



Access to the JVCS by Content Providers

JANET is the UK's education network that interconnects all universities, research establishments, colleges and schools, via a high speed backbone. JANET(UK) operates and manages JANET and provides a number of core services to sectors of the JANET community.

The JANET Services include the JANET Videoconferencing Service (JVCS), which is available to all UK schools, colleges, universities and research establishments.

UK national museums, libraries, galleries, archives and other providers of educational resources that meet certain requirements¹ (accredited Content Providers), are also eligible to access the central facilities of the JVCS in return for an annual service charge for each endpoint/venue registered with JVCS. The facilities can be used to aid the delivery of educational content to UK universities, research establishments, colleges and schools on the JANET network.

This enables wider access for schools and other educational establishments to collaborate with those who provide educational content nationally within the framework of an established national videoconferencing service, which offers secure conferencing by a process of registration, authentication and authorisation.

National Videoconferencing Services

JANET(UK) offers accredited Content Providers a national videoconferencing resource including:

- A National Directory of registered schools' videoconferencing venues
- A Web-based Booking Service
- Managed multipoint conferencing units (MCUs)
- The ability to bridge between ISDN & IP endpoints
- Managed videoconferences – the JVCS Management Centre dials out to each IP venue
- Quality Assurance Assessments of all registered endpoints – assessment and recommendations are made about the quality of audio and video of registered endpoints
- Management of the Global Dialling Scheme – allocation of E.164 numbers to endpoints
- Gatekeeper hierarchy – to facilitate dialling IP endpoints
- Videoconferencing Statistics
- Technical advice and guidance from the Video Technology Advisory Service experts

The JVCS is well-established, internationally renowned, and has been serving the UK academic and research communities for more than 10 years.

Access to these facilities will enable a Content Provider that has an IP or ISDN connection and a suitable videoconferencing endpoint to videoconference with one or more schools which have IP or ISDN connections, using the IP-ISDN gateway or IP-IP via the JANET Interconnect.

¹ Content Providers must be recommended by a Local Authority, Grid for Learning, Becta, LTS or C2KNI.

Advice, Guidance and Technical Support

Operational advice and guidance is available from the JVCS concerning issues relating to specific videoconferences.

Technical advice and guidance can be sought from the Video Technology Advisory Service, by emailing "Service@janet.ac.uk" with VTAS in the subject line.

Videoconferencing technical support (as opposed to advice and guidance) for Content Providers will be expected to be provided from within their own organisation.

Conditions of use

As of 1 January 2007, each accredited Content Provider is required to sign a licence agreement for the use of JVCS. The charge for each registered videoconferencing venue is £300 plus VAT per annum. The Content Provider will then be eligible to access the JANET Videoconferencing Services.

The JVCS Management Centre strives to ensure the highest possible quality of videoconferences.

Prior to booking and participating in videoconferences, to ensure a satisfactory experience, every Content Provider is expected to satisfactorily complete a Quality Assurance Test for each venue. On successful completion of a Quality Assurance Test, no further test is required for 12 months, unless a registered user informs the JVCS Management Centre that there are quality issues with a Content Provider endpoint/venue. A further test will then be required, at no additional cost.

By registering with the JVCS, a Content Provider also agrees to:

- Use the service only for the delivery of educational content to JVCS-registered venues at UK schools and other educational establishments;
- Adhere to the provisions of the JANET Acceptable Use Policy² and Security Policy³;
- Operate to appropriate technical and quality standards;
- Satisfactorily complete a regular Quality Assurance Test for each venue;
- Acknowledge their use of JVCS in relevant publicity material⁴;
- Reasonably assist JANET(UK) with publicity, feedback and evaluation.

From time to time, Content Providers will be expected to complete questionnaires. This will inform the development of future services.

Each registered Content Provider further agrees to the following conditions, which apply to the booking of videoconferences via JVCS:

- International venues may be brought into conferences, by inviting them in as unregistered *guests* (as they are not eligible to register with JVCS), at JANET(UK)'s discretion;

² <http://www.ja.net/documents/publications/policy/aup.pdf>

³ <http://www.ja.net/documents/publications/policy/security.pdf>

⁴ This acknowledgement must include mention of the JANET Videoconferencing Service, with the JANET(UK) logo (which can be found at <http://www.ja.net/images/janet.gif>) and at least one prominent link to 'National Videoconferencing Services for Schools' and its associated URL (<http://www.ja.net/communities/schools/videoconferencing/content.html>).

- Venues at UK schools and other educational establishments may not be brought into videoconferences as *guests*;
- Every videoconference booked by a Content Provider must include one of that Content Provider's registered venues and at least one other non-Content Provider venue registered with JVCS.

JANET(UK) reserves the right to suspend or withdraw access to the JVCS if the Content Provider fails to meet these conditions.

Access to JANET

Videoconferencing over IP is preferred in terms of quality and cost; there being no call charges at the point of use. Content Providers may access the JANET Videoconferencing Service over IP in a number of ways:

1. Via the global internet (subject to the Content Provider's connection providing sufficient bandwidth and reliability for the service to be stable).
2. Via a Primary or Sponsored Connection⁵ to JANET
3. Via a Local Authority or Grid for Learning (and its connection to the National Education Network, interconnecting the Grids and implemented over JANET).

Content Providers may also access the JANET Videoconferencing Service via ISDN. All calls are dialled out from the JVCS Management Centre. JANET(UK) will arrange for the relevant educational organisations to be billed for the ISDN calls.

Contact

Content Providers must liaise with JANET(UK) via the JANET Customer Service in order to register to use the JANET Videoconferencing Service. Prior to authorisation, JANET(UK) will need to verify the authenticity of the Content Provider. This will be achieved through liaison with the relevant responsible educational organisations.

JANET Customer Service
JANET(UK)
Lumen House
Library Avenue
Harwell Science & Innovation Campus
Didcot, Oxon OX11 0SG

E-mail: service@janet.ac.uk
Telephone: 0870 850 2212
Fax: 0870 850 2213

The JANET Service Desk operates the JANET(UK) Help Desk. The help desk is staffed from **08.00 to 18.00** Monday to Friday and is covered by an answering machine outside these hours. When contacting The JANET Service Desk by email, Content Providers should include the word "Videoconferencing" in the subject line, so that the enquiry can be dealt with promptly.

⁵ <http://www.ja.net/services/connections/types-of-connection.html>