

Network Nebraska Statewide Internet Fee

December 30, 2014

Last updated: December 30, 2014

1. Rate (July 1, 2014 to June 30, 2015)

Statewide Internet Access for Network Nebraska-Education Participants is available from network aggregation points in Omaha, Nebraska, and Lincoln, Nebraska. Current rates for traffic from these aggregation points include:

- \$ 1.2844/Mbps/month for Non-E-rate eligible entities (e.g. colleges, universities)
- \$ 0.3982/Mbps/month for E-rate eligible entities (e.g. K-12 schools, ESUs, public libraries)
- \$.0470/Mbps/month Commercial Peering Service for any entity purchasing Internet (e.g. K-12 schools, ESUs, colleges, universities, public libraries)

2. General Overview:

Commodity Internet access is available for Network Nebraska-Education participants and other political subdivisions that have wide area network access to aggregation points in Omaha and Lincoln.

Commercial Peering Service is an additional 3Gbps of Internet purchased through Internet2 that allows for direct routing between Network Nebraska entities and a host of private companies such as Microsoft, Google, and Apple.

The Network Nebraska Statewide Internet Fee is only available to Network Nebraska participants. Network Nebraska-Education bids statewide Internet access from two locations, 901 N. 17th at Nebraska Hall in Lincoln and 1623 Farnam, Suite 300A, Omaha, Nebraska on behalf of all 274 participants of Network Nebraska-Education **& other political subdivisions**. Other Network Nebraska-Education fees (Participation Fee & Interregional Transport Fee) help pay for the staff, infrastructure, and transport to make these commodity Internet rates possible. It would be incorrect for any state agency or political subdivision to assume that they could simply connect to one of these two aggregation points and then be eligible for such inexpensive Internet, when the Office of the CIO Internet rates are higher and include the cost of doing business.

3. Service Description:

Commodity Internet access was bid by the State of Nebraska and University of Nebraska and awarded and contracted with Unite Private Networks, State contract #51026(04), 7/1/2012-6/30/2015: [http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/51026\(o4\)awd.pdf](http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/51026(o4)awd.pdf) and Windstream Communications, UNL Contract #2163-13-8116, 7/1/2014-6/30/2019. All purchases are aggregated, ordered and paid through the Nebraska Office of the CIO.

- This service includes “raw” commodity Internet that is devoid of any firewall, filtering, or other bundled services;
- This service also includes 3Gbps of Internet2 Commercial Peering Service that is devoid of any firewall, filtering, or other bundled services;
- Only entities that are paying participants with Network Nebraska-Education are eligible to purchase Statewide Internet.

This service does not include the cost of transport to the aggregation points in Omaha and Lincoln.

Contact Tom Rolfes, tom.rolfes@nebraska.gov, 402-471-7969, for more information.

4. Roles and Responsibilities:

Network Nebraska-Education Network Operations

- 24/7 monitoring of Internet services and notification of any planned maintenance/outages
- Problem resolution and follow up with Participants following any unexpected outages

The Office of the CIO is responsible for:

- Aggregation of total statewide Internet purchases, E-rate filing, placing orders with respective vendors, and payment of monthly invoices
- Vendor contract negotiations and compliance, technology refreshment meetings, and blended rate setting
- Rebilling Participants for Internet usage

Network Nebraska-Education Participants purchasing this service are responsible for:

- Immediate notification to Network Nebraska-Education Help Desk for any detected problems in service quality, availability or reliability.
- Prompt and accurate payment to the State of Nebraska for any Internet services ordered

5. Requesting Service:

Eligible Network Nebraska-Education entities and political subdivisions should contact Tom Rolfes, tom.rolfes@nebraska.gov, 402-471-7969, for more information.

6. Billing Information:

All Internet purchases will be aggregated, ordered and paid to Unite Private Networks through the Office of the CIO. The Office of the CIO will file e-rate applications for the eligible entities. The Office of the CIO will send monthly invoices to the entities making Internet purchases.

7. Service Hours, Response Times and Escalation:

If any problems are detected, please contact Network Nebraska-Education Network Operations Center:

- Toll free 1-888-637-6327 (1-888-NET-NEBR), local 402-472-7656, or NOC@nebraska.edu

The state contract with Unite Private Networks establishes service level standards and penalties. As stated in RFP 3827 [which is part of contract #51026(04)]: “At a minimum, Internet availability will be 99.95% or greater as measured over twelve consecutive months (4.38 hours of outage per year).” Any credits for non-performance or outages exceeding the minimum Internet availability will be sought by the State on behalf of any or all entities that have committed to purchase through this State contract.

For further information, please contact:

Network Nebraska-Education Network Operations Center

NOC@nebraska.edu

Toll Free 888-638-6327 (1-888-NET-NEBR)

Local 402-471-7656

You may also contact:

Office of the CIO Help Desk

cio.help@nebraska.gov

402-471-4636 or 800-982-2468