

VPN-Only Connection Information and Sign-up

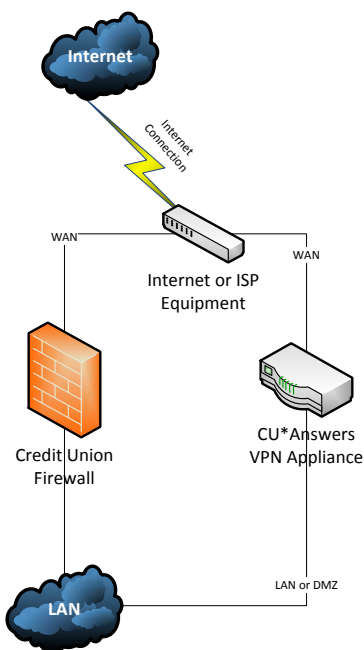
Revision 4/16/2013

CU*Answers supports a variety of VPN network configurations for credit unions that desire to use VPN for primary connectivity. These options will provide you with maximum flexibility when deploying a CU*Answers VPN into your existing network infrastructure. This document assumes that a VPN will be established to CU*Answers' data centers from a designated branch location of your credit union. When we configure the VPN, redundant tunnels will also be configured to our High Availability center and Disaster Recovery center.

To setup the VPN, we will ship you a preconfigured router which must be installed in one of three locations on your network.

If you are an existing CU*Answers client converting from MPLS to VPN-Only, please select option 3.

Option 1: VPN router installed in WAN in Firewall Bypass (preferred)



This option has the following requirements:

1. Static Public IP address for CU*Answers router WAN interface
2. Static Private IP address for CU*Answers router LAN interface.
3. Routing per AnswerBook to the CU*Answers router. See <https://kb.cuanswers.com/cuanswers/consumer/kbdetail.asp?kbid=3572>

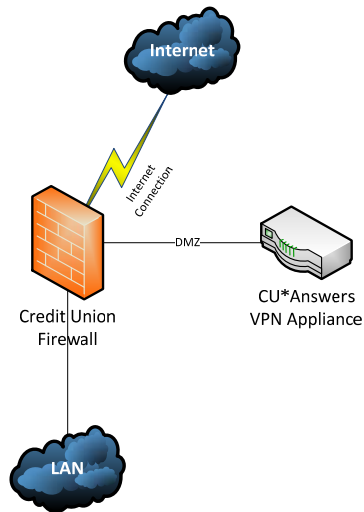
You should choose this option if:

- Simplicity and availability is your primary concern.
- You have a firewall configuration that won't support options 2 or 3.
- You do not have dedicated IT staff.

You should not choose this option if:

- You only have a single static IP from your Internet provider.

Option 2: VPN router installed in DMZ



This option has the following requirements:

1. Must have a static public IP address (Can be NAT'd)
2. UDP 500 and 4500 allowed outbound from router to 63.236.240.42, 216.111.149.124, and 65.114.214.66.
3. TCP 22 (ssh) port forwarded to router and allowed inbound from CU*Answers NAT IP Addresses. See <https://kb.cuanswers.com/cuanswers/csr/kbdetail.asp?kbid=3816>
4. TCP 22 (ssh) allowed from LAN to router.
5. CU*Answers networks routed to router. See <https://kb.cuanswers.com/cuanswers/consumer/kbdetail.asp?kbid=3572>

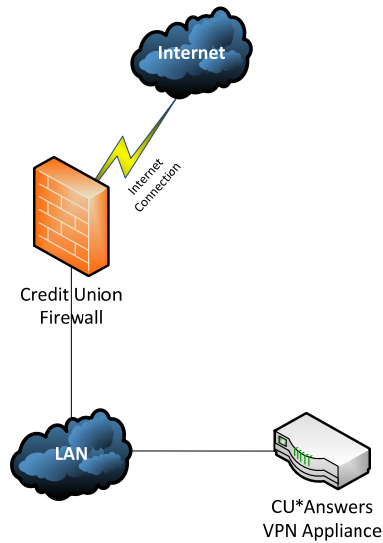
You should choose this option if:

- You wish to have strong control over the traffic headed to or from the CU*Answers router.
- You or your IT vendor has a strong understanding of firewalls, networks, and routing.

You should not choose this option if:

- You have SonicWall firewalls in an HA pair.
- You have a Cisco PIX or ASA firewall.

Option 3: VPN router installed in LAN



This option has the following requirements:

- Static Public IP address (can be shared with LAN).
- Static private IP address for CU*Answers router
- UDP 500 and 4500 allowed outbound from router to 63.236.240.42, 216.111.149.124, and 65.114.214.66.
- TCP 22 (ssh) port forwarded to router and allowed inbound from CU*Answers NAT IP Addresses. See <https://kb.cuanswers.com/cuanswers/csr/kbdetail.asp?kbid=3816>
- CU*Answers networks routed to router (See <https://kb.cuanswers.com/cuanswers/consumer/kbdetail.asp?kbid=3572>) or CU*Answers router used as default gateway.

You should choose this option if:

- You are an existing CU*Answers client with VPN-Backup and are converting to VPN-only.

You should not choose this option if:

- You have SonicWall firewalls in an HA pair.
- You have a Cisco PIX or ASA firewall.

Prior to implementing any VPN solution for online data connectivity, we strongly recommend the credit union review the VPN considerations below. Performing a risk assessment is recommended. If you have questions about compensating controls or alternative strategies, please don't hesitate to contact Network Services at helpdesk@cuanswers.com.

VPN Considerations for Internet VPN access to GOLD.

For help with these considerations, contact Network Services or your IT department.

<input type="checkbox"/> Yes <input type="checkbox"/> No	In the event of loss of your Internet connection, you will lose access to GOLD. Do you have a redundant Internet strategy?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Choose an ISP that has a history of providing reliable and quality service in your local area. With providing your own ISP connectivity, CU*Answers will not be in a position to guarantee the quality of your connection to the Internet or to GOLD.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Can your primary Internet connection automatically failover to the redundant connection?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Have you performed a DDoS risk assessment, per NCUA guidelines ?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Have you developed a DDoS response plan?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Bandwidth, minimum available download/upload of 128k recommended.
<input type="checkbox"/> Yes <input type="checkbox"/> No	If your current usage is close to peak bandwidth over your ISP, CU*Answers recommends that you purchase additional bandwidth before proceeding.
<input type="checkbox"/> Yes <input type="checkbox"/> No	GOLD traffic will compete with other Internet traffic for your bandwidth, so bandwidth throttling and QoS at your router is strongly encouraged.
<input type="checkbox"/> Yes <input type="checkbox"/> No	A valid, UNUSED, public IP address is preferred, but not required. This may require an upgrade to your Internet access plan.
<input type="checkbox"/> Yes <input type="checkbox"/> No	A valid, UNUSED, private IP address is required. The private IP address and public IP address must be on separate subnets. This can be an IP address on the locations' DMZ, or on an internal private network.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Additional hardware such as a switch may need to be purchased to allow for multiple devices (VPN public interface, local firewall, etc....) in the DMZ or WAN segments of your network.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Would you like information on setting up a backup VPN from another branch location with Internet access? Redundant connections are possible, but will require a custom-bid project, particularly if automatic failover to the alternate branch is desired. If yes, provide the following: Branch Name: Branch Address: Internet Access currently installed at Branch: Static IP address available at Branch:

CU*Answers Network Services VPN Device, Usage, and Security Information

- o CU*Answers Network Services will provide a Cisco router for online GOLD network access. Detailed information about this product can be found at www.cisco.com.
- o The Cisco router supplied by CU*Answers will provide virtual private networking (VPN) access.
- o The Cisco router will block all traffic that is not intended for accessing CU*Answers network resources, in other words no other internet connectivity will be allowed to go out, or come in through the device. The device will allow CU*Answers core processing related services only.

Installation Questionnaire

I. Contact Information

Credit Union Information	Credit Union Name Click here to enter text.
	Physical Street Address Click here to enter text.
	City, State, Zip Click here to enter text.
	Billing Address Click here to enter text.
	City, State, Zip Click here to enter text.
	Telephone Click here to enter text. Fax Click here to enter text.
Shipping Address (if different than above)	Name Click here to enter text.
	Address Click here to enter text.
	City, State, Zip Click here to enter text.
	Telephone Click here to enter text.
Site Contact Information	Name & Title Click here to enter text.
	Email Address Click here to enter text.
	Telephone Click here to enter text.

After Hours Contact Information	Name & Title Click here to enter text.
	Email Address Click here to enter text.
	Telephone Click here to enter text.

II. VPN Router Information

Be sure to select the appropriate VPN design and complete the corresponding Deployment Option One, Two or Three section.

(Failure to accurately complete the required fields may delay implementation.)

Option 1: VPN router installed in WAN in Firewall Bypass

Unused static Public IP address for CUA Router	IP: Click here to enter text.	Subnet: Click here to enter text.
Default Gateway to Internet	IP: Click here to enter text.	
Secondary static Public IP address (Redundant Internet Only)	IP: Click here to enter text.	Subnet: Click here to enter text.
Redundant Gateway to Internet (Redundant Internet Only)	IP: Click here to enter text.	
Unused static Private IP for the CUA Router	IP: Click here to enter text.	Subnet: Click here to enter text.
List of all LAN subnets at all locations:	Networks: Click here to enter text.	
Default Gateway to LANs:	IP: Click here to enter text.	
Internet Service Provider	Click here to enter text.	
Connection Type (e.g. DSL, T1, Cable)	Click here to enter text.	
Bandwidth (Down/Up)	Click here to enter text.	

Option 2: VPN router installed in DMZ

DMZ IP address of the CUA Router	IP: Click here to enter text.	Subnet: Click here to enter text.
Default Gateway	IP: Click here to enter text.	
Public IP of CUA Router (if private IP above)	IP: Click here to enter text.	
Second Public IP of CUA Router (if private IP above) (Redundant Internet only)	IP: Click here to enter text.	
List of all LAN subnets at all locations:	Networks: Click here to enter text.	
Internet Service Provider	Click here to enter text.	
Connection Type (e.g. DSL, T1, Cable)	Click here to enter text.	
Bandwidth (Down/Up)	Click here to enter text.	

Option 3: VPN router installed in LAN

Public IP	IP: Click here to enter text.	
Secondary Public IP (Redundant Internet only)	IP: Click here to enter text.	
Unused static Private IP for the CUA Router	IP: Click here to enter text.	Subnet: Click here to enter text.
Default Gateway for the CUA Router	IP: Click here to enter text.	
List of all LAN subnets at all locations:	Networks: Click here to enter text.	
Internet Service Provider	Click here to enter text.	
Connection Type (e.g. DSL, T1, Cable)	Click here to enter text.	
Bandwidth (Down/Up)	Click here to enter text.	

RELEASE AND INDEMNIFICATION AGREEMENT

Revision 2013.03.28

The Credit Union, identified below, and CU*Answers, Inc. ("CUA") are parties to a Services Agreement whereby CUA provides data processing and other related services to Credit Union.

1. As part of these services, the Credit Union has selected a Virtual Private Network (VPN) as their primary communications strategy to CUA. CUA offers this communications strategy as a "best effort" service with no Service Level Agreement.
2. In consideration of Credit Union's request for VPN as primary connectivity, Credit Union agrees to comply with all requirements and costs outlined by CUA to support VPN connectivity, as may be modified from time to time, and to release, indemnify and hold CUA harmless from any and all claims, causes of action, administrative actions, damages, costs, including attorney fees, asserted by the Credit Union or any Credit Union member or third party arising from or relating to, directly or indirectly, the use of or inability to use VPN for primary connectivity to CUA.
3. Credit Union acknowledges that Business Class Internet access with a static public IP address provided by the Credit Union's Internet Service Provider (ISP) is required and is a self-managed service and is not the responsibility of CUA.
4. Credit Union acknowledges that CUA has strongly recommended redundant Internet Service Providers (ISPs) be employed for connection redundancy and failover purposes and that CUA is not responsible for Internet outages.

This Release and Indemnification Agreement is dated:

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CREDIT UNION:

Name	
Address	

Authorized Representative:

Name	
Title	
Signature	

VPN Connectivity Fees

Contact Network Services for a custom proposal

Cisco Router (if needed)	\$2500
VPN Port Charge	\$64/month/branch head-end
Router Management (If not currently enrolled)	\$149/month for single site. \$99/month/site for multiple sites.
Initial router configuration (one time)	\$500/router