NET+ Zoom

Welcome

Welcome to the NET+ Zoom wiki. Many higher education institutions take advantage of this service offering. If your institution is one of them then this wiki will provide details on how to make the most of your participation of the programming and interact with peers across Internet2 member institutions.

This program is open to all Internet2 higher education members and not-for-profit higher education institutions whose main campuses are located in the United States, or entities mutually agreed to between Internet2 and Zoom. If you are looking details on how to join the program, add licenses as a existing participant or move to the latest version of the NET+ Zoom Customer Agreement, please visit the Participate Tab of the NET+ Zoom webpage.

Service Documentation and Resources

Accessibility:
VPAT versions are available at: https://zoom.us/accessibility.

Identity:
Identity documentation are available at: https://support.zoom.us/hc/en-us/sections/200305453-Single-Sign-On

Information Security:
Zoom has completed a Consensus Assessments Initiative Questionnaire (CAIQ).

Contract and Pricing:
Please contact netplus@internet2.edu for pricing or a copy of the NET+ customer agreement.

Community Resources

Participate in our Online Community (Participants Only):
Institutions participating in the NET+ Zoom program may take advantage of our email discussion list, receive our program newsletter and participate in other activities and events by joining our NET+ Zoom email distribution list. Please contact netplus@internet2.edu to be added.

Community Resources and FAQ
Visit our resource page for tips and suggestions on how to effectively use and operate Zoom.

Key Program Updates

Subscribers may also review our mailing list archives for monthly updates on the program.

NET+ Zoom Community Call on Security and Privacy – 4/14 at 1:30 EST / 10:30am PST
Sean O'Brien (internet2.edu) posted on Apr 09, 2020
The following email was shared earlier today:

NET+ Zoom Subscribers,

We want to invite you and others at your institution to join a Zoom Higher Education Community Call on Security and Privacy, which is coordinated by Internet2 and hosted by Zoom. The call will take place on Tuesday April 14th at 1:30 EST / 10:30am PST for 1 hour. The call-in and registration details can be found at: https://success.zoom.us/webinar/register/WN_PyCkP0iCSAWeac3E00A5hA

There has been considerable discussion around Zoom security and privacy in higher education and the worldwide community. Several members of the Zoom team will provide a brief update on what Zoom is doing to address some of the security and privacy concerns. Zoom speakers include:

• Ben Grande, Head of Sales for local and state agencies and EDU
• Shawn Rolin, Head of Technology and Sales Engineering
• Lynn Haaland Head of Global Risk and Compliance

As time allows, they will also address any questions and concerns from the community. Please note that this webinar may be recorded.

NET+ Zoom Service Advisory Board (SAB) Membership

• Michael Ball, University of Notre Dame
• Mark Leonard, University of New Hampshire
• Brian Chickery, Vassar College
• Thomas A Gerace, Tulane University
• Eli Jacobson, Brandeis University
• Tom Lewis, University of Washington
• Tim O’Neill, Brandeis University
• Jason Smith, University of Washington
• Christy Flis, Zoom, Staff Liaison
• Quyen Vaillant, Internet2, Staff Liaison

To Contact the Service Advisory Board

• Email: zoom-advisory@internet2.edu

Questions?

• Internet2 NET+ Service Management netplus@internet2.edu
• Internet2 Program Manager: Quyen Vaillant qvaillant@internet2.edu

Send Feedback or Submit a Feature Request:

The NET+ Zoom program is managed by an Internet2 program manager with the support of the NET+ Zoom Service Advisory Board.

The NET+ Zoom Service Advisory Board reviews and prioritizes community feature requests on a quarterly basis and submits them to Zoom product leadership. Feature requests may be submitted using this form.
To facilitate this conversation, Internet2 collected questions from various community lists and the NET+ Zoom Service Advisory Board (SAB) and reviewed and prioritized with the NET+ Zoom SAB, NET+ BPLAC, NET+ CSTACC, and the NET+ PAG.

Based on all of that community feedback, we shared the following list with Zoom: https://docs.google.com/spreadsheets/d/1oMDvN03_Iygohr327usMDoNzpo6speV0w01vyA-paEl/edit?usp=sharing

Please let us know if you have any questions or other items for this list or about this community call. Also, please feel free to forward this to others on your campus you think might be interested.

Thanks,

Nick Lewis
NET+ Security and Identity

Quyen Vaillant
NET+ Collaboration Services

- [.zoom-covid-19](#)
- [zoom](#)

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NET+ Zoom Update: Slack Channel, Community Survey and More

Sean O’Brien (internet2.edu) posted on Mar 27, 2020

We want to provide you another update on the NET+ Zoom program, Zoom-Internet2 network peering and remind you about some community resources that are available.

As a reminder, you can view previous updates related to the NET+ Zoom offering and Internet2-Zoom network peering on our [wiki](#).

**Community Resources**

The [NET+ Zoom Service Advisory](#) board has set up a Slack channel for higher education collaboration and discussion related to Zoom. We’d encourage you to [join via this link](#) and interact with other colleagues.

Working with the Service Advisory Board, we’ve also set up a [community survey](#) to ensure we are working with Zoom on the most important issues for higher education as a way of determining next steps to support the community. [Please consider taking the survey today](#). We are also working to set up a town hall in the coming weeks for the community to discuss key issues and share best practices and lessons learned.

**Network Peering**

Over the past week, we’ve increased our capacity to Zoom by almost tenfold and are actively working with home broadband providers to assure VPN traffic has a high-performance path from the home to the campus as it continues to grow. Network utilization of Zoom peerings is actually down as Zoom appears to have moved many of its compute operations to AWS and other cloud compute resources. You can read more about how R&E Networks are supporting the academic enterprise in unprecedented times [here](#).

**Additional NET+ Zoom Updates and Reminders**

Due to the increase in demand, Zoom will take about 48hrs to provision services to your account, once they’ve received a signed Order form. To help expedite the processing, please:

- Consolidate your orders, as much as possible. Quotes and order forms are processed in the order it was received. Grouping your orders together will help lessen any confusions or errors.
- Provide the following information when asking for a quote:
  - Item Name (i.e. Webinar 500 Participants)
  - Quantity of Item
  - Effective Date
  - Contact Information - Name and Email of who needs to sign the quote/order form

Please ensure upgrade and new orders are being sent to your Zoom account manager and [netplus@internet2.edu](mailto:netplus@internet2.edu).

We understand this is a challenging time for everyone and we’re so appreciative of the community partnering with us as we navigate through this historic time. Please let us know if there’s anything we can do further to help.

- [zoom-covid-19](#)
- [zoom](#)

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NET+ Zoom Update: Slack Channel, Community Survey and More

Quyen Vaillant posted on Mar 17, 2020
Due to the increase in demand, Zoom will take about 48hrs to provision services to your account, once they've received a signed Order form. To help expedite the processing, please:

- **Consolidate your orders**, as much as possible. Quotes and order forms are processed in the order it was received. Grouping your orders together will help lessen any confusions or errors.
- **Provide the following information** when asking for a quote:
  - Item Name (i.e. Webinar 500 Participants)
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We understand this is a challenging time for everyone and we’re so appreciative of the community partnering with us as we navigate through this historic time. Please let us know if there’s anything we can do further to help. You can view previous updates related to the NET+ Zoom offering and Internet2-Zoom network peering on our wiki.

- zoom
- zoom-covid-19

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**Follow up update - Supporting use of Zoom**

Sean O'Brien (internet2.edu) posted on Mar 13, 2020

Interest in and utilization of Zoom continues to grow as many higher education institutions move teaching, learning and administrative functions online. Internet2 is maintaining updates on this webpage as it relates to overall operations.

As detailed in our earlier update, we are focusing on:

1. Ensuring connectivity to Zoom over research and education networks
2. Supporting the acquisition or expansion of NET+ Zoom licensing through transparent and predictable community negotiated pricing and contract terms

Network utilization of Zoom grew this week and we are seeing usage peaks presumably as classes or meetings kickoff at the top of the hour. Internet2 is working to get additional peering turned up in the Bay Area and New York, and is working with Zoom to evaluate turning up additional peering in Denver. Internet2 remains in close contact with Zoom and other major cloud vendors and service provider partners regarding any potential impact to both operations and ongoing programs.

While providers, including Internet2 and the major cloud companies, are continuing to monitor utilization and increase capacity, we also must recognize that we are heading into uncharted territory in a complicated ecosystem of interdependent providers. Many users attempting to access and utilize online collaboration tools simultaneously will stress the service-delivery systems in new ways. This may present challenges to the user experience and institutions should also consider how to make asynchronous tools available for teaching and learning as well. Patience may also be important as providers tweak their systems to accommodate new workflows.

The NET+ Zoom program provides community negotiated contract terms and pricing to Internet2 members and other qualified higher education institutions. We can make pricing and contract terms available upon request by emailing netplus@internet2.edu.

To support the growing number of adoption requests related to Zoom we have additional staff members monitoring and responding to our service management email address (netplus@internet2.edu) and we are ensuring coverage though expanded hours from 9:00 a.m. to 8:00 p.m. Eastern Time and providing additional after hours support on an as available basis. This will stay in place until further notice.

As of Thursday afternoon, March 12, 2020, our operations team has received 96 messages from 20 different institutions related to Zoom. This number represents more than double the number of requests received in February and almost triple the number of requests received in January. We thank you for your patience and understanding as we deal with an unprecedented number of requests.

If you need to subscribe to the NET+ Zoom offering or add additional licensing as an existing subscriber, here is a reminder of how to do so:

- If you are new to the NET+ Zoom program, you will need to obtain a quote directly from a Zoom Account Executive. **Note:** You will need to specifically ask for the NET+ Zoom Agreement to ensure that you are getting the NET+ terms and pricing. If you have any questions about the program, pricing or don’t know who your Zoom Account Manager is, contact Quyen Vaillant at netplus@internet2.edu.
- For existing NET+ Zoom participants, your Zoom Account Manager can help you with any changes to your existing subscriptions, including upgrades or expanding licenses.

A number of resources for current and prospective NET+ Zoom subscribers are also available on our cloud wiki.

If you have additional questions or concerns, please contact Quyen Vaillant at netplus@internet2.edu.
As the spread of COVID-19 continues to progress, Internet2 is working closely with Zoom to continue providing services and products to our community. Across the portfolio of Internet2 services, we are actively monitoring the situation and will provide updates periodically on our website. Updates are available at: https://www.internet2.edu/about-us/internet2-update/

We recognize the challenges campuses are facing and the urgent need to deploy Zoom to allow remote classrooms while continuing to support staff and faculty working, collaborating and communicating.

We want to take a few minutes to answer some frequently asked questions related to the NET+ Zoom program and delivery of Zoom over the Internet2 network.

Will network peering with Zoom be able to handle additional capacity if higher education institutions move online?

Internet2 will maintain network connectivity and work hand-in-hand with regional network partners, the Indiana Global NOC and key suppliers to maintain resources and adjust to circumstances as needs emerge in the community. We have verified headroom in our connections to collaboration tools (e.g. Zoom, Webex, course management services) to assure communications are fully functional, are increasing threshold alarming and have reviewed plans to address capacity if there are unexpected usage swings between our network, campuses and the commercial internet.

For Zoom specifically, Internet2 has multiple points of presence with Zoom and we work to monitor capacity on an ongoing basis. Those connections currently have adequate headroom and we have contacted Zoom to discuss augmenting.

Please note that home user traffic, connections outside of campus networks, will depend on the use of VPNs and the VPN split tunneling configuration. If users are using VPNs that direct all of their traffic through a campus, then we will potentially see that Zoom traffic on the Internet2 network. If the home users are not using a VPN or the VPN is configured with split tunneling (only traffic with campus directed through VPN), then the Zoom traffic will take the user over commodity Internet paths from the home to Zoom.

How do I sign up for NET+ Zoom program or expand my service as an existing subscriber?

The NET+ Zoom Program is available to all Internet2 members and qualified higher education institutions (Not-for-profit higher education institutions whose main campuses are located in the United States).

- If you are new to the NET+ Zoom program, you will need to obtain a quote directly from a Zoom Account Executive. Note: You will need to specifically ask for the NET+ Zoom Agreement to ensure that you are getting the NET+ terms and pricing. If you have any questions about the program, pricing or don’t know who your Zoom Account Manager is, contact Quyen Vaillant at netplus@internet2.edu.
- For existing NET+ Zoom participants, your Zoom Account Manager can help you with any changes to your existing subscriptions, including upgrades or expanding licenses. If you have additional questions or concerns, please contact Quyen Vaillant at netplus@internet2.edu.

Can I get a copy of the NET+ Zoom Agreement and Pricing for review?

Yes. Please reach out to netplus@internet2.edu with your request.