REQUEST FOR PROPOSAL

“Virginia Acute Stroke Telehealth Network”

RURAL HEALTHCARE PILOT PROJECT FUNDING YEAR 2009

RFP-00

NETWORK INFRASTRUCTURE PROCUREMENT

Virginia Acute Stroke Telehealth Network
University of Virginia
Office of Telemedicine
PO Box 800707
Charlottesville, VA 22908-0707
Attn: Eugene Sullivan Assistant Project Coordinator
General Information

I.1. Introduction. The Virginia Acute Stroke Telehealth Network (VAST) received Rural Healthcare Pilot Project funding. The purpose of VAST is to build a telecommunications backbone for Telemedicine and Telehealth, in particular in support of stroke care and health information technology. Participating network hubs are the University of Virginia Health System (Charlottesville), Culpeper Regional Hospital (Culpeper), Eastern Shore Rural Health System (Nassawadox), and Middle Peninsula-Northern Neck Community Service Board (Saluda).

I.2. Virginia Acute Stroke Telehealth Network’s vision is to design and implement a robust, secure, sustainable, telehealth network that has sufficient scalable high capacity links from the above hubs to the cloud to support health care applications of the end to end networks allowing seamless, dynamic routing of data from the hub-managed partners to hub-managed partners. Virginia Acute Stroke Telehealth Network will utilize funding provided by the Federal Communications Commission (‘FCC’) under the Commission’s order 07-198 (‘Rural Healthcare Support Mechanism’) of 19 November 2007, selecting participants for the Rural Healthcare Pilot Program, as well as matching and participatory funds as defined in the Order and provided by the Partners and their member sites and organizations.

I.3. Overview. Currently, the VAST project is designed to augment and enhance the existing wide-area networks of the Partners. Desired telehealth applications include the transport of diagnostic imaging and media, shared patient electronic health records, provider to provider consultation, Homeland Security initiatives and Disaster Readiness, clinical research functions and improved health education applications. The Virginia Acute Stroke Telehealth Network is soliciting bids from vendors, suppliers and service providers to provide the connectivity (carrier-based high capacity links and dedicated fiber optic cable installations).

I.4. Bidders are asked to provide proposals based on the accompanying site, routing, and technical information. Although consolidated bids for connectivity will be considered as preferential (see Section 2), vendors are encouraged to submit bids for technological, logical, or geographical segments of the project. Thus, Virginia Acute Stroke Telehealth Network will entertain two types of bids under this RFP:

I.5. Consolidated Bids– Bidders may elect to include one inclusive price to provide connectivity, and services for all of the sites, areas, or regions according to the specifications set forth in this RFP.

I.6. Partial Bids – Bidders may also elect to provide connectivity and services pricing (according to the specifications set forth in this RFP) for a sub-set of the total list of sites.

I.7. The RFP process will allow Virginia Acute Stroke Telehealth Network to receive competitive offers for network deployment from independent telephone companies, local exchange carriers, cable operators, hardware distributors and manufacturers, cabling and construction contractors, and others. These competitive offers will be judged by Virginia Acute Stroke Telehealth Network and its partners according to the criteria set forth in Section 2.0 of his document.

1.0 Administrative and Procedural Information

1.1. The Rural Health Care Pilot Program (‘RHCPP’) of the Universal Service Fund, which is administered by the Universal Service Administrative Company (USAC), is a support program
authorized by Congress and designed by the Federal Communications Commission (FCC) to encourage the development of rural high capacity networks to provide advanced healthcare telecommunications capabilities and services to rural health care providers (HCPs).

1.2. Notice: This project is subject to the USAC procurement rules. Vendors must meet all USAC requirements. Virginia Acute Stroke Telehealth Network will submit a USAC Form 465 to USAC who will review the documentation and will post the RFP on the USAC website. More information on bidding and posting rules can be found at http://www.lifelinesupport.org/rhc-pilotprogram/vendors.

1.3. The following considerations apply to the proposal submission / review process:

1.3.1. Any and all questions regarding this RFP should be submitted in writing and directed to evs5w@virginia.edu and will be posted to the website www.healthsystem.virginia.edu/pub/office-of-telemedicine. All vendor questions and program answers regarding this project will be shared on this site.

1.3.2. In the event it becomes necessary for Virginia Acute Stroke Telehealth Network to amend, add to or delete any part of this RFP, the amendment will be posted on the USAC web site, as required by the Order and by the USAC-mandated bidding procedures.

1.3.3. Bid proposals must be received at the Virginia Acute Stroke Telehealth Network office no later than 3PM, Eastern Daylight Time on the allowable contract date posted on the Rural Health Care Pilot Program website. This receipt deadline requirement is a mandatory requirement and is not subject to waiver by Virginia Acute Stroke Telehealth Network. Accordingly, no bid proposals will be accepted after the date and time specified. A late bid proposal will be returned unopened to the bidder.

1.3.4. No bid proposal will be accepted by telephone, electronic mail or facsimile. The proposal receipt deadline is for actual receipt in the Virginia Acute Stroke Telehealth Network office as identified below. Delivery, whether via postal mail of other service, must be arranged to assure arrival before the deadline set forth above.

1.3.5. Bid proposals must be mailed or otherwise physically delivered to the following address:

University of Virginia
Office of Telemedicine
Virginia Acute Stroke Telehealth Network Project
Attn: Eugene Sullivan, Assistant Project Coordinator
PO Box 800707
Charlottesville, VA 22908-0707

It is strongly suggested that certified delivery services be used to verify the receipt of bids to the Virginia Acute Stroke Telehealth Network Project.

1.3.6. Bid Proposals will be opened at 3PM, Eastern Daylight Time on the allowable contract date posted on the Rural Health Pilot Program website, or as soon thereafter as practical. The bid proposals and the evaluation documents created by Virginia Acute Stroke Telehealth Network will remain confidential until Virginia Acute Stroke Telehealth Network has evaluated all compliant bid proposals submitted in response to this RFP and the selection process is complete. Once the evaluation and selection process is complete, the bid proposals submitted and the evaluation documents created by the Virginia Acute
Stroke Telehealth Network will be made available.

1.4. Bid Proposal General Requirements

1.4.1. Failure to comply with or supply any and all information requested to accompany bid proposals may be cause for rejection of the proposal as non-compliant.

1.4.2. All bid proposals must be valid for a period of 60 days from the date of submission.

1.4.3. By submitting a bid proposal the vendor agrees to the terms and conditions contained within this RFP.

2.0 Proposal Evaluation and Contract Terms

2.0.1. Vendor’s response to the RFP demonstrates a clear and complete understanding of the goals of the overall project.

2.0.2. Bidders may conduct site visits to each Partner location and may evaluate and document the individual requirements at each site.

2.0.3 Bidders response to RFP will include Company experience.

2.0.4. Implementation timeline must begin as soon as possible after contract signing and must be mutually agreed upon by both parties. Bid proposals must include a project plan and timeline detailing milestones and overall schedule. Critical path items and potential delay circumstances must be clearly identified.

2.0.5. Connectivity services – 5 year duration.

2.0.6. Service Level Agreements and/or Performance guarantees, including uptime and response time guarantees.

2.0.7. Proposed system testing and acceptance provisions will be required on all bid proposals. Virginia Acute Stroke Telehealth Network reserves the right to work in concert with vendors to develop appropriate testing and acceptance criteria for specific installations or configurations, to be defined and accepted by both parties prior to contract initiation.

2.0.8. Any contract resulting from this RFP will contain specific deliverable item acceptance provisions.

2.0.9. Bid proposals will contain acknowledgement of, and provisions for providing, USAC invoicing requirements and formats. Bidder will conform to invoicing procedures and processes as promulgated by USAC.

2.0.10. Bidder agrees to provide a project manager or other individual who will be the primary contact for all dealings with Virginia Acute Stroke Telehealth Network.

2.1. Design Compatibility
2.1.1 Bidder’s proposal accounts for existing network design within the Partner network(s) to which its bid applies, and does not require re-grooming or reconfiguration of circuits or transports not directly impacted by the project. (This requirement does not include the decommissioning of existing circuits being replaced by new specified circuits.)

2.2 Provider / Vendor Qualifications

2.2.1. Bidder possesses the ability to provide proposed services or products in the manner and within the timeline(s) specified in the RFP, as determined by Virginia Acute Stroke Telehealth Network, based on:

2.2.1.1. Client references to be provided;
2.2.1.2. Reputation in the industry;
2.2.1.3. Past performance in the experience of one or more of the VAST partners (if applicable);
2.2.1.4. Objective qualifications of key staff and proposed project personnel;
2.2.1.5. Bidder’s proposal includes only those installation and configuration services specifically requested in the RFP.

2.3 Cost

2.3.1 Virginia Acute Stroke Telehealth Network will select a cost effective bid or bids presented that meet the requirements of the RFP, whether that is a consolidated bid for all sites in the consortium, as defined herein or site by-site bids for connectivity.

2.3.2. Bid proposals must identify all costs associated with the proposed solution, including engineering, installation, configuration, maintenance, and monthly recurring costs. All routing hardware/software is CPE.

Specifically, for connectivity proposals:

2.3.2.1. Implementation fees, including one-time connection or provisioning charges and hardware costs.

2.3.2.2. Monthly recurring charges amortized over the period of the proposed contract, for transmission at the proposed bandwidth, port charges, transport charges, taxes, fees, and assessments.

2.3.2.3. Contract termination provisions, including specific penalties, if any, for early termination by Virginia Acute Stroke Telehealth Network.

2.3.3. All costs may not qualify for RHCPP funding, so it is critical that accurate, detailed cost information is provided for all portions of the bid proposal.

2.4 Evaluation and Decision

2.4.1. The selection will be based on all factors indicated in this chapter, and may not go to the lowest bidder if cost is outweighed by a combination of other features and services in the winning vendor’s bid.
2.4.2. Virginia Acute Stroke Telehealth Network reserves the right to select bid proposals which, in the sole judgment of Virginia Acute Stroke Telehealth Network, most nearly conforms to the specifications set forth herein, and will best serve the needs of Virginia Acute Stroke Telehealth Network and its Partners and participants, and provides the most cost-effective means for producing those results.

2.4.3. Virginia Acute Stroke Telehealth Network reserves the right to waive any and all issues of form or presentation in considering bid presentations for acceptance or rejection, if, in the sole opinion of Virginia Acute Stroke Telehealth Network such waiver is in the best interests of the project.

2.4.4. Virginia Acute Stroke Telehealth Network is not responsible for any costs incurred by a vendor related to the preparation or delivery of the bid proposal, or any other activities carried out by the vendor as it relates to this RFP.

2.4.5. Virginia Acute Stroke Telehealth Network is not obligated to accept any proposal received in response to this RFP. In particular, Virginia Acute Stroke Telehealth Network may accept received proposals in whole or in part, or it may reject all proposals received.

2.4.6. Changes in applicable laws and rules may affect the award process or any resulting contracts. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Vendors are encouraged to visit the official Federal websites pertaining to the Pilot Project, at http://www.lifelinesupport.org/rhc-pilot-program/ and http://www.fcc.gov/cgb/rural/rhcp.html.

2.4.7. The selection decisions made by Virginia Acute Stroke Telehealth Network and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered.

3.0 Site, Routing, and Technical Information

3.1. The VAST project consists of the addition and enhancement of high capacity connectivity to the cloud and three hub sites in Virginia, in support of the project’s selection as a participant on the FCC Rural Healthcare Pilot Program.

3.2. The project requires high capacity connectivity. The requirements for this RFP are grouped by Partner to enable vendors to most effectively evaluate the site(s) for which to submit proposal(s).

3.3. Bidders are cautioned that most sites in all Partner regions are currently utilizing circuits funded in part by the Rural Health Care Program, administered by USAC. All connectivity bids solicited under this RFP are for newly-provisioned circuits from the network. Installation timing of new circuit installations must be coordinated such that existing circuits are decommissioned as the new, RHCPP-supported circuits are installed. Bids failing to meet these requirements will be rejected without further consideration.

Appendix A: Site Connectivity Drawings

The following drawings provide a graphical depiction of the connectivity of the member partners and associated hubs. The drawings are intended to provide an overall view only. In the event of a discrepancy between the drawings and any Detail Site Specification or any written description or specification in this RFP, the written version shall be considered to be authoritative.
Will require quote for 500 Mb/s and 1 Gb/s data service via fiber-based Ethernet handoff. BGP peering used to determine packet path through network. Will also require SNMP Read-Only visibility into the carrier's directly attached network gear. This will aid in any troubleshooting before contacting carrier. This will be the preferred path for data traffic. ICMP response times of less than 20 ms to any remote location from this endpoint are to be expected as the norm. Must assume VoIP deployment.

Will require the following to the UVA location at 111 Bowen Loop, Charlottesville, UVA Pegasus: Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier's cloud. All traffic must be engineered so that it traverses the head-ends at 1105 West Main and UHW Davis Mux Data Closet for any connectivity external to the site - a Layer–2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as UVaMC will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to either head-end are to be expected as the norm. Must assume VoIP deployment.

Will require the following for the UVA Telemedicine program:

A T1 (1.54Mb/s) connection to the Internet.
B T1 (1.54Mb/s) PRI line for connection to the PSTN for ISDN service.
C Will require the following to the UVA location at 111 Bowen Loop, Charlottesville, UVA Pegasus: Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier network.

Will require quote for 500 Mb/s and 1 Gb/s data service via fiber-based Ethernet handoff. BGP peering used to determine packet path through network. Will also require SNMP Read-Only visibility into the carrier's directly attached network gear. This will aid in any troubleshooting before contacting carrier. This will be the redundant path for data traffic. ICMP response times of less than 20 ms to any remote location from this endpoint are to be expected as the norm. Must assume VoIP deployment.

Will require quote for fiber-based Ethernet handoff. Need pricing for 100 and 150 Mb/s into carrier's cloud. All traffic must be engineered so that it traverses the head-ends at 1105 West Main and UHW Davis Mux Data Closet for any connectivity external to the site - a Layer–2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as UVaMC will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to either head-end are to be expected as the norm. Must assume VoIP deployment.

Will require quote for fiber-based Ethernet handoff. Need pricing for 100 and 150 Mb/s into carrier's cloud. All traffic must be engineered so that it traverses the head-ends at 1105 West Main and UHW Davis Mux Data Closet for any connectivity external to the site - a Layer–2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as UVaMC will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to either head-end are to be expected as the norm. Must assume VoIP deployment.
UVA Orange
661 University Lane
Orange, VA 22960
Will require quote for 500 Mb/s and 1 Gb/s data service via fiber-based Ethernet handoff. BGP peering used to determine packet path through network. Will also require SNMP Read-Only visibility into the carrier's directly attached network gear. This will aid in any troubleshooting before contacting carrier. This will be the preferred path for data traffic. ICMP response times of less than 20 ms to any remote location from this endpoint are to be expected as the norm. Must assume VoIP deployment.

UVA Zion
75 Circle Point Drive
Zion Crossroad, VA 22974
Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier network. All traffic must be engineered so that it traverses the head-ends at 1105 West Main and UHW Davis Mux Data Closet for any connectivity external to the site - a Layer--2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required. ICMP response times of less than 20 ms to either head-end are to be expected as the norm. Must assume VoIP deployment.

UVA Mary Washington
1001 Sam Perry Blvd
Fredericksburg, VA 22401
Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier network. All traffic must be engineered so that it traverses the head-ends at 1105 West Main and UHW Davis Mux Data Closet for any connectivity external to the site - a Layer--2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as UVaMC will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to either head-end are expected as the norm. Must assume VoIP deployment.

UVA Lake Monticello
112 Crofton Place
Palmyra, VA 22963
Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier network. All traffic must be engineered so that it traverses the head-ends at 1105 West Main and UHW Davis Mux Data Closet for any connectivity external to the site - a Layer--2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as UVaMC will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to either head-end are expected as the norm. Must assume VoIP deployment.

Pegasus
111 Bowen Loop
Charlottesville, VA 22911
Please refer to UVA Main.

UVA Forest Lakes
1800 Timberwood Blvd
Charlottesville, VA 22911
Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier network. All traffic must be engineered so that it traverses the head-ends at 1105 West Main and UHW Davis Mux Data Closet for any connectivity external to the site - a Layer--2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as UVaMC will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to either head-end are expected as the norm. Must assume VoIP deployment.
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Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier network. All traffic must be engineered so that it traverses the head-ends at 1105 West Main and UHW Davis Mux Data Closet for any connectivity external to the site - a Layer-2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as UVaMC will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to either head-end are expected as the norm. Must assume VoIP deployment.
will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to either head-end are expected as the norm. Must assume VoIP deployment.
Fiber services for local transport - 5Mb/s minimum. Need pricing for 5, 10, 25, and 100Mb/s local transport. Fiber services for dedicated internet protocol - 2Mb/s minimum. Need pricing for 2, 5, 10 and 25Mb/s dedicated internet protocol. Circuits will be used for data and voice.

Fiber services for local transport - 5Mb/s minimum. Need pricing for 5, 10, 25, and 100Mb/s local transport. Circuits will be used for data and voice.

Fiber services for local transport - 5Mb/s minimum. Need pricing for 5, 10, 25, and 100Mb/s local transport. Circuits will be used for data and voice.
ESRH Chincoteague Island Health  4049 Main St  Chincoteague Island, VA  23336
  Fiber services for local transport - 5Mb/s minimum. Need pricing for 5, 10, 25, and 100Mb/s local transport. Circuits will be used for data and voice.

ESRH Franktown Community Health  9159 Franktown Rd  Franktown, VA  23354
  Fiber services for local transport - 5Mb/s minimum. Need pricing for 5, 10, 25, and 100Mb/s local transport. Circuits will be used for data and voice.

ESRH Onley Community Health  20280 Main St  Onancock, VA  23417
  Fiber services for local transport - 5Mb/s minimum. Need pricing for 5, 10, 25, and 100Mb/s local transport. Circuits will be used for data and voice.

ESRH Dental Trailer Pungoteague School  28480 Bobtown Rd  Melfa, VA  23410
  Fiber services for local transport - 1Mb/s minimum. Need pricing for 1, 5, 10 and 25Mb/s local transport. Circuits will be used for data and voice.

ESRH Dental Trailer Metompkin School  24501 Parksley Rd  Parkley, VA  23421
  Fiber services for local transport - 1Mb/s minimum. Need pricing for 1, 5, 10, and 25Mb/s local transport. Circuits will be used for data and voice.
Culpeper Regional Hospital (CRH) 501 Sunset Lane Culpeper, VA 22701
Will require quote for fiber-based Ethernet handoff. Need pricing for 20, 50 and 100 Mb/s into carrier's cloud. All traffic must be engineered so that it traverses the head-ends at 501 Sunset Lane, Culpeper for any connectivity external to the site - a Layer–2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as CRH will provide the real addresses to be used through the carrier's network. ICMP response times of less than 20 ms to the head-end are to be expected as the norm. Must assume VoIP deployment. Require quote for redundant service into the carrier's cloud. Need pricing for 10, 20 and 50 Mb/s.

Culpeper Wellness Center PT Outpatient 1005 Golf Dr Culpeper, VA 22701
Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier's cloud. All traffic must be engineered so that it traverses the head-ends to 501 Sunset Lane, Culpeper for any connectivity external to the site - a Layer–2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as CRH will provide the real addresses to be used through he carrier's network. ICMP response times of less than 20 ms to either head-end are to be expected as the norm. Must assume VoIP deployment.
CRH Madison Physical Therapy  1480 N. Main St Suite B  Madison, VA  22727
Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier's cloud. All traffic must be engineered so that it traverses the head-ends to 501 Sunset Lane, Culpeper for any connectivity external to the site - a Layer–2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as CRH will provide the real addresses to be used through he carrier's network. ICMP response times of less than 20 ms to either head-end are to be expected as the norm. Must assume VoIP deployment.

Culpeper Medical Associates  14115 Lovers Lane  Culpeper, VA  22701
Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier's cloud. All traffic must be engineered so that it traverses the head-ends to 501 Sunset Lane, Culpeper for any connectivity external to the site - a Layer–2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as CRH will provide the real addresses to be used through he carrier's network. ICMP response times of less than 20 ms to either head-end are to be expected as the norm. Must assume VoIP deployment.

Culpeper Physician Health Organization  219 East Davis St  Culpeper, VA  22701
Will require quote for fiber-based Ethernet handoff. Need pricing for 10, 20, and 50 Mb/s into carrier's cloud. All traffic must be engineered so that it traverses the head-ends to 501 Sunset Lane, Culpeper for any connectivity external to the site - a Layer–2 Tunnel through carrier's network. No direct Internet Connectivity or real IP Addressing required, as CRH will provide the real addresses to be used through he carrier's network. ICMP response times of less than 20 ms to either head-end are to be expected as the norm. Must assume VoIP deployment.
MPNN Gloucester Counseling  9228 George Washington Hwy  Gloucester, VA  23061
Fiber services for dedicated internet protocol - 2Mb/s minimum. Need pricing for 2, 5, 10, and 25Mb/s dedicated internet protocol. Circuits will be used for data and voice.

MPNN Warsaw Counseling  414 Main St  Warsaw, VA  22572
Fiber services for dedicated internet protocol - 2Mb/s minimum. Need pricing for 2, 5, 10, and 25Mb/s dedicated internet protocol. Circuits will be used for data and voice.