

VTC Fact Sheet 4 – STAN Video Teleconference Service Fees

What are the costs associated with using the STAN video teleconferencing service? The cost varies depending on the type of service, number of sites, destination of conference participants, organizational association, duration of conference and other factors. This Fact Sheet provides an overview of these costs.

VIDEO TELECONFERENCE SERVICE FEES

The State Telehealth Access Network connects many different organizations including the UH Telecommunication Information Policy Group (TIP-G), Hawaii Health Systems Corporation (HHSC), Pacific Resources for Education and Learning (PREL) and others. These organizations provide varying levels of funding support for STAN operations. Conference fees may be waived by some organizations that contribute to support STAN operations, e.g. through a memorandum of agreement.

It is very important to note that the UH TIP-G program is not funded through UH General Funds. All personnel and operational costs are recovered through grants and partnerships. For sustainability of TIP-G and STAN operations services fees are assessed.

UH TIP-G and HHSC have similar video teleconference fee structures. You must follow the UH TIP-G or HHSC fee structure or a combination of both depending on the VTC facilities utilized in your conference.

The costs include:

- | | |
|----------------------------|---|
| VTC Room | Use of video teleconference (VTC) room or studio. This is based on availability. |
| MCU | Use of multi-point conferencing (MCU) bridge. This is for conferences that involve three or more sites |
| Intra-Island | Per hour cost for Intra-Island calls |
| Inter-Island | Per hour cost of Inter-Island calls |
| ISDN | ISDN cost for local, national, or international calls |
| Technical Test | Interconnecting other networks or locations to STAN may require pre-conference testing. This fee is to cover operations costs to conduct these tests. |
| Off-Hour Operations | Cost for operational support during hours outside of normal operations. |

TIP- G Hours of Operation:

M-F, 8:00 AM - 8:00 PM HST
Sat., 9:00 AM - 1:00 PM HST
Sun., 12:00 AM - 5:00 PM HST

PEACESAT/STAN Contact Information:

Phone: 808.956.6668; Fax: 808.956.4646; E-mail: stan@tipg.net

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INTERACTIVE VIDEO TELECONFERENCING UNIVERSITY OF HAWAII TIP-G

It is very important to note that the UH TIP-G program is not funded through UH General Funds. All personnel and operational costs are recovered through grants and partnerships. For sustainability of TIP-G and STAN operations there are services fees assessed.

1. For University of Hawaii Departments*:

VTC Room	No Charge
MCU	No Charge
Intra-Island	No Charge
Inter-Island	No Charge
ISDN.....	Actual ISDN Cost (Approximately \$60/hour, based on a 384Kbps call within the US). <i>(It is TIP-G's standard procedure for the remote site to dial in and incur the long distance charges.)</i>
Technical Test.....	First Hour No Charge \$100 – Beyond first hour
Off-Hour Operations.....	\$10.00 Per Hour/TIP-G Site <i>(Requires two weeks advance notice)</i>

*For courses scheduled on the standard UH semester calendar with standard tuition fees and no additional faculty overhead. All other programs are subject to Non-University of Hawaii fees. See below.

2. For Not-for-profits and UH Departments not directly connected to STAN and delivering programs outside of the standard UH semester and tuition schedule:

VTC Room	\$20.00 (Flat Fee)
MCU	\$20.00 Per Conference
Intra-Island	\$36.00 Per Hour/Per Site
Inter-Island	\$36.00 Per Hour/Per Site
ISDN	Actual ISDN Cost (Approximately \$60/hour, based on a 384Kbps call within the US). <i>(It is TIP-G's standard procedure for the remote site to dial in and incur the long distance charges.)</i>
Technical Test.....	First Hour No Charge \$100 – Beyond first hour
Off-Hour Operations	\$10.00 Per Hour/TIP-G Site <i>(Requires two weeks advance notice)</i>

3. All Others (i.e. Private Sector):

Per Site/Per Hour....	\$90.00
ISDN	Actual ISDN Cost (Approximately \$60/hour, based on a 384Kbps call within the US). <i>(It is TIP-G's standard procedure for the remote site to dial in and incur the long distance charges.)</i>
Technical Test.....	First Hour No Charge \$100 – Beyond first hour
Off-Hour Operations	\$10.00 Per Hour/TIP-G Site <i>(Requires two weeks advance notice)</i>



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HAWAII HEALTH SYSTEMS CORPORATION (HHSC)

1. For HHSC Facilities:

VTC Room No Charge
MCU No Charge
Intra-Island No Charge
Inter-Island No Charge
ISDN..... Actual ISDN Cost
(Approximately \$60/hour,
based on a 384Kbps call
within the US).

Technical Test..... No Charge

Off-Hour
Operations..... Not Available

2. For Non-HHSC Users:

Per Site/Per Hour... \$90.00
ISDN..... Actual ISDN Cost
(Approximately \$60/hour,
based on a 384Kbps call
within the US).

Technical Test..... No Charge

Off-Hour
Operations..... Not Available

INTERCONNECTIONS TO OTHER NETWORKS

The costs of using the different networks and facilities in Hawaii and the Pacific are based on schedule and availability of other VTC facilities and networks.

- **Hawaii Interactive Television System (HITS)** - If you seek to use a HITS facility on the neighbor islands, please contact the local HITS coordinators. For more information about HITS, contact Catherine Kawada at (808) 956-9664.
- **Hawaii State Government** - The State government has video conferencing systems on Kauai, Maui, and Hawaii. The facilities are managed by the Information and Communication Services Division of the Department of Accounting and General Services. For more information about the State video network, contact Lester Nakamura at (808) 587-1910.
- **PEACESAT Pacific Islands** - There are several Pacific Islands that are in the process of establishing a video conferencing system using the PEACESAT network (not ISDN). For general information, contact the STAN/PEACESAT operators at (808) 956-6668.

SATELLITE RECEIVE COSTS

This service receives satellite programs via a C- or KU- band downlink for viewing live or by videotape. Arrangements for satellite receive services can be made through the TIP-G Network Operations Center at (808) 956-6668. The STAN downlink facilities are located at the Samuel Mahelona Hospital and the Maui Community College.

Set-Up..... \$150.00
Additional Hours \$50.00 Per Hour
Non-Operational Hours..... \$75.00 Per Hour

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