

# net-to-jack

*Network infrastructure planning,  
installation, maintenance, and support*

*Highly reliable  
network service.*

*Up-to-date network  
equipment.*

*24/7 network  
monitoring.*

*Local area network  
infrastructure audit.*

*Wireless networking.*

**WHAT IS THE NET-TO-JACK PROGRAM?** The Net-to-Jack (N2J) program provides centralized network support—from the ‘Net (the SUNet backbone and the Internet) to the Jack (the TSO—telecommunications service outlet—on your wall). Subscribe to ITSS’s Net-to-Jack program and your department is freed from the effort and expense of building, maintaining, and managing its own network infrastructure. **And, if you have an ITSS Computer Resource Consulting contract, you get Net-to-Jack service at a much lower cost.** (Computer Resource Consulting provides your department expertise in Mac and Windows desktop computers, Novell, NT/Windows 2000 or Apple servers, and local area networks.)

**WHY SHOULD I USE IT?** Through the Net-to-Jack program you get:

- *A local area network (LAN) infrastructure audit*—identifies any equipment in need of upgrade or replacement;
- *Up-to-date network equipment*—ITSS will replace outdated network equipment and supply new equipment as needed, at no cost;
- *Highly reliable network service*—10/100 Mbps switched Ethernet connectivity;
- *24/7 equipment monitoring and maintenance*—equipment problems or failures that affect an entire network or subnet are handled as they occur. Problems with individual ports are corrected at the start of the next business day;
- *Local changes*—your department Contact coordinates adding, moving, and changing network connections, just as with your telephone service;
- *Network management and infrastructure planning*—network equipment is upgraded and replaced as necessary;
- *Periodic reporting*—monthly statements aid in managing your department’s service subscription;
- *Wireless networking*—optional wireless service is bundled with the Net-to-Jack program; and
- *Optional critical jack service*—for an additional fee, ITSS can provide 24/7 monitoring and service for ports that support servers or other critical functions within an organization.

**WHAT DOES IT COST?** Net-to-Jack program charges are calculated at a flat rate, per jack, per month. Fees are billed to your department on a monthly basis, and will appear on the monthly statement from ITSS. **If you have a contract with Computer Resource Consulting, you pay considerably less for Net-to-Jack service. Current charges are:**

	N2J	with Contract Support discount
<i>Per port, per month:</i>	\$ 9.50	\$ 6.70
<i>Critical jack per port, per month:</i>	\$25.00	\$25.00
<i>New port activation:</i>	\$70.00	\$25.00
<i>Move service to non-active port:</i>	\$70.00	\$25.00
<i>Additional wireless access points, per month:</i>	\$31.00	\$31.00

**HOW CAN I FIND OUT MORE?** For more information, see <http://net2jack.stanford.edu>, call the Stanford IT Help Desk at 5-HELP (5-4357) and request a Net-to-Jack consultation, talk to your CRC consultant, or submit a HelpSU question at <http://helpsu.stanford.edu>.

