



**FINANCE AND ADMINISTRATION CABINET
COMMONWEALTH OFFICE OF TECHNOLOGY**

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DC-40

Frequently Asked Questions

1) What will this new service cost?

The monthly COT data communication service rate (DC-40) is \$100 per month. A subscribing agency will also need to select a DSL service speed of 1.5Mb (\$49.95), 3.0 Mb (\$120.00) and 6.0Mb (\$140.00). These monthly charges will appear as a vendor pass-through charge based on selected service.

For Example, an agency subscribing to 1.5Mb DSL would see a monthly bill of \$149.95. \$49.95 being the vendor pass-through and \$100.00 being the COT fee.

2) Who do I call if my network isn't responding?

All inquiries should be directed to the Commonwealth Service Desk. Locally at (502)564-7576, toll free at (800) 372-7434 or via e-mail at CommonwealthServiceDesk@ky.gov

3) Who do I call if I have a question about my DSL service?

All inquiries should be directed to the Commonwealth Service Desk. Locally at (502)564-7576, toll free at (800) 372-7434 or via e-mail at CommonwealthServiceDesk@ky.gov

4) What line speed is guaranteed for my DSL service?

DSL service carries no guarantee of line speed.

5) How quickly does COT guarantee that any problems I have will be fixed?

DSL trouble report tickets receive no prioritization and/or escalation. COT will perform several problem resolution procedures and call the DSL service provider should these procedures not restore service. Once the DSL service provider has been contacted, COT tickets will be placed in "pending vendor" status with no guarantees of problem resolution.

DSL service carries no guarantee for service or repair timelines. It is "best effort only".

6) Does COT install/monitor/maintain/support/warranty any equipment at my site?

Yes. COT will install, monitor, maintain, support and warranty the COT-provided equipment at your site. This **does not** include the DSL modem provided by the phone company.

7) Will there ever be other charges from COT on top of the \$100?

Typically “No”, with the following exception. For brand new sites, a one-time charge associated with initially procuring network equipment and bringing your new site online will be applicable. For information on new sites and cost estimates, please contact the Commonwealth Service Desk.

8) If my Telco doesn't respond quickly enough to suite me, who do I call then?

DSL service carries no guarantee of service or repair timelines. It is “best effort only”. COT receives no service guarantee from DSL vendors and, therefore, provides none.

9) Will COT send somebody out to my site to help me when I have a problem?

Yes. COT will dispatch field services staff to support COT-provided equipment as required. COT acts only as a conduit to your local telecommunications vendor for any problem not directly related to COT-provided equipment.

10) Do I get access to the Global Address List and all the other stuff I typically can see on the network?

The COT rate provides access to the Commonwealth's private network. Access to specific applications is provided through this private network, however additional fees may apply. For example, e-mail boxes are available for a monthly fee per user, while eMARS is available to authorized users at no additional charge.

11) Will COT do anything for me other than send my call on to the local service provider?

Yes. COT will support the COT-provided equipment at your site. COT acts only as a conduit to your local telecommunications vendor for any problem not specific to COT-provided equipment.

12) How do I request a faster, or fully supported, service from COT?

COT is a one-stop-shop for service. All inquiries should be directed to the Commonwealth Service Desk. Locally at (502)564-7576, toll free at (800) 372-7434 or via e-mail at CommonwealthServiceDesk@ky.gov

13) How much does a fully supported circuit cost?

COT has three (3) business-class, fully-supported Data Communication service offerings (DC10, 20 and 30). The costs and service descriptions for these offerings are available at: <http://technology.ky.gov/services/datacommunicationkihcircuits.htm>