**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](https://zoom.us/accessibility).

**Identity:**


**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.

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**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_PyCkP0lCSAWeaac3E00A5hA](https://success.zoom.us/webinar/register/WN_PyCkP0lCSAWeaac3E00A5hA)

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.

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**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_iYgohr327usMDOnzps6peV0w01vyA-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

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.

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.

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NET+ Zoom Updates amid COVID-19 - Updates on Order Processing
Quyen Vaillant posted on Mar 17, 2020
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