

Acuity FTTH and SLA 2.0

Add Root Cause Analysis to Existing EMS/NMS Operations

Cloud based Acuity delivers root cause analysis and BSS integration services to smaller operators at a fraction of the cost larger network operators typically pay for in-house solutions.

Acuity delivers three levels of cloud-based advanced analysis services utilizing NTI's product portfolio and 15 years NOC management experience. NTI's Acuity becomes an extension of your operating environment, not a replacement, to deliver incremental functionality that provides immediate value, a rapid ROI and requires no hardware, no software, and no maintenance. NTI's staff set up the necessary connectivity to collect alarm and performance data from each network element, interface to network inventory, trouble ticket, or billing systems to offer a complete end-to-end OSS/BSS service. Information regarding which services and customers are effective, as well as SLA's that may be in jeopardy.

Dashboards

Mobile dashboards deliver information to executive, operations, and field staff. Mobile and interactive, they deliver actionable information anywhere a moderate speed internet connection is available, keeping network status in the palm of your hand.

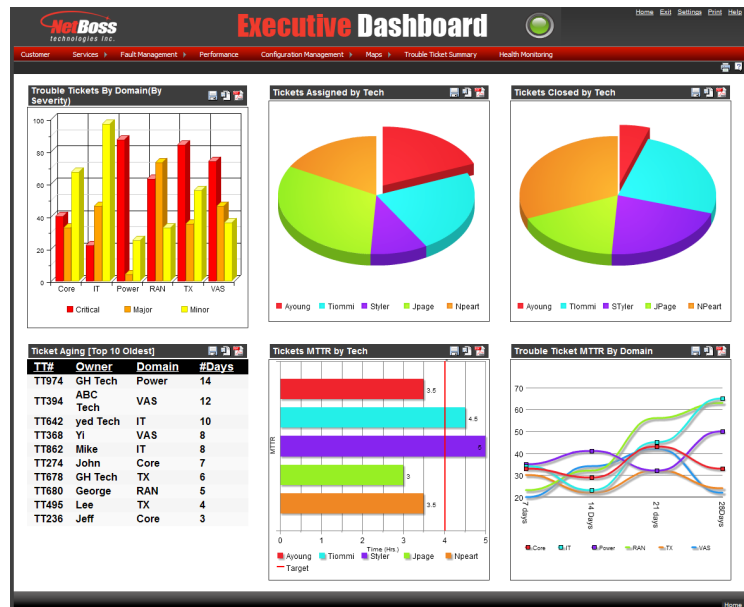
Using Root Cause To Automate Trouble Repair

NetBoss engineers work with your existing trouble management system interface to deliver the detailed data necessary to initiate repairs. RCA determines the most probable item to repair. The trouble management interface provides the necessary information to initiate and track the repair. This process can be fully automated or be placed in queue for staff approval. Significant

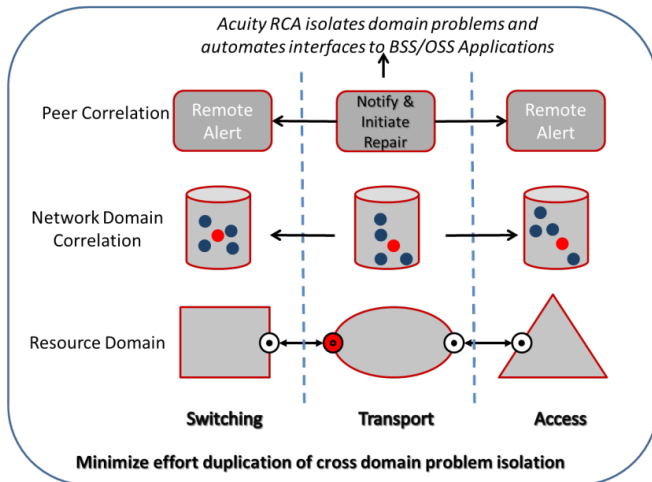
detail is automatically passed to trouble management systems, such as, NE ID, least replaceable item, GIS coordinates, and priority.

An automated trouble repair interface provides the ability to:

- More efficiently schedule and dispatch repairs to minimize overtime and remove human error
- Send the right technician to the right location and do more repairs in a day with the same staff
- Improve overall customer satisfaction to facilitate new service introduction



Acuity FTTH and SLA 2.0



Acuity can manage all the services (voice, video, data) running on the FTTH network

Using Root Cause To Manage SLA Contracts

NetBoss engineers work with your existing BSS systems to map the effect of faults to your service offerings. This provides a clear understanding of the overall cost of the problem and aids in the prioritization of repairs. This more complete picture of equipment faults facilitates informed decision making when assigning repair priority. The available prioritization could significantly reduce revenue losses, for example:

1. Quickly identify probable SLA violations reducing losses from payback clauses
2. Significantly reduce penalties from
 - a. PUC violations,
 - b. Customer trouble reports,
 - c. Out of service time reports
3. Minimize service downtime and associated billing adjustments

Performance Reporting

Acuity provides your operations team with the information necessary to determine the performance of your access (PON/FTTH) network. This endpoint detail (ONT basis) makes customer specific reporting available.

- Performance Statistics to "prove" advertised internet speeds and availability

Acuity cross domain (switching, transport, access) detail can identify network wide bottlenecks.

- Show where and how bottlenecks effect voice and data communications
- Effective planning for future over build or resource additions

Acuity Service Activations Require:

- FTTH Root Cause
 - o Site survey with inventory and topology details
 - o ~ 2 week set-up
 - o Service start in ~2 months
- Automated trouble repair
 - o Additional interface and definition
 - o ~2 additional week set-up after RCA network
 - o Service start ~1 month from RCA network
- SLA impact reporting
 - o Requires customer definition and interfaces to determine time to service

Specific Example

Visualization of Repair Priorities

- Problem:** Current service losses are unknown during device Calix/MetaSwitch outages.
- Value:** Executives and staff will have the ability to visually see an error's impact on service revenue, SLA violations, and lifeline service. This provides a more complete picture of the losses due to faults and therefore the ability to make a more informed decision on assigning repair priority. Revenue loss could be significantly reduced based on outage type.
- Description:** A dashboard will provide a view that correlates the service revenue, SLA violations, and lifeline services affected by fault conditions, as well as the current TT repair status of those failures.