

Internet2 and Box FAQ

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Who is Box and what services do they offer?

Founded in 2005, Box provides a secure content and file sharing collaboration platform. Content on Box can be shared internally and externally, accessed through iPad, iPhone and Android applications, and extended to partner applications such as Google Apps, NetSuite and Salesforce. Headquartered in Palo Alto, CA, Box is a privately held company and is backed by venture capital firms Andreessen Horowitz, Draper Fisher

Jurvetson, Emergence Capital Partners, Meritech Capital Partners, Scale Venture Partners, and U.S. Venture Partners. To learn more about Box, please visit www.box.net.

What is the relationship between Box and Internet2?

Internet2 has signed a Master Services Agreement (MSA) with Box that provides various terms and conditions specific to the higher education community. In addition, Internet2 is working with Box to co-develop a customized service offering that integrates with the Internet2 Network and with InCommon to better meet the needs of the Internet2 community. The final production service will be brokered by Internet2 and provided by Box. The service will be a federated service that leverages InCommon and will be delivered over the Internet2 Network.

Do I have to be a direct Internet2 member to sign up for the Internet2 NET+ Box service?

No. Your institution has to be an InCommon higher education participant (or join InCommon as a higher education participant) in order to use the service. Direct Internet2 members get an additional discount, but membership in Internet2 is not required.

When will the Box service be available to higher education members? Who can use this service offering?

Internet2 higher education members who are InCommon subscribers will be able to sign up for a full-service, customized Box offering that incorporates federated identity into the service, which we intend to have available by early 2012. American higher education institutions who are not Internet2 members but are members of InCommon will also be able to subscribe for services at that time at a higher cost.

Five universities are currently part of an early adopter program that will allow us to identify any issues before the public offering. These schools are Cornell University; Indiana University; University of California, Berkeley; University of Michigan; and the University of Notre Dame.

What features will the service have?

The Internet2-Box partnership is significant in that it provides a method for campuses to rapidly deploy a service like this to their entire community—students, faculty and staff.

The customized offering developed especially for the Internet2 community will provide the benefits of an easy to use, readily adopted consumer service while providing for all the needs of higher education institutions including access using campus single sign on log-in; integration with campus provisioning and security requirements; and a friendly, higher education legal agreement, all bundled together as a click through agreement for InCommon members.

Other Box cloud collaboration features include:

1. Online Workspaces

Create shared workspaces and easily invite team members to upload files, start discussions and collaborate online.

2. File Sharing

Easily share large files both within your company and with external partners replacing FTP software and email attachments. You can even see when your files are downloaded!

3. Folder Layers

Create and organize multiple layers of folders replacing your file server with an online company-wide file system.

4. Mobile Access

View your files on any browser-enabled mobile device and use Box's apps on an Android Smartphone, iPhone, iPad, and Blackberry.

5. File Commenting, Group Discussions and Online Documents

Leave comments attached to a specific document, start a group discussion, or create and share a simple document.

6. Updates

Like a newsfeed for your shared workspace, keep up with all activity via the Updates tab in Box and through email.

7. Version History

View previous versions of your files even after changes are made and new versions are uploaded. **Enterprise only*

8. User Management

Manage users easily, control data access and review reports on content usage and activity using the Admin Console. **Enterprise only*

9. Security Controls

Set various levels of view and edit permission, set up a time to auto-delete a file or deactivate a link, and password protect sensitive folders or files **Enterprise only*

10. Easy-to-Use

Minimize user training and support costs, eliminate software or hardware maintenance, and get started in just minutes.

11. Box Sync

Sync desktop files to Box. Access Box folders and shared files right from your desktop. **Number of accounts with full sync capped for initial phase*

What applications are included with the Box platform that are built by Box and part of the agreement?

Box for Android
Box for Android Tablet
Box for Blackberry
Box for Blackberry Playbook
Box for Chatter
Box for Courier
Box for iPad
Box for Office
Box for Outlook
Box for Touchpad
Box Web Documents
Simpleshare
Salesforce
Netsuite
LinkedIn
LinkedIn widget
Google Apps

Google Docs
Box for iPhone

Can a campus choose which applications are deployed?

Yes, application availability is set by the campus box administrator.

What security is part of the Box service?

All of the following security mechanisms are being reviewed by CISO representatives from each of the early adopter campuses:

Box.net hosts its servers at multiple geographically separated, enterprise-grade data centers in the United States with a 99.9% network uptime guarantee, ongoing audits and 24x7x365 monitoring and video surveillance. Data is stored on a secure internal storage cluster behind an enterprise-grade firewall, and we have redundant connections to multiple Internet backbones. The software passes every request through a carefully audited verification code, which ensures that the user is authorized for the action requested. Box stores local snapshots of data and backs up all data daily to an additional facility in a third location.

All user data is stored in encrypted form. Keys are held by Box under strictest security.

256-bit Secured Socket Layer (SSL) encryption is used on the data between the end user and Box. Indexing of public files by search engines or robots is disallowed, and all filenames are encoded once they arrive on Box's servers.

Is data available to third parties?

When you upload a file to Box, it is private by default and encrypted when stored. Your files are only accessible to others if you share them or make them public. You can make any shared file private again, or modify it so a password is required to access it. If you share a file using a link, that link will contain a unique ID made up of a randomly generated combination of letters and integers so humans cannot guess the location of those files.

While Box holds the keys to encrypted data, this is held under strictest physical and personnel security and is only used when permission is granted by the member institution.

Box uses proven password and privilege techniques to validate access to all application data. University Administrators have full console access to set user privileges, limiting what individual account holders can see and do on Box. The application determines access and presents only data the user has permission to see. For further security, an administrator can set role-based permissions so that some viewers may only view data, not edit it. With the Enterprise edition, Box also displays a list of all the primary actions of each of its users (download, upload, delete, log-in, etc.), giving administrators oversight on usage in their accounts.

Does Box comply with FERPA and HIPAA requirements? What about grant requirements for distribution of data?

FERPA requirements will be supported when the service becomes generally available. Box does not have a HIPAA Business Associate Agreement in place because all data is fully encrypted and Box will not access the data unless permission is explicitly granted by the institution. We believe that Box is compliant with most grants, although specifics should be checked by the institution.

In addition, you as the customer have to implement Box (leveraging the tool sets provided) in a manner that is HIPAA compliant – Box cannot guarantee that each customer will leverage the appropriate tool sets to configure and implement Box to ensure HIPAA compliance.

To learn more about Box's technology and their efforts to empower customers to be HIPAA compliant, go to <https://www.box.net/shared/0uanfcz9nz7ayygi902n>.

What is the Internet2 NET+ Box Storage Bank?

Members subscribing to this service are also automatically enrolled in the Internet2 NET+ Box Storage Bank program that provides additional storage for your campus for urgent or unplanned needs. If during the annual term of your subscription your campus has an unplanned need for additional storage, Internet2 NET+ Services will provide up to 25% of your regular capacity at no cost. At the end of the current subscription term, you would have the option of lowering your consumption or purchasing additional storage.

How does my institution sign up for the service?

Internet2 members will be able to purchase the new offering by signing an “Enterprise Customer Agreement” (ECA) between the Internet2 member and Internet2. In subsequent years, your Internet2 membership, via the ECA, will simply have a Box renewal option built in.

A trial offering will be available allowing Internet2 or InCommon schools access to the full offering for 45 days for 25 test accounts. This will enable a campus to evaluate the features and benefits of the service before committing. Once the trial period ends, campuses will be able to subscribe to the Box service as the result of a pre-negotiated arrangement developed by a group of university counsel and Internet2 with Box, based on the size of your institution. You complete the Box Application Form (available soon), and you will then be assigned a Box service technical account representative who will work with you to create a customized environment, domain (box.yourinstitution.edu) and brand with your logo. Startup time is expected to be approximately one week to fully activate your domain, depending on the number of signups in process.

Can a portion of my institution sign up (e.g., a business school, medical school, or even a single department)?

No, it must be a single, institution-wide subscription. The benefits of an environment like Box are viral collaborations and connections that occur between individuals and groups by allowing the entire community to quickly and easily share files. Offering it to a single department would generally cost more than the full price of the enterprise Box service. This program is also intended to minimize the contracting effort for the members with substantive and favorable cost terms.

What happens if I already have a box.net account?

If you or a member of your institution have already created an account using your university email address, it can be merged into the new service offering when your school signs up. Account holders can be notified and offered the opportunity to create a separate personal account using another non-university email address if they choose.

What happens when an account holder leaves the university?

The decision is up to the university to maintain the account as a university service as long as they choose, however access to the account is linked to federated privileges. Once the campus credentials are revoked, the account can be reverted to a “personal account” under the terms and conditions of Box.net’s free or paid personal services. Specific details of these account transitions are being worked out by early adopter schools.

What will the service cost?

Box service cost is based on the size of the institution and will initially consist of six tiers of pricing. The terabyte quantities listed are for actual, fully used storage. Most campuses expect to be able to offer five times the stated capacity when marketing the service. For example, a Tier 1 campus would be able to plan for 100 TB of marketable capacity, which translates to 20 TB of actual disk. Note that the annual subscription fee includes participation in the Internet2 NET+ [Box Storage Bank](#) program (see above). Total storage limits are part of the contract for each institution (determined by its "tier"). Individual storage limits can be set by each institution as they see fit.

TIER	1	2	3	4	5	6
Institution Size (Students, Faculty, Staff)	1-10,000	10,001-24,999	25,000-49,999	50,000-99,999	100,000-149,999	150,000-200,000
Maximum Number of Box Accounts	10,000	25,000	50,000	100,000	150,000	200,000
Total Used Storage Allocation	20 TB	50 TB	100 TB	200 TB	300 TB	400 TB
Marketable Storage	100 TB	250 TB	500 TB	1000 TB	1500 TB	2000 TB
Internet2 Member Annual Fee	\$29,000	\$65,000	\$116,000	\$197,000	\$287,500	\$371,000
Internet2 Member (One Time Startup)	\$5,000	\$5,000	\$10,000	\$10,000	\$15,000	\$15,000
Non-Internet2 Member Annual Fee	\$33,125	\$74,200	\$132,500	\$225,250	\$328,600	\$424,000
Non-Internet2 Member (One Time Startup)	\$5,700	\$5,700	\$11,400	\$11,400	\$17,100	\$17,100

Additional storage can be purchased for \$20,000 per 10 TB (50 TB marketable) per year added to any tier of service.

A 2.5% discount applies for a two-year subscription prepayment and a 5% discount for a three-year prepayment. The discount does not apply toward the one-time startup fee.

How will my campus be billed?

The subscription year is initially based on the 12-month period beginning the first of the month in which your service begins. The first year, you will be billed according to the size of your institution within 30 days of account activation for your first 12 months and the one-time startup cost. Subsequent year renewals will be annual based on your starting (anniversary) date. Your institution may choose to change the billing cycle after the first 12-month period.

What is "marketable storage"?

When assigning quotas to individuals on campus, even with the same quota, usage can vary widely. So if you plan on 10GB quotas, one person may use 1GB while another may use 7GB. In that case, your marketable storage is 2x10GB or 20GB but your actual usage is only 1+7 or 8GB. Analysis suggests the right ratio for "marketable" to "actual used" storage is approximately 5 to 1.

What happens if we decide to cancel the service?

Your campus may decide to cancel at any point during the subscription year which will cancel the automatic renewal at the end of the calendar year. No refunds are provided for during the current year of service; however, you will have until the end of the calendar year to migrate data out of Box as necessary or individuals may choose to maintain personal accounts as appropriate under agreement directly with Box.net.

The FAQ says that my pricing depends on my status as a member of InCommon and Internet2. What happens if my status changes?

If your institution is currently not a member, *but subsequently joins*: Your institution will be afforded the appropriate discounts upon the next Box renewal.

If your institution is currently a member, *but subsequently drops membership* (your membership period might not coincide with your Box subscription): The service functions and special pricing are dependent upon active and continued membership in InCommon and Internet2. The functionality of the Box service depends upon active participation in InCommon federated authentication. Dropping InCommon membership could necessitate termination of the Box service. The pricing discounts are provided for Internet2 members due to the administrative efficiencies that are gained as a result. Dropping Internet2 membership will necessitate an immediate increase in service pricing.

How can I find out more? How can I stay informed about these services?

Please check the Internet NET+ Services web page for regular updates (<http://www.internet2.edu/netplus/>). You can also send an email to NETplus@internet2.edu.