

**ICSD-197 VCC SERVICE REQUEST ATTACHMENT**  
**Instructions**

**A. When Used**

This form must be submitted with ICSD-196, Request to Use Video Conferencing Centers & Video Bridging Services whenever the conferencing is done over ISDN or if additional H.323 sites are to be registered or used. This form is designed to be completed online then printed and faxed or mailed to the ICSD Assistance Center. The fax number and address are on the form.

**B. General**

This form must be received at the ICSD Assistance Center in order for the video conference call to be scheduled. For information regarding charges, see FAQ at:

<https://hawaiioint.sharepoint.com/sites/ets/AC/VCC/SitePages/Home.aspx>

**C. Forms Items Usage:**

**ISDN BILLING**

The table below can be used to estimate the cost of an ISDN video conference call, excluding any taxes or service charges. Please note that the table is for illustrative purposes and shows estimated costs. Charges may change without notice. Actual costs may vary.

Calls to sites on Oahu	Flat usage charge of \$.05 for 1 <sup>st</sup> minute + \$.01 per each additional minute
Calls to neighbor islands	Flat usage charge (same as above) + \$.10 per minute per 64Kbps channel
Nationwide	Flat usage charge (same as above) + \$.10 per minute per 64Kbps channel
International	Flat usage charge (same as above) + varying per minute charges per 64Kbps channel

Speed	Channels Used at 64Kbs
128Kbps	2
256Kbps	4
384Kbps	6

The formula used to calculate charges is as follows:

$$(\text{Flat usage charge} + \text{Long distance charge}) = \text{Per channel charge}$$

$$\text{Per channel charge} * \text{Channels Used at 64Kbps} = \text{Total charges for conference}$$

Example:

Inter-Island call at 384Kbps for 1 hour would be calculated as follows:

**Flat usage charge** = \$.05 (first minute) + \$.59 (59 minutes at \$.01) = \$.64

**Long distance charge** = (60 minutes \* \$.10) = \$6.00

**Per channel charge** = \$.64 usage + \$6.00 long distance = **\$6.64**

**Total charges for conference** = **\$6.64 Per channel charge** \* 6 **Channels Used** (384Kbps) = **\$39.84**

**For ICSD Use Only** The area in the upper right corner of the form is reserved for ICSD to schedule and track the use of the Conference Centers.

- 1. Name of Person to Bill.** The name of the person to whom the bill will be sent. If the request is for additional H.323 sites or site registration, this is the name of the requestor.
- 2. Title.** The title of the person identified in Item #1.
- 3. Phone Number.** The area code, phone number, and extension of the person identified in Item #1.

4. **Department/Division/Branch.** The names of the department, division, and branch of the person identified in Item #1.
5. **Email Address.** The email address of the person identified in Item #1.
6. **Billing Address.** Street address, city, state and zip code of the location to which the bill is to be mailed.
7. **Special Instructions.** Note any special requirements or information needed to be considered for billing.
8. **Signature of Person to Bill.** The signature of the person in item #1 to whom the bill is to be sent.
9. **Date.** The date that the form is completed. Format m/d/yyyy.

#### **ADDITIONAL H.323 SITES**

10. **H.323 Site Name.** The name assigned by ICSD to the video conference site. If the site has not been registered with ICSD, enter a descriptive name.
11. **Name of Trained Person.** The name of the person who is trained in the use of equipment and procedures and who will be present at the conference site.
12. **Site Phone Number.** The area code, phone number, and extension of the voice phone located at the site.
13. **IP Address.** The IP Address of the equipment at the video conference facility.
14. **Call Type.** From the dropdown menu, select either **Dial-in** or **Dial-out**. **Dial-out** calls are subject to toll and usage charges. User must complete Form: ICSD-197, VCC Service Request Attachment, ISDN Billing section.

#### **VIDEO CONFERENCING SITE REGISTRATION**

15. **H.323 Site Name.** The name assigned by ICSD to the video conference site.
16. **Make/Model of Equipment.** The manufacturer's make and model identification information.
17. **Location Information.** Information detailing where the site that is being registered is located.
18. **IP Address.** The IP Address of the equipment at the video conference facility that is being registered.
19. **Site Voice Phone.** The area code, phone number, and extension of the voice phone located at the site that is being registered.