

## FAQ for 2015 Library LOA Participants

### My Library's CENIC Connection

This is an exciting time for libraries as they are joining CENIC and connecting to CalREN. With new projects, we anticipate that there are still some outstanding questions. This FAQ intends to highlight some of the most common questions.

1. Will libraries still need to file for E-rate discounts?
  - a. This consortium project is specifically for high-speed broadband services to connect libraries to CalREN. If a library would like to receive E-rate discounts for other eligible services, such as internal Wi-Fi or voice/phones, then that library must file separately for these other eligible services in order to receive E-rate discounts on them.
  
2. How is CENIC handling the E-rate process?
  - a. CENIC will handle all aspects of the E-rate process, including filing all E-rate forms (470, 471, 486, 472, etc) on behalf of consortium members for the new broadband services identified through CENIC's bid process. CENIC will also respond to questions, if any arise through the Program Integrity Assurance (PIA) review, regarding these broadband services. The PIA is a process used by USAC to review applications for compliance with program rules and policies. During this process, USAC reviews the information submitted on a Form 471 and may contact the applicant with additional questions prior to awarding funds.
  
3. Will libraries be able to receive California Teleconnect Fund (CTF) discounts on broadband services?
  - a. Yes, in addition to applying for E-rate discounts, CENIC will also apply for CTF discounts on these broadband services for consortium members.
  
4. Will libraries participating in this E-rate consortium need to comply with Children's Internet Protection Act (CIPA) requirements?
  - a. The broadband services being procured through this E-rate consortium are telecommunications circuits, which are not subject to CIPA. Therefore, if the library is only receiving E-rate funded services through the consortium, it will not be subject to the CIPA compliance requirements. If the library is separately applying for E-rate on other services, the library

will need to follow E-rate guidelines regarding CIPA compliance on those services.

Libraries connecting to CalREN will also receive Internet services from CENIC. However, since CENIC does not apply for E-rate discounts on these services in the consortium's E-rate application, provides Internet access separately, and does not charge the libraries in the consortium for Internet access, there is no CIPA compliance requirement for receiving Internet access through CENIC.

5. Are there any restrictions on the use of the circuits purchased in this program?
  - a. E-rate guidelines state that E-rate funded services for libraries should be used to support activities that are integral, immediate, and proximate to the provision of library services. We encourage all libraries to follow USAC guidelines with respect to use of circuits purchased through the consortium. All activities that occur on library property are presumed to be integral, immediate, and proximate to the provision of library services to library patrons. Use of E-rate funded services by City or County Government employees outside of these parameters would be considered ineligible for E-rate funding.
  
6. What are the total costs to connect to CalREN? Will there be any additional unforeseen costs?
  - a. The costs provided in quotes, except where we've explicitly stated that there are additional costs to be determined, include the total cost to the library for new circuits. The quotes include any special construction costs if required.
  
  - b. If a library chooses to relocate the circuit to a server room or any other location, then there will be additional costs to pay for the move.
  
  - c. If additional electrical power is required in the library's Minimum Point of Entry in order to house the equipment there, then this cost will need to be paid for by the library. However, this cost is eligible for grant funding through the CSL. Please refer to Question 11.
  
7. What about non-recurring charges? Will these be included in the E-rate consortium application?

- a. Yes, all non-recurring charges will be included in the E-rate consortium application. Please note that these costs are eligible for E-rate discounts, but they are not eligible for CTF discounts.
8. Could CTF discounts be lost if the consortium elects to file for E-rate funds as a reimbursement versus a discount?
  - a. CENIC has over a decade of experience with statewide consortial E-rate applications and will ensure that libraries receive CTF discounts on all services eligible for CTF discounts.
9. CENIC has proposed a 1Gbps circuit to connect my library to CalREN. What are the download and upload speeds on that circuit?
  - a. In all cases, CENIC circuits have the same bandwidth in both directions. So in this case, it is 1Gbps from the library to CalREN, and 1Gbps from CalREN to the library.
10. In my call with CENIC discussing our connectivity options, I was informed that we need two lines to connect: one line from the County Main Library and another to the CalREN Hub. I thought the upload and downloads shared the same line. Can you explain why I need two lines?
  - a. This situation only applies to those libraries that are connecting with an AT&T Switched Ethernet service. This "cloud" networking service requires one circuit from the County Main Library to the "AT&T cloud" and then another from the "AT&T cloud" to CalREN. These are shown separately even though both MUST be present for the service to work.

## **Transitioning to CENIC**

In order to facilitate a smooth transition from a library's current provider to CENIC, there are a few items that libraries should be aware of to minimize any disruption of service or unnecessary costs. Until libraries have successfully migrated over to CENIC, we encourage all libraries, especially for those libraries who currently apply for E-rate discounts, to continue to file a separate Form 470 for existing and new Internet and voice services. It would be prudent to continue to apply for discounts on existing services until the new service is installed and operational. As referenced in Question 1 above, the library consortium is for broadband services, and does not at this time include any Category Two or voice services.

11. When will libraries be able to connect to CENIC?
  - a. Per the federal rules, E-rate discounts apply to services starting July 1 of each year. A roll-out process is being developed for connecting libraries to

CENIC as early as July 1, 2015, and will be informed by which libraries have committed to participating in the consortium. A library can connect prior to July 1, 2015 if the library is able to cover the full non-discounted costs of connecting, both the non-recurring and monthly recurring costs.

12. Will any additional equipment be needed at each library branch?

- a. Yes, either a router or switch will be needed at each branch connecting them to the main library. The main library will be the connection point to CalREN.

13. What if the jurisdiction or a branch is unable to pay for all of the new routers or switches? Should the jurisdiction separately apply for E-rate on this equipment? Should this be included on the Form 470 when applying for Category Two or voice services?

- a. Options to assist with paying for a new router/switch at each branch include:
  - i. A library can apply for E-rate on the necessary routers and/or switches. Please note that this option will require CIPA compliance.
  - ii. The California State Library is offering a grant program to help pay for one-time costs including equipment (routers and/or switches). More details about this grant program will be forthcoming from CSL.
  - iii. To reduce costs, Califa, working with CENIC and CSL, will be coordinating a bulk purchase of equipment from Cisco this spring and using a competitive bid process with Cisco resellers. This bulk purchase will take advantage of deep discounts, substantially reducing costs for needed routers or switches at each branch. Money obtained through the CSL grant may be used to pay for equipment obtained through the bulk purchase.

14. We heard that only 30 libraries will be selected to participate in the consortium. Do you know what the selection criteria are?

- a. This is incorrect. All libraries that choose to participate and connect to CalREN are welcome as long as they submitted a completed LOA.

15. Is there a sample contract for broadband services that we can show our administrative personnel?

- a. Yes, to find the standard language, please go to:  
<http://califa.org/broadband> and look under **Important Documents** for [CENIC – Califa – Library Agreement Revised](#)