

# Frequently Asked Questions

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## About the NYSERNet/Quilt CIS Program

September 10, 2010

### What is the Quilt?

The Quilt is a consortium of providers of advanced regional network services, like NYSERNet, working together to promote the delivery of low-cost, high-performance network services to the research and education community. You can learn more about the Quilt here:

<http://www.thequilt.net/>

### What is NYSERNet's role in the Quilt?

NYSERNet is a founding member and a guiding voice in the Quilt's ongoing evolution. NYSERNet's President, Tim Lance, serves on the Quilt's Executive Committee. Steve Kankus, NYSERNet's COO, has served on the last three CIS RFP committees. Mary Hyla, NYSERNet's CFO, is a member of the Quilt's financial focus group. Bill Owens, CTO, and Steve Kankus have presented numerous times at the Quilt member meetings.

### What is the Quilt CIS Program?

The Quilt's CIS (Commercial Internet Service) program is a multi-vendor, bulk-buying program that is open to Quilt members and their constituent organizations.

### How does the program work?

The Quilt undertakes a biennial process to identify Internet service providers interested in and qualified to provide services to Quilt members. The Quilt seeks vendors willing to offer discounts based upon the aggregate Quilt bandwidth purchase (now approaching 100 Gb) and which are willing to extend the technologies they deploy in their networks. (The Quilt is keenly interested in promoting support for Ethernet, IPv6, jumbo frames, and multicast.)

The Quilt's CIS RFP process is central to this quest. From this process, the Quilt selects several vendors with which it enters into master services agreements (MSA). Each MSA sets the pricing and terms the vendor (called a Quilt Authorized Provider or QAP) agrees to extend to Quilt members and the details of any associated discount mechanisms. Institutions registered as Quilt Authorized Buyers (QABs) may purchase services from any of the QAPs under the basic terms stipulated in the Quilt MSA.

### Who are the current Quilt Authorized Providers?

The Quilt just concluded its 2010 RFP process, announcing that Level3, TeliaSonera International Carrier (TSIC), Cogent, Time Warner Telecom, Qwest, Internet2 (Level3) and NLR (TSIC) are the latest QAPs.

## How can my institution participate in the CIS program?

In order to purchase services via the Quilt CIS program, your institution must be a registered QAB. In order to do so, your institution must be a dues-paying member of NYSERNet.

## How can my institution become a member of NYSERNet?

To be considered for NYSERNet membership, your institution must meet NYSERNet's membership requirements. You can learn more about NYSERNet membership here: <http://www.nysernet.org/policies/membership.pdf>

If you believe your institution qualifies, and you would like to join NYSERNet, you must complete and submit a NYSERNet membership application. The determination process for new applications takes less than seven days.

## Can't my institution simply become a member of the Quilt instead?

The Quilt's by-laws state that membership is open to: (i) non-profit regional network aggregators providing advanced network services in support of research and education, and/or (ii) organizations invited by the Quilt Steering Committee that demonstrate leadership and collaboration in advanced networking. None of NYSERNet's members qualify under (i), though it is conceivable some might attempt to argue they qualify under (ii).

You can learn about Quilt membership here: <http://www.thequilt.net/membership-faq.html>

You can view a list of Quilt members here: <http://www.thequilt.net/participants.html>

## Can NYSERNet share the QAP pricing with us?

NYSERNet can provide budgetary pricing. Most QAPs base their pricing on the aggregate bandwidth purchased by the QABs. Thus as new bandwidth thresholds are reached prices change. Additionally, not all QAPs price solely based upon provisioned bandwidth. Cross-connect, backhaul and other charges may apply. To understand all of the costs associated with connecting to any QAP, you need to get a price quotation from the QAP. NYSERNet is prepared to assist with this.

## What is the process for securing services via the Quilt CIS program?

Contact NYSERNet to discuss your institution's needs and the options available. (Not all Quilt providers serve all of the locations important to our members. Not all vendor services are available in all cities.) NYSERNet will work with you to obtain price quotations from the QAPs. Once you have selected the QAP and the service that is right for your institution, you will sign a service agreement directly with that QAP. The QAP will work with you to implement the service.

*Because the service agreement is between the institution and the QAP, NYSERNet is not a party to this service agreement and has no obligation to the institution.*

## Can my institution work directly with a QAP rather than through NYSERNet?

If you are already working with a QAP, you may continue to do so. Be sure to inform the QAP's representative that your institution is a QAB. If you are not already working with a QAP but wish to, NYSERNet can provide you with contact information and arrange a meeting.

## What services can NYSERNet provide my institution if we contract directly with a QAP?

NYSERNet can provide the following services, subject to consultation with your institution and identification of the exact nature and scope of the services you require and NYSERNet's ability to fulfill these requirements:

- Implementation Support - NYSERNet can work with your representatives and the vendor to guide the installation of your service.
- Routing Consulting - NYSERNet can assist your institution with BGP setup, tuning, and with monitoring route propagation.
- Advanced Services Consulting - NYSERNet can help your institution configure and establish multicast and IPv6 services to the limits of your vendor's network.
- Assistance with Chronic Problems - NYSERNet can provide troubleshooting advice and testing support to help diagnose chronic problems.
- Documentation Repository - NYSERNet can maintain documentation on your connection topology and configuration.
- Connection Monitoring and Notifications - NYSERNet can provide layer 3 ICMP and/or SNMP monitoring of your connection and can page your staff in the event of outage.

*Bear in mind that your institution will be customer of record with the QAP, not NYSERNet, so there will be limitations on NYSERNet's ability to influence the QAP's performance.*

## Whom should I contact if I have additional questions?

You should contact NYSERNet's Membership Managers: Sharon Akkoul ([sakkoul@nysernet.org](mailto:sakkoul@nysernet.org) or 315-413-0345 x5201) or Larry Gallery ([lgallery@nysernet.org](mailto:lgallery@nysernet.org) or 518-283-3584 x5429).