



CSIONet Migration Q&A Check List

[Link to Insurance Company and Vendor Section](#)

Insurance Broker Section:

General Q&A:

Q: Should I change how I currently connect to CSIONet to do my daily upload and download?

A: If you are a VPN Client, i.e. NOT using a modem to connect, you do not need to make a connection change. If you are using a modem, or other unique connection, CSIO strongly urges you upgrade to a VPN Client connection as soon as possible. This can be done by contacting helpdesk@csio.com and requesting to upgrade to a VPN Client.

Q: What will the monthly cost be to me after this migration?

A: A VPN Client connection will cost \$16.95 a month, plus applicable taxes. Other connection methods, such as a dial-up modem connection, will have an increased cost based on the dial-up option you have chosen with Telus.

(http://www.csio.com/en/about/csionet_info.html has a link to the Telus website for these options.)

Q: How will I be billed for the Telus upgrade?

A: Telus will bill directly for a VPN Client connection. A dial-up modem connection will be billed by Telus directly, but may be separately billed. A dedicated connection will be billed to CSIO who will then bill you directly.

Q: Are there any upfront or one time costs associated to this migration?

A: Not with a VPN Client solution. A dial-up modem solution may have an upfront cost, refer to the Telus website link found at

http://www.csio.com/en/about/csionet_info.html.

Q: Will Bell continue billing us after the 16th of January?

A: Both Bell and Telus services are billed monthly and there will be an overlap period where you will receive a new bill from Telus and final bill from Bell.

Q: Will we have to cancel our account with Bell?

A: No, CSIO will cancel all accounts with Bell by the end of January, unless YOU request we hold the account

Steps to take BEFORE January 16th, 2009:

1. Have you completed and returned the survey entitled “CSIONet Survey – July 2008”?, form sent by CSIO? (http://www.csio.com/en/about/csionet_info.html)
2. If you are a current VPN Client, i.e. not using a modem or other connection, please download the instructions that explain what URL in your browser you will use to make your connection. ***please note the URL address will be released closer to the live date to ensure no party makes the change too soon***
(http://www.csio.com/en/about/csionet_info.html)
3. If you are not a VPN Client user, i.e. you use a dial-up modem solution, Bell will no longer assist in upgrading your account. You will need to find a provider for an internet Dial-up connection. From there you will be able to go to a CSIONET.COM website to create your VPN connection.

Steps to take ON January 16th, 2009:

1. Do your normal EDI (upload & download) before end of business day 5:00pm EST.
2. If you are a VPN Client connection, i.e. not using a dial-up modem solution, after you have completed your EDI before 5:00pm EST January 16th, follow the instructions to go to a webpage to create your SSL VPN connection. The instructions can be downloaded from http://www.csio.com/en/about/csionet_info.html
3. If you have chosen to use another connection method, please follow the instructions provided by Telus or your 3rd party supplier after you have completed your EDI before 5:00pm EST January 16th.

[Link to Insurance Broker Section](#)

Insurance Company and Vendor Section:

General Q&A:

- Q: Should I change how I currently connect to CSIONet to do my daily upload and download?
- A: If you are a VPN Client, i.e. NOT using a modem to connect, you do not need to make a connection change. If you are using a modem, Bell will no longer assist you to upgrade to a VPN. If you wish to remain a dial-up connection, you can use any ISP provider you choose. That connection will take you to the internet, from there you will be able to connect to a web page for CSIONET.COM to create your SSL VPN connection.
- Q: What will the monthly cost be to me after this migration?
- A: A VPN Client connection will cost \$16.95 a month, plus applicable taxes. Other connection methods and costs are outlined in the form entitled “*Company Registration – CSIONet Migration to Telus Form – Existing CSIONet Connection*”?
(http://www.csio.com/en/about/csionet_info.html)

Q: How will I be billed for the Telus upgrade?

A: Telus will bill directly for a VPN Client connection. A dial-up modem connection will be billed by your chosen ISP provider directly. A managed dedicated connection will be billed to CSIO who will then bill you directly. The billing specifications can be found in the form entitled “*Company Registration – CSIONet Migration to Telus Form – Existing CSIONet Connection*”? (http://www.csio.com/en/about/csionet_info.html)

Q: Are there any upfront or one time costs associated to this migration?

A: Not with a VPN Client solution or a managed dedicated connection. A dial-up modem solution may have an upfront cost, refer to the Telus website link found at http://www.csio.com/en/about/csionet_info.html.

Q: Will Bell continue billing us after January 16th?

A: Both Bell and Telus services are billed monthly for a VPN Client connection, there will be an overlap period where you will receive a new bill from Telus and final bill from Bell. For a dedicated connection with Bell, refer to your existing contract with Bell for terms and conditions.

Q: Will we have to cancel our account with Bell?

A: No, CSIO will cancel all VPN Client and dial-up modem accounts with Bell by the end of January, unless YOU request we hold the account. Any dedicated connection will need to be canceled by your organization based on the terms and conditions in that contract.

Q: Can I use my own hardware equipment and not purchase from Telus?

A: Yes, the form entitled “*Company Registration – CSIONet Migration to Telus Form – Existing CSIONet Connection*”? (http://www.csio.com/en/about/csionet_info.html) has the specifications for compatibility. Additional hourly charges may apply for Telus to offer advanced support for configuration.

Q: Will there be a technical contact available?

A: For a VPN Client, the CSIO helpdesk is your resource. For a dial-up modem connection, CSIO will support the VPN connection and chosen ISP provider will support the dial-up configuration. For a dedicated connection, once the form entitled “*Company Registration – CSIONet Migration to Telus Form – Existing CSIONet Connection*”? (http://www.csio.com/en/about/csionet_info.html) as been filled in with the specifications, CSIO will forward those requests to Telus who will contact those organizations directly.

Q: Will I be able to test in advance of the migration?

A: There is currently a committee made of vendors, companies, and brokers who have taken on the task of testing these connection models. If you are upgrading to a VPN Client, we would recommend you do so with Bell first for internal testing to allow for a smoother migration to Telus. If you wish to participate in the testing of the dedicated connection or dial-up modem connection, please contact CSIO so this can be discussed.

Q: Will there be any other changes by any party other than where they point their connection?

A: No. The workflow will change though, instead of launching a Microsoft VPN connection, the workflow will be to launch a browser and log into a site creating the SSL VPN connection. All other information, such as account ids and domains will remain the same. i.e. if you currently send data to a broker at be1234a@broker.edi.csio.com, you will continue to do so. If you currently receive data from ce1234a@company.edi.csio.com, you will continue to do so. The change taking

place is simply that there is a new server at Telus holding the mailboxes that once resided at Bell.

Steps to take **BEFORE** January 16th, 2009:

1. Have you completed and returned the survey entitled “*CSIONet Survey – July 2008*”?, form sent by CSIO? (http://www.csio.com/en/about/csionet_info.html)
2. If you are a current VPN Client, i.e. not using a modem or other connection, please download the instructions to connect to the new CSIONET.COM URL to create your SSL VPN connection. (http://www.csio.com/en/about/csionet_info.html)
please note the URL address will be released closer to the live date to ensure no party makes the change too soon
3. If you are not a VPN Client user, i.e. you use a dial-up modem solution, Bell will no longer assist in upgrading to a VPN connection. You will need to find your own ISP provider for a dial-up connection to the internet. From there you will then need to connect to a web site to create your SSL VPN connection.
(http://www.csio.com/en/about/csionet_info.html)

Steps to take **ON** January 16th, 2009:

1. Wait until AFTER 5:00pm EST. At that time, all brokers should have completed their daily upload and download and made the necessary changes.
2. You will need to configure your upload and download to ONLY perform a download. This means you should NOT be sending data but only receiving data the brokers sent prior to 5:00pm EST.
3. Once you have retrieved all your data from the Bell server, you may now configure for the Telus connection.
4. If you are a VPN Client connection, i.e. not using a dial-up modem solution, after you have completed your download only, after 5:00pm EST January 16th, follow the instructions to create a browser page to start your SSL VPN connection that your software will look to for the SMTP and POP server.
http://www.csio.com/en/about/csionet_info.html
5. If you have chosen to use another connection method, please follow the instructions provided by Telus or your 3rd party supplier after you have completed your download only, after 5:00pm EST January 16th.