

# USER INFORMATION

As a network under the Telecommunications and Information Policy Group (TIPG) at the University of Hawaii, PEACESAT, along with the State of Hawaii Telehealth access Network (STAN), provides a centralized Reservation and Network Management System. The general hours of operations are between 8:00am to 8:00pm, Monday through Friday. 9:00am to 1:00pm Saturdays and 12:00pm to 5:00pm on Sundays.

The primary responsibility of the STAN/PEACESAT Operations is to provide reservations and confirmation services to qualified users for video conferencing. Please call 956-6668 to contact the STAN Operators for reservations and confirmation on video conferences.

The primary responsibility of the STAN/PEACESAT Technical Staff is to provide and insure, on a 24 X 7 basis, that Wide Area Network facilities are functioning and operational. Please call 956-6668 to reach a STAN/PEACESAT Technician. If a Technician is not available or in the field, a STAN/PEACESAT Operator will assist you in reaching one of the Technicians.

In the user information section you will find various forms of relevant materials that pertain to the coordination of a Video Teleconference (VTC). You will find descriptions of the proper forms that must be completed as well as the actual documents that you will be able to submit. Also listed is our contact information, in case you feel the need to speak to one of our representatives.

The time conversion chart will be helpful in planning a VTC with a contingency from another time zone. The listing of the holidays of the Pacific Islands provides helpful information on days that certain sites will not be available for conferencing.