

# Commonwealth Office of Technology

## Rated Service Description

### Switch Port – (LN10)

#### LN10 Monthly, per each unit of 24 Switch Ports

The LN10 rated service is a unit cost defined as 24 switch ports. It applies to ports that are in use, those that are available for use by the Agency and those that are required to connect the switch and routing device to the Local Area Network (LAN) and Wide Area Network (WAN) infrastructure. Customers of this rated service must have a connection to the state's network and must be subscribers of the appropriate [DC10](#), [DC30](#) or [DC40](#) rated services.

The intent of this service is to charge an Agency for the unit of ports needed. If COT elects to install a 48 port switch in a location in which less than 24 ports are needed, the Agency will only be charged for one unit of LN10.

#### LN10 Includes the following **HARDWARE**

An Ethernet switch, capable of supporting Power over Ethernet (PoE) and required peripherals to connect to the LAN and WAN.

#### LN10 Includes the following **SOFTWARE**

None

#### LN10 Includes the following **SERVICES**

Managed Network Services:

- Device configuration, installation, and support including troubleshooting:
  1. With reconfiguration or modification as needed; and
  2. Onsite service when necessary
- Device moves, additions and changes
- Equipment replacement:
  1. For failed devices; and
  2. To refresh with an upgraded device after 5 years, as necessary
- Enterprise helpdesk support for all above services.

#### LN10 To initiate service or report a problem with this service

Please contact the Commonwealth Service Desk:

- 24x7 Phone support: 502-564-7576 or Toll free support number: 800-372-7434
- Note: Requests received after normal business hours will be addressed the next business day, unless deemed critical or previously identified as a 24 x 7 facility
- Via e-mail [CommonwealthServiceDesk@ky.gov](mailto:CommonwealthServiceDesk@ky.gov)

An authorized Agency [contact](#) will need to complete an F180 request [form](#) and provide a valid billing number when requesting new service. Requests for change or troubleshooting must include; Agency, local on-site contact cellular telephone number, street address and city. The Service Desk may request additional information from the on-site contact.

#### LN10 Additional Service Clarifications

These services are provisioned, configured, installed, and supported by COT. Providing these value-added services (configuration, support, troubleshooting, monitoring, and security) allows agencies to concentrate on their core mission.