

1 Q. **Tab E – Projects Over \$50,000 and Less Than \$200,000: p. E-56 – Replace Video**
2 **Conferencing Bridge, Hydro Place**

3 Please outline all issues Hydro has had with the video conferencing system in the
4 last 5 years.

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7 A. Users of the video conferencing system have recurring complaints, affecting
8 productivity and efficiency during distance conferencing. Recurrent issues include:

- 9 • Overall general user complaints about the quality of video, making meetings
10 conducted over video conference inefficient and frustrating;
- 11 • Overall general user complaints about audio dropping, making it difficult to
12 understand meeting attendees, affecting productivity, and frustrating
13 attendees;
- 14 • Users with active directory accounts could not authenticate, preventing
15 access to the video conferencing system;
- 16 • Users lost access to the Converged Management Application and could no
17 longer use the video conferencing desktop application or schedule new
18 meetings; and
- 19 • All calls to the Real Presence Collaboration Server (RMX) were being
20 rejected and the device had to be reset. During these times, no video
21 conferencing was possible, and the time period for troubleshooting, ending
22 in device resetting, has been several hours.