

Technical Questions

VoIP

- 1) Is the preference to replace the current VoIP infrastructure or keep the current handsets in place? **Yes, our preference is to keep current handsets in place.**
 - a. If replace, are there Ethernet ports available to plug new phones into? Or will cable runs need to be provided? **Yes, there are PoE ports on HP switch to support all current phones and add some if needed.**
- 2) What is the current phone system in place at each location? **Cisco IP Phone SPA514G**
 - 2a) Is it cloud based or on premise? **Cloud**
 - ai) If on prem, do the phones connect to the phone system via Ethernet or Analog?
- 3) Are you looking for a provider to provide dial tone, and new phone equipment? Or just dial tone? **Just dial tone and support.**

Routers

- 1) Is the preference to replace the current MikroTik Routers or keep the existing in place? **Keep existing** assuming this is best option for our purposes.
- 2) Do your current routers handle failover between two separate connections? **I think so.**
 - 2a) Are you looking for this feature in a new router? **Depends on cost and need, assuming not currently provided.**
- 3) Do your current routers allow for a cloud-based portal for visibility and provisioning of your network? **Yes we think so but if not we would have to consider costs and feasibility as we are a small rural customer.**
 - 3a) Are you looking for this feature in a new router? **Yes,**

Fiber

- 1) Is Dedicated Synchronous Fiber Ethernet Internet Access the preferred primary data circuit? **Yes.** All of our buildings have fiber circuits except one location using microwave.
 - 1a) If not, what is the preferred access type for the primary data circuit?

Broadband

- 1) Are Broadband or other access types being considered for secondary access and/or failover? **No**
 - 1a) If so, what are the requirements for a secondary access circuit?
 - ai) Bandwidth (Download/Upload):
 - aii) Access Type (Cable Broadband, 4G LTE, etc.):

Wi-Fi

- 1) Is the preference to replace the current Ubiquiti wireless access points or keep the existing in place? **Keep**
- 2) Does the current W-Fi solution provide a port for cloud-based, remote management? **Yes**
 - a. If so, does this same portal also include network switch management? **Not sure, think so.**
 - b. If not, are you looking for these features in a new solution?
- 3) Does the current Wi-Fi solution provide real-time analytics and reports? **Don't know.**
 - a. Are you looking for this feature in a new solution?

Switches

- 1) Is the preference to replace the current HP managed POE switches or keep the existing in place? **Keep.**
- 2) Does the current Switching solution provide a portal for cloud-based orchestration and remote management? **Yes, think so.**
 - a. If so, does this same portal also include Wi-Fi management? **Think so.**
 - b. If not, are you looking for these features in a new solution?

Firewall

- 1) Is the preference to replace the current Firewall infrastructure or keep the current Firewall in place? **Keep.**
 - a. If replace, is the preference a cloud Firewall model or an on premise model?
- 2) What is the current Firewall solution? **Cloud based**
 - a. Is this cloud based or on prem? **No**
- 3) Are there any specific features needed on the firewall, outside of CIPA compliance? **No**

Managed Services

- 1) Is there a solution in place that is a cloud-based single pane of glass for billing consolidation, technical support, and network services management? **Yes.**
 - a. If not, is this something you're looking for? **Yes.**