

Introduction

CU*Answers, Inc. is pleased to announce a closed beta test of VPN-Only connectivity for online clients. This beta will allow CU*Answers and its clients to test and evaluate a potential replacement for MPLS connectivity from client locations to CU*Answers networks.

Advantages of VPN-Only Connectivity

VPN connections offer potential cost savings and greater bandwidth for the credit union over the current dedicated leased line strategy. They will also offer greater flexibility and integration options with the credit union's existing corporate network, business continuity and disaster recovery plans.

How the Beta Test Will Work

CU*Answers will configure the existing Cisco router at the client's location to establish the necessary Virtual Private Network (VPN) connections to the CU*Answers Production, High Availability, and eventually the Disaster Recovery sites over the client's existing Internet connection. Once configured, the client will unplug their MPLS connection to begin the beta testing period.

During the course of the beta test, the client will continue to pay for their MPLS connection. There will be no charge from CU*Answers for the VPN-Only connectivity (VPN pricing will begin after the beta test). In the event of an Internet outage or disruption, the client will have the ability to plug the MPLS connection back in to restore connectivity to CU*Answers.

At the conclusion of the beta, CU*Answers will evaluate the test and analyze the collected data statistics.

VPN-Only Requirements

1. Out-of-band management (via dialup modem / phone line)

Client is responsible for providing a phone line for use by CU*Answers to access the router in the event that connectivity is disrupted. This phone line is not a backup strategy, but can be used by CU*Answers staff to assist in troubleshooting.

Additionally, clients will need a dial-up modem and appropriate cabling. CU*Answers will supply this equipment for credit unions who choose to participate in the beta program for a onetime fee of \$120.75.

2. Static public IP address assigned from client's Internet Service Provider (ISP)

3. Secondary Internet connection strongly recommended

With a VPN connection strategy, the client's Internet connection represents a single point of failure. CU*Answers highly recommends the use of a second Internet connection to ensure high availability in the event of an Internet or ISP outage.

Beta-Test Terms & Disclosures

- CU*Answers offers VPN-Only connectivity as a “best effort” service with no Service Level Agreement.
- VPN-Only connectivity requires the client to comply with all requirements and costs that will be outlined by CU*Answers to support VPN connectivity, as may be modified from time to time, indemnify and hold CU*Answers harmless from any and all claims, causes of action, administrative actions, damages, costs, including attorney fees asserted by the client or any client member or third party arising from or relating to, directly or indirectly, the use of or inability to use VPN-Only connectivity to CU*Answers.
- VPN-Only connections are supported at the CU*Answers Production and High Availability failover processing centers. VPN-Only connections are not yet recovered at CU*Answers Disaster Recovery centers. Therefore, the client’s data processing services may not be available should CU*Answers declare a disaster.
- Management of the client’s Internet connection is the responsibility of the client and/or their Internet provider. Any support of Internet connectivity issues will be billable labor.
- During the beta, the credit union will not be billed for the VPN connectivity, but will continue to be charged for the MPLS connection. This MPLS connection can be easily reconnected in case of any issues.

Sign Up

If you would like to participate in the beta test, please sign below to acknowledge that you have read and understand the above disclosures.

Client Name:

Company

Address

Authorized Representative:

Name

Title

Signature

Date

Please fax the completed form to CU*Answers Network Services at 616-285-7288.