Voice over IP (VoIP) Telephony Guidelines

We believe there are three solutions that schools and academies will choose when deciding to implement VoIP. These guidelines will clarify what Coventry City Council ICT Services (ICT) will require and/or offer in relation to implementation.

1. A dedicated circuit (such as FTTC (Fibre to the Cabinet)) is purchased but the school or academy does not plan to run VoIP services over an ICT supported admin or curriculum network.
   1. You can proceed without any interaction with ICT.
2. A dedicated circuit (such as FTTC) is purchased and the school or academy plan to run VoIP services over an ICT supported admin or curriculum network.
   1. The dedicated circuit will need to be connected to our firewall. ICT will manage this connection.
   2. Quality of Service (QoS) will be enabled on the firewall which will use a 1 Gbps link where the connecting device allows.
   3. ICT are not responsible for the performance of internal switches and therefore will not guarantee performance of VoIP across the supported admin or curriculum networks.
   4. ICT will not investigate poor performance of VoIP across supported admin or curriculum networks.
3. A VoIP solution is purchased and is implemented using your ICT provided ISP connection where the school or academy will run VoIP services over an ICT supported admin or curriculum network.
   1. ICT will run QoS from the firewall through to the internet facing edge device, with a maximum link-speed of 1 Gbps.
   2. ICT are not responsible for the performance of internal switches and therefore will not guarantee QoS and the performance of VoIP across the supported admin or curriculum networks.
   3. It is the schools or academy’s responsibility to ensure that any device connected to the network to support VoIP is configured correctly.
   4. ICT will not investigate poor performance of VoIP across supported admin or curriculum networks.

Please note:

For options 2 and 3 the decision to implement VoIP services is at the risk of the school or academy.

Supported admin or curriculum networks are defined in the SLA as including server, back up and workstation support. Internal switches on these networks are not supported by ICT and consequently we will not guarantee performance of the network with the implementation of VoIP services. For further detail on what is included as supported please refer to the ICT SLA here: <http://www.coventry.gov.uk/downloads/download/2462/detailed_sla_for_ict_services>

Any investigation works on VoIP related incidents carried out by ICT that is determined to have been the cause of a third party or due to internal switch performance will be chargeable at the standard rate detailed in your SLA.