subsidy?

Yes you are. According to the USAC Web Site and your census track number of 0903.01 you are eligible.

4 There is a \$100 "Monthly video cost" and the T1 costs – is there any additional per use cost?

The T1 cost plus \$100 monthly video costs provide for unlimited videoconferencing from a site to another site on the ONVOY network. If there is sufficient available bandwidth assigned to video on the T1, then the "built-in" multipoint software on the videoconferencing system at the customer site can be used to place multipoint calls to more than one distant site on the ONVOY network.

Additional "per use" costs would be incurred if a videoconference connection is made to a distant site not on the ONVOY network. Such charges may include a "gateway" usage fee to get off the ONVOY network and per-minute long distance charges, if applicable, to connect from the ONVOY gateway to the distant site not on the ONVOY network. The other type of per-use cost would be to participate in or host a large multipoint videoconference requiring the use of the ONVOY "bridge" (also called a multipoint control unit.) In this example, being a participating site in a "bridged" videoconference could cost \$25 per hour to connect to a port on the bridge. If a host organization is sponsoring the bridged event, the host might choose to pay all bridge port charges for participating sites.

5 What happens if I buy a system that does not have a designated site to go to . It will sit until a site is developed (no time table). How does this affect the Dept of Ag Grants relative to that second set of equipment?

For a videoconferencing system to qualify for USDA funding, the system must be designated to be installed at a physical location which has been provided to and approved by USDA. This requirement goes to the "rural telemedicine" purpose of the USDA grant program and the fact that "rurality" scoring factors were used by USDA in the grant award decision-making process.

6 There was discussion regarding a 5% add-on to the equipment to subsidize the Association.

I do not see that anywhere on the paperwork that I have just received. Is the going to happen or not?

There will not be any percentage cost added on to the equipment cost to subsidize the Association. This was not approved by the MACMHP Board.

7 I understand that any equipment that is on the Envoy network throughout the state (Country) (not just the Assoc.'s network) can be connected with the "multipoint unit" with NO bridging cost.

This is correct, in principle. There may be sites on the ONVOY network in Minnesota that are not part of New Connections. For example, there is a network in western Minnesota linking all clinics comprising Affiliated Community Medical Centers. Technically, you could include an ACMC site using your own multipoint unit, however ACMC's network is a small VPN (virtual private network) running on ONVOY's large VPN. This gives ACMC some security controls on with regard to who can and cannot connect with them. So you would not "permission" from ACMC to connect to their sites. Also, you would need to have enough bandwidth available to you on your local T1 connection to the ONVOY "backbone" network to fully utilize the multipoint capabilities of a multipoint-enabled videoconferencing system.

Regarding cross-country – i.e. cross U.S. connections – it depends on the distant site – say in Buffalo, New York, and what type of network connectivity exists there. Chances are that you would not be able to make a direct connection to a site in Buffalo, New York, without some special arrangements made with ONVOY's assistance. It would be likely that cross-country costs would be incurred. Such costs tend to vary as well as who pays them. A typical long-distance charge from ONVOY for a 384 kilobit per second call (good quality) would be \$.50 per minute. It might be appropriate for the Buffalo site to pay their costs of connection depending on the reasons why the videoconference is occurring.

If connection with another network is necessary what are the bridge costs. **The contract proposed by New Connections for Telehealth to ONVOY addresses the issue of improving cross network connectivity to achieve ease of use, reliability, and affordability objectives.**

In 2006 in the videoconferencing marketplace in Minnesota, there is no standard answer to this question. On the ONVOY network, it varies based on the particular event and the requirements of site, network, duration, technical options, and quality factors associated with connecting to the target (non-ONVOY) network.

Special work has recently occurred to simplify connections between the ONVOY network and the State of Minnesota's MNet network. Neither party has yet officially announced rates and procedures for cross-network connections. Requests have been made to both parties to obtain this information.

Per connect **Can be a \$25 per hour gateway fee to connect off the ONVOY network. Can be a gateway connect charge onto the target network. Can be a long-distance charge using ISDN lines to link from the ONVOY gateway to the target network's gateway.**
Per time utilized

8 If my total bill for equipment comes to \$4800 – the grant money will repay me X% of that amount. (ex: if match is 40% the grant match is \$1920 of the \$4800 – correct?)

The rule of thumb is 50% match. The grant reimbursement is 48% until our match of \$247,357.38 is reached. After that we get 100% reimbursement till all grant funds of \$475,021.63 have been used. The final % would be determined at that time.

9 Is the system at Anoka on the Onvoy system? If so, doing DC planning meeting should be

able to be done using this system? With the multi point system as part of my equipment, what if any connectivity cost would there be for an hour meeting with Anoka using the system – over and above the T1 monthly charge and the \$100 monthly video charge?

If this question is about the Anoka-Metro Regional Treatment Center, the answer is that the present videoconferencing network service at AMRTC is based on ISDN video circuits provided by ONVOY. Therefore, reliable connectivity between an ONVOY IP site –a New Connections for Telehealth site, for example, can now occur with the AMRTC. It is expected that there will be a migration of healthcare provider sites of many kinds – including those operated by the Minnesota Department of Human Services – onto private sector network such as the ONVOY network within the 2006-2007 timeframe. Such a migration of State Government sites must comply with the laws and policies of Minnesota controlling the procurement of network and related connectivity services.

10 What is the \$100 Monthly Video Charge for ?

It is for the services provided by ONVOY to assure quality and reliability of video and audio data on the T1 transmission line from the customer location to the on-ramp onto the ONVOY statewide network.

11 What is the monthly warranty charge ?

There is an annual warranty/maintenance charge for the videoconferencing equipment. This charge includes operating system software upgrades for the videoconferencing equipment, help-desk call-in service to diagnose and resolve problems, and repairs to the equipment needed to keep it performing 100%. Performance requirements of the vendor are specified in the contract between New Connections for Telehealth and the Video Guidance Company. Requirements include guaranteed turn-around time for equipment replacement in case of camera or video codec failure.

10 When I have asked on one of the ITV sessions, that I plan to put this into a hospital ED, and if there was any problem regarding this -- The response from Ron was -“well there would be a couple of issues to look at” – but no follow up. What, if any problem, would this create?

Don't think of this as problems but rather clearing defining the business partnership and understandings that will govern the use of the equipment and space. This could be handled through clear written agreements or defining clear contractual relationships. The focus should be on how the technology is to be applied and how how costs and revenues would be handled.