

Commonwealth Office of Technology Rated Service Description

DC40 Additional Service Clarifications

This service might provide cost saving opportunities but agencies need to recognize these Non-Mission Critical connections have service limitations including:

- Voice over Internet Protocol (VoIP) telephone service is not available via DSL connection
- In some instances, the farther an office is from the ISP central office, the weaker the signal becomes which impacts speed and reliability
- The connection will likely be faster receiving data than sending data over the Internet
- The service is not available everywhere
- Carries no guarantee of line speed
- In most cases, local ISP services carry no guarantee of repair timelines. It is “best effort only”. Therefore COT is unable to offer a service guarantee and there are no options for escalation
- The customer will be responsible for contacting the service provider to ensure the circuit is functioning properly, before contacting COT for assistance.
- COT will treat all Non-Mission Critical tickets as “Low” priority; which means that all other higher priority tickets will be worked first.
- Each Agency is responsible for any and all charges associated with the MODEM or device required to connect to the IPS network. ISPs may require proprietary equipment in order to operate effectively on their network.