

FREQUENTLY ASKED QUESTIONS

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1. Who is able to use PEACESAT services?

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PEACESAT services are primarily available for public service such as educational and health institutions, government agencies, and other non-profit organizations. PEACESAT will make exceptions for private sector use of the network for instances such as economic development, training and other non-commercial uses. Other related networks are available for private sector use and without restrictions. For more information on specific applications and eligible uses of the networks administered by the Telecommunications and Information Policy Group (TIPG), please contact the Network Operations Center at (808) 956-6668.

2. Who can I connect with via the PEACESAT Network?

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You are able to connect to all of the sites in the PEACESAT Network and any entity throughout the world with an ISDN connection or a high speed Internet connection.

For a list of PEACESAT sites that you can connect to [click here](#).

3. Is there a list of contacts available for the PEACESAT Network?

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Yes, you can access a list of contacts by [clicking here](#).

4. Besides the TIPG studio where I can hold a conference?

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You can contact a site for use of their facilities; however, it is not guaranteed that the site will allow use of their facility and charges may apply.

5. What types of technologies are supported by PEACESAT for video teleconferences?

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Asynchronous Transfer Mode (ATM)
Integrated Services Digital Network (ISDN)
Internet Protocol (IP)
Satellite

6. What are the PEACESAT/STAN hours of operation?

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Monday – Friday: 8:00 AM – 8:00 PM HST
Saturday: 9:00 AM – 1:00 PM HST
Sunday: 12:00 PM – 5:00 PM HST

7. How much does it cost to use the video teleconferencing services? [BACK TO TOP](#)

Video teleconferencing fees vary depending on the VTC coordinators affiliation to PEACESAT and TIPG. Agencies with partnering agreements with TIPG may not have per usage fees rather support is provided on a monthly or annual basis.

For non-partnering agencies, the following fees apply:

- TIPG Charges
 - University of Hawaii Departments delivering semester courses:
 - Use of Conference Room – No Charge
 - Use of VTC Bridge – No Charge
 - Intra-Island Connection – No Charge
 - Inter-Island Connection – No Charge
 - Dial-out ISDN Intra-Island:
\$0.03 Per Minute/Per Channel - \$10.80/Hour for 6 Channels (384Kbps)
 - Dial-out ISDN Inter-island or Mainland USA:
\$0.15 Per Minute/Per Channel - \$54.00/Hour for 6 Channels (384Kbps)
 - Technical Test – First Hour no charge, \$100.00 after first hour
 - Off-Hour Operations \$10.00 Per Hour/TIPG Site (Requires 2 weeks advanced notice)
 - Not-for-profits and off semester UH Departments:
 - Use of Conference Room - \$20.00 Flat Fee
 - Use of VTC Bridge - \$20.00 Per Conference
 - Intra-Island Connection - \$36.00 Per Hour/Per Site
 - Inter-Island Connection - \$36.00 Per Hour/Per Site
 - Dial-out ISDN Intra-Island:
\$0.03 Per Minute/Per Channel - \$10.80/Hour for 6 Channels (384Kbps)
 - Dial-out ISDN Inter-island or Mainland USA:
\$0.15 Per Minute/Per Channel - \$54.00/Hour for 6 Channels (384Kbps)
 - Technical Test – First Hour no charge, \$100.00 after first hour
 - Off-Hour Operations \$10.00 Per Hour/TIPG Site (Requires 2 weeks advanced notice)
 - All Others (i.e. Private Sector):
 - Per Site/Per Hour – \$90.00
 - Dial-out ISDN Intra-Island:
\$0.03 Per Minute/Per Channel - \$10.80/Hour for 6 Channels (384Kbps)
 - Dial-out ISDN Inter-island or Mainland USA:
\$0.15 Per Minute/Per Channel - \$54.00/Hour for 6 Channels (384Kbps)
 - Technical Test – First Hour no charge, \$100.00 after first hour
 - Off-Hour Operations \$10.00 Per Hour/TIPG Site (Requires 2 weeks advanced notice)

It should be noted that the Hawaii Health Systems Corporation (HHSC) have several VTC facilities of which there are fees for non-HHSC uses of the network. These fees are paid directly to HHSC. Following is a summary of the HHSC VTC fee structure:

- Hawaii Health Systems Corporation (HHSC) Charges
 - For HHSC Facilities:
 - Use of Conference Room – No Charge
 - Use of VTC Bridge – No Charge
 - Intra-Island Connection – No Charge
 - Inter-Island Connection – No Charge
 - Dial-out ISDN Intra-Island:
\$0.03 Per Minute/Per Channel - \$10.80/Hour for 6 Channels (384Kbps)

- Dial-out ISDN Inter-island or Mainland USA:
\$0.15 Per Minute/Per Channel - \$54.00/Hour for 6 Channels (384Kbps)
- Technical Test – No Charge
- Off-Hour Operations – Not available

○ For Non-HHSC Users:

- Per Site/Per Hour - \$90.00
- Dial-out ISDN Intra-Island:
\$0.03 Per Minute/Per Channel - \$10.80/Hour for 6 Channels (384Kbps)
- Dial-out ISDN Inter-island or Mainland USA:
\$0.15 Per Minute/Per Channel - \$54.00/Hour for 6 Channels (384Kbps)
- Technical Test – No Charge
- Off-Hour Operations – Not available

8. What are the charges if I want PEACESAT to dial a site via ISDN? [BACK TO TOP](#)

Intra-Island ISDN:

\$0.03 Per Minute/Per Channel - \$10.80/Hour for 6 Channels (384Kbps)

Inter-island or Mainland USA ISDN:

\$0.15 Per Minute/Per Channel - \$54.00/Hour for 6 Channels (384Kbps)

9. How can I avoid paying PEACESAT for ISDN costs? [BACK TO TOP](#)

PEACESAT will not charge you for ISDN calls if your site dials into PEACESAT via ISDN.

10. What are the off hour charges? [BACK TO TOP](#)

\$10.00/Hour

11. Is there a penalty for a conference that goes over the scheduled time? [BACK TO TOP](#)

Yes, \$10.00/Hour.

12. How much does it cost to use PEACESAT Voice Services? [BACK TO TOP](#)

There are no metered fees for voice teleconferencing using the PEACESAT network with the exception for the use of the audio bridge (see below).

13. How much does it cost to use the PEACESAT Audio Teleconferencing Bridge? [BACK TO TOP](#)

For non-profit agencies, there are no metered fees for PEACESAT's audio teleconferencing bridge. Private sector agencies are assessed a fee of \$20 per hour. It is highly recommended that participants requiring a connection by a long distance call, call into the PEACESAT bridge; however if required long distance telephone fees will be charged back to the agencies.

14. Can I make long distance conference calls through PEACESAT? [BACK TO TOP](#)

Only organizations located on the University of Hawaii at Manoa Campus will be permitted to make long distance calls through PEACESAT. The organization will be charged for the call. Prior to making the call the organization needs to fill out a form that states who will be responsible for the charges.

15. How much does it cost to use PEACESAT Data Services? [BACK TO TOP](#)

Data services require use of a digital PEACESAT configuration. PEACESAT hosting agencies that provide digital services are assessed a monthly fee that is paid to the PEACESAT Headquarters for network operations and maintenance. Generally there are upfront equipment and network installation fees for the initiation of digital services. Please contact PEACESAT at (808) 956-8848 for further information regarding digital services as the information will be specific to individual PEACESAT locations.

16. How do I reserve use of the multi-point video teleconferencing bridge? [BACK TO TOP](#)

Your first step would be to call the STAN Network Operations Center (NOC) at (808)-956-6668 to set up your account and check for the availability of the multi-point conferencing bridge on the day of your conference. Next you will need to fill out the [Account Request Form](#) as well as the [VTC Request Form](#).

For more information please visit the [PEACESAT Services](#) page.

17. How long in advance should I schedule a video teleconference? [BACK TO TOP](#)

Primarily video teleconferences should be scheduled one week prior to the event.

Two weeks are required if a video teleconference is to occur outside of normal operating hours.

18. What is the contact information for PEACESAT? [BACK TO TOP](#)

Address:

University of Hawaii at Manoa
2424 Maile Way, Saunders Hall Room 713
Honolulu, HI 96822

Phone: 808-956-8848

Fax: 808-956-8019

Email: peacesat@elele.peacesat.hawaii.edu

19. What is the contact information for the State Telehealth Access Network (STAN)? [BACK TO TOP](#)

Address:

University of Hawaii at Manoa
2424 Maile Way, Saunders Hall Room 713
Honolulu, HI 96822

Phone: 808-956-6668

Fax: 808-956-4646

Email: stan@tipg.net

20. Who should I call if I am having a technical problem? [BACK TO TOP](#)

If you need assistance please call the STAN Network Operations Center (NOC) at (808)-956-6668.

21. Who should I call if I need an end-user orientation? [BACK TO TOP](#)

If you need assistance with the video teleconferencing equipment please call the STAN Network Operations Center (NOC) at (808)-956-6668.

22. Can my computer hook up to a video teleconferencing system? [BACK TO TOP](#)

Yes, with the right equipment it is possible to hold a VTC from your computer. From internal experiments we have found that a system like Polycom's ViaVideo will provide excellent quality for desktop video teleconferencing when used through the PEACESAT network. Via Video is a Windows only platform.