



An Integrated Approach to the Delivery of Community Health Services

Telco Specifications

PROCESS

1. Fill out this form with the site and telephone company information. The site contact and Telephone Company technician will need to sign this form.
2. Once the job is complete, and verified to meet the standards outlined, fax the signed form to your CQA Hardware Services Coordinator (Denise Macon at 312-692-3067 for Regions 1 and 2, or Kelli Blaise at 217-492-5635 for Regions 3, 4 and 5).
3. Once this form has been faxed to CQA with all necessary information and signatures, move and installation of equipment can be scheduled.

SPECIFICATIONS

Below are the Telco specifications that are required for a Cornerstone Local Area Network (LAN).

A. For a New Site with a Server installation:

1. To connect the Server to the Cornerstone Wide Area Network, one dedicated dial POTS line must be brought to the telephone demarcation of the facility by the local telephone company;
2. This telephone line should not run through any telephone switch, PBX or other agency-owned telephone equipment housed in the local agency, but should run directly from the local telephone company's lines from outside the local agency to the telephone demarcation inside the local agency;
3. There should not be any programming on this new telephone line. No call-waiting, no caller-ID, no distinctive ring or any other telephone company "features" with the exception that the new telephone line must be touch tone enabled;
4. CQA will contract with a third-party vendor, or make other arrangements with the local agency depending on the type of Cornerstone install, to bring this new telephone line from the telephone demarcation of the local agency to the location of the Cornerstone Server/Router;
5. This new telephone line should be installed at the telephone demarcation no later than two weeks prior to the scheduled Live Date for the Cornerstone installation at this site.

B. For each Remote Host Workstation (Server site) installation:

(typically one Remote Host Workstation for each Remote Viewer Workstation):

1. For each Remote Host Workstation that will connect to the Cornerstone local agency server, one dedicated dial POTS line must be brought to the telephone demarcation of the facility by the local telephone company;
2. This telephone line should not run through any telephone switch, PBX or other agency-owned telephone equipment housed in the local agency, but should run directly from the local telephone company's lines from outside the local agency to the telephone demarcation inside the local agency.
3. There **should not** be any programming on this new telephone line, such as call-waiting, caller-ID, distinctive ring or any other telephone company "features" with the exception that the new telephone line must be touch tone enabled;
4. CQA will contract with a third-party vendor, or make other arrangements with the local agency depending on the type of Cornerstone install, to bring this new telephone line from the telephone demarcation of the local agency to the location of the Cornerstone host workstation;
5. This new telephone line should be installed at the telephone demarcation no later than two weeks prior to the scheduled Live Date for the Cornerstone installation at this site.



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C. For each Remote Viewer Workstation (non-Server site) installation:

1. For each Remote Viewer Workstation that will connect to the Cornerstone local agency server, one dedicated dial POTS line must be brought to the telephone demarcation of the facility by the local telephone company;
2. This telephone line should not run through any telephone switch, PBX or other agency-owned telephone equipment housed in the local agency, but should run directly from the local telephone company's lines from outside the local agency to the telephone demarcation inside the local agency;
3. There **should not** be any programming on this new telephone line, such as call-waiting, caller-ID, distinctive ring or any other telephone company "features" with the exception that the new telephone line must be touch tone enabled;
4. CQA will contract with a third-party vendor, or make other arrangements with the local agency depending on the type of Cornerstone install, to bring this new telephone line from the telephone demarcation of the local agency to the location of the Cornerstone remote workstation;
5. This new telephone line should be installed at the telephone demarcation no later than two weeks prior to the scheduled "Live Date" for the Cornerstone installation at this site.

Dedicated Phone Line Number: _____

Remote Host Phone Numbers: _____

Remote Viewer Phone Numbers: _____



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AGENCY INFORMATION

Agency Name: _____ Agency # _____

Address (site cabled): _____
(number, street name, suite #) (city, zip)

I verify that the vendor listed below was made aware of the special standards outlined above at the start of the job.

Name of agency/site representative (please print): _____

Signature of agency/site representative: _____

Title _____ Date: _____

TELEPHONE COMPANY INFORMATION

Vendor Name: _____

Address: _____
(number, street name, suite #) (city, state, zip)

I have read and understand the above specifications and verify that these standards have been met.

Name of vendor technician on site (please print): _____

Signature: _____ Date: _____