

Chapter 4: Data Application

Overview

Introduction

The **Data** Product application allows you to manage your domestic **Asynchronous Transfer Mode (ATM)** and **Frame Relay** services associated to your Qwest Control[®] Enterprise ID. Some of the features available under the Data product include access to inventory, the ability to request & view reports, check alarm status, view network maps, and view/create repair tickets.

Note: In Qwest Control, the system will only display products that apply specifically to your customer account ID. If you do not have a Data product this page will not display.

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Overview, continued

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Data Inventory

Introduction The **Data Inventory** screen provides a listing of the **Ports** and **Virtual Circuits (VC)** associated to your Qwest Control Enterprise ID. In addition, you can create logical groups of **Network Ports** or **VCs**.

Ports

Introduction The **Ports** screen provides you a listing of the Ports associated to your Qwest Control Enterprise ID. This screen is divided into two sections: View By filters and Ports list.

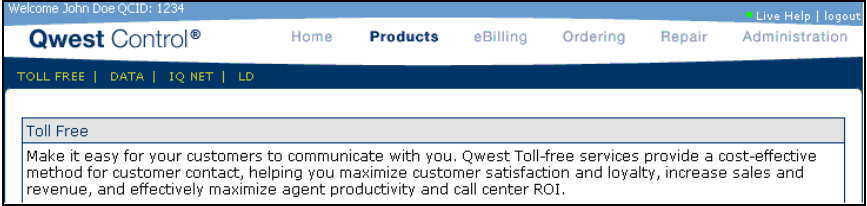
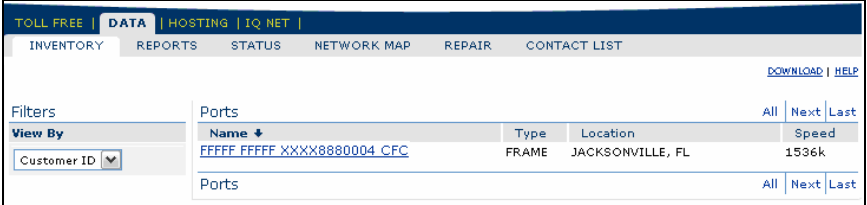
- The **View By** filters section of the screen allows you to define the values you want to see in the **Name** column. You can choose to view your Ports by **Customer ID** (the customer maintained identifier) or by **Carrier ID** (the unique Qwest maintained identifier for each Port).
- The **Ports** list displays the Ports associated with you Qwest Control Enterprise ID.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Ports Inventory** screen.

Field Name	Description
Filter Section	
View By	This <i>optional</i> field allows you to select a view by filter to view your Ports by Customer ID or Carrier ID .
Ports Section	
Name	This field displays the name of your Port. Note: A Qwest provided name appears here by default. If you have renamed an existing Port in Qwest Control, your provided name will appear by default.
Type	This column displays the Port type for each row (ATM or Frame).
Location	This column displays the physical location for each Port row.
Speed	This column displays the speed at which data frames are transmitted through this Port (Kilobits per second).

Viewing the Ports Inventory

Procedure Follow the steps in the procedure below to **view** the **Ports Inventory** screen.

Step	Action
1	<p>From the Home page, click on the Products module.</p> <p>Result: The Products module appears.</p> 
2	<p>From the Products module, click on the Data application.</p> <p>Result: The Ports Inventory screen appears.</p>  <p>Note: If you do not see the Port you are looking for in the list, use the All, Next, and Last buttons to move through the list of Ports. You can also use the Filters section of the screen to change the view.</p>

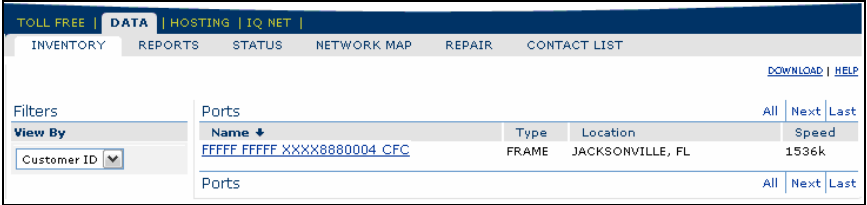
Sorting the Ports Inventory

Procedure Follow the steps in the procedure below to **sort** the **Ports** list.

Step	Action
1	From the Ports Inventory screen, click on the Name column label to sort the list by the name of your Ports.
2	From the Ports Inventory screen, click on the Type column label to sort the list by your Port types.
3	From the Ports Inventory screen, click on the Location column label to sort the list by the physical locations.
4	From the Ports Inventory screen, click on the Speed column label to sort the list by the speed at which data frames are transmitted.

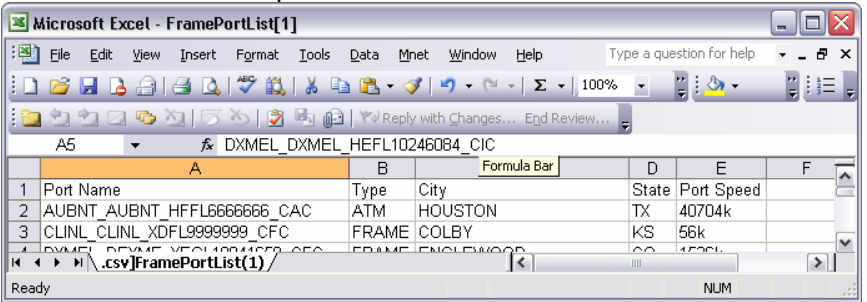
Filtering the Ports Inventory

Procedure Follow the steps in the procedure below to use the **View By** filter for your list of Ports.

Step	Action								
1	<p>From the Ports Inventory screen, select Customer ID or Carrier ID from the View By filters section of the screen.</p> <p>Result: The Ports list refreshes and displays the data based on your selection.</p>  <p>The screenshot shows the 'Ports Inventory' interface. At the top, there are navigation tabs: 'INVENTORY', 'REPORTS', 'STATUS', 'NETWORK MAP', 'REPAIR', and 'CONTACT LIST'. Below these is a 'Filters' section with a 'View By' dropdown menu currently set to 'Customer ID'. To the right, a table displays port information:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Location</th> <th>Speed</th> </tr> </thead> <tbody> <tr> <td>FFFFF FFFFF XXXX8880004_CFC</td> <td>FRAME</td> <td>JACKSONVILLE, FL</td> <td>1536k</td> </tr> </tbody> </table> <p>Additional controls include 'All', 'Next', and 'Last' links for both the filter and the table.</p>	Name	Type	Location	Speed	FFFFF FFFFF XXXX8880004_CFC	FRAME	JACKSONVILLE, FL	1536k
Name	Type	Location	Speed						
FFFFF FFFFF XXXX8880004_CFC	FRAME	JACKSONVILLE, FL	1536k						

Downloading the Ports Inventory

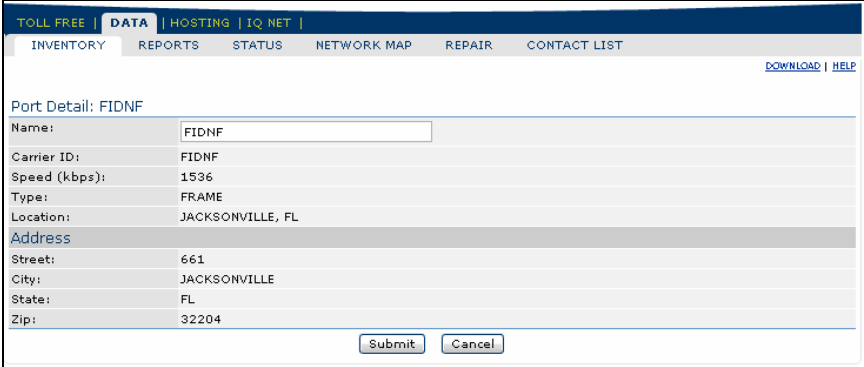

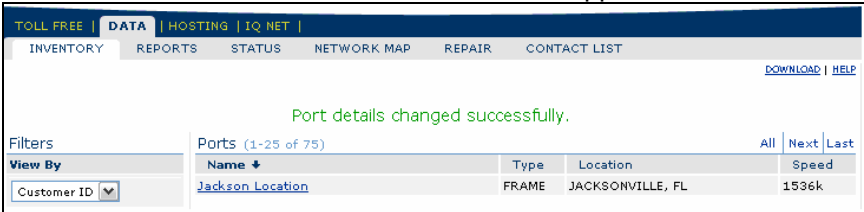

Procedure Follow the steps in the procedure below to **download** your **Ports Inventory** to a **CSV** (Comma Separated Value) file.

Step	Action																				
1	<p>From the Ports Inventory screen, click on the Download hyperlink to export your data to a CSV file.</p> <p>Result: The data file opens in a new window.</p>  <p>The screenshot shows a Microsoft Excel window titled 'FramePortList[1]'. The spreadsheet contains the following data:</p> <table border="1"> <thead> <tr> <th>Port Name</th> <th>Type</th> <th>City</th> <th>State</th> <th>Port Speed</th> </tr> </thead> <tbody> <tr> <td>AUBNT_AUBNT_HFFL6666666_CAC</td> <td>ATM</td> <td>HOUSTON</td> <td>TX</td> <td>40704k</td> </tr> <tr> <td>CLINL_CLINL_XDFL9999999_CFC</td> <td>FRAME</td> <td>COLBY</td> <td>KS</td> <td>56k</td> </tr> <tr> <td>DXMEL_DXME_VFC14004672_CFC</td> <td>FRAME</td> <td>ENGLEWOOD</td> <td>CO</td> <td>1536k</td> </tr> </tbody> </table> <p>The file path at the bottom of the window is shown as '...\.csv\FramePortList(1)\'.</p>	Port Name	Type	City	State	Port Speed	AUBNT_AUBNT_HFFL6666666_CAC	ATM	HOUSTON	TX	40704k	CLINL_CLINL_XDFL9999999_CFC	FRAME	COLBY	KS	56k	DXMEL_DXME_VFC14004672_CFC	FRAME	ENGLEWOOD	CO	1536k
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DXMEL_DXME_VFC14004672_CFC	FRAME	ENGLEWOOD	CO	1536k																	

Modifying a Port Name

Procedure

Follow the steps in the procedure below to **modify a Port Name**.

Step	Action
1	<p>From the Ports Inventory screen, click on the Port Name that needs to be modified.</p> <p>Result: The Port Details screen appears.</p> 
2	<p>In the Name field, enter the name you want to assign to the Port.</p>
3	<p>Click .</p> <p>Result: A successful confirmation message appears and system renames the selected Port in the Qwest Control application.</p> 
4	<p>Click  to clear your entry and return to the Ports Inventory screen (if applicable).</p>

Virtual Circuits

Introduction

The **Virtual Circuits** screen provides you a listing of the **VCs** associated to your Qwest Control Enterprise ID. This screen is divided into two sections: View By filters and Virtual Circuits list.

- The **View By** filters section of the screen allows you to define the values you want to see in the **Name** column. You can choose to view your Virtual Circuits by **Customer ID** (the customer maintained identifier) or by **Carrier ID** (the unique Qwest maintained identifier for each Virtual Circuit).
- The **Virtual Circuits** list displays the Virtual Circuits associated with you Qwest Control Enterprise ID.

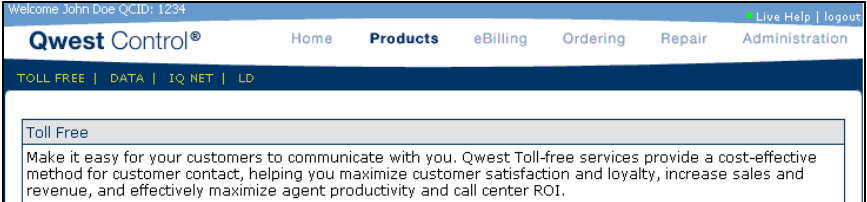
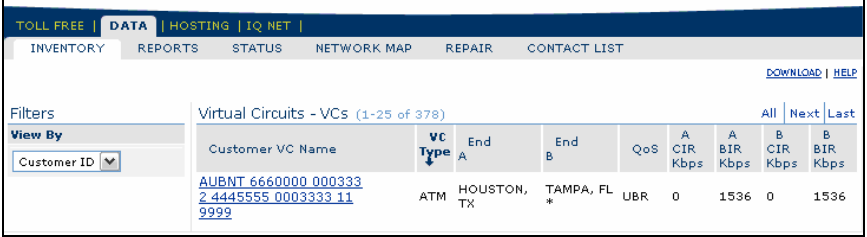
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Virtual Circuits Inventory** screen.

Field Name	Description
Filter Section	
View By	This <i>optional</i> field allows you to select a view by filter to view your Virtual Circuits by Customer ID or Carrier ID .
Virtual Circuits Section	
Customer VC Name	This field displays the name assigned to the Virtual Circuit. Note: A Qwest provided name appears here by default. If you have renamed an existing Virtual Circuit in Qwest Control, your provided name will appear by default.
VC Type	This column displays the Virtual Circuit type for each row (ATM or Frame).
End A	This column displays the city and state in which the End A Port is located at a provider POP .
End B	This column displays the city and state in which the End B Port is located at a provider POP .
QoS	This column displays the throughput level that end-to-end latency will not exceed at a given level.
A CIR	The column displays the information rate at End A of the VC.
A BIR	This column displays the speed at which the Burst Information Rate data is transmitted through the VC in the A to B or "forward" direction. Note: For Frame Relay VCs, the BIR is in addition to the CIR. For ATM VCs, BIR includes the CIR.
B CIR	The column displays the information rate at End B of the VC.
B BIR	This column displays the speed at which the Burst Information Rate data is transmitted through the VC in the B to A or "reverse" direction. Note: For Frame Relay VCs, the BIR is in addition to the CIR. For ATM VCs, BIR includes the CIR.

Viewing the Virtual Circuits Inventory

Procedure Follow the steps in the procedure below to **view** the **Virtual Circuits Inventory** screen.

Step	Action																		
1	<p>From the Home page, click on the Products module.</p> <p>Result: The Products module appears.</p>  <p>The screenshot shows the Qwest Control interface with the 'Products' menu selected. A 'Toll Free' section is visible, describing toll-free services for customer communication.</p>																		
2	<p>From the Products module, click on the Data application.</p>																		
3	<p>From the Data application, select Virtual Circuits from the Inventory menu.</p> <p>Result: The Virtual Circuits Inventory screen appears.</p>  <p>The screenshot shows the 'Virtual Circuits - VCS (1-25 of 378)' screen. It includes a table with columns for Customer VC Name, VC Type, End A, End B, QoS, A CIR Kbps, A BIR Kbps, B CIR Kbps, and B BIR Kbps. A 'Filters' section is also visible.</p> <table border="1" data-bbox="792 1115 1450 1213"> <thead> <tr> <th>Customer VC Name</th> <th>VC Type</th> <th>End A</th> <th>End B</th> <th>QoS</th> <th>A CIR Kbps</th> <th>A BIR Kbps</th> <th>B CIR Kbps</th> <th>B BIR Kbps</th> </tr> </thead> <tbody> <tr> <td>AUBNT 6660000 000333 2 4445555 0003333 11 9999</td> <td>ATM</td> <td>HOUSTON, TX</td> <td>TAMPA, FL *</td> <td>UBR</td> <td>0</td> <td>1536</td> <td>0</td> <td>1536</td> </tr> </tbody> </table> <p>Note: If you do not see the Virtual Circuits you are looking for in the list, use the All, Next, and Last buttons to move through the list of Virtual Circuits. You can also use the Filters section of the screen to change the view.</p>	Customer VC Name	VC Type	End A	End B	QoS	A CIR Kbps	A BIR Kbps	B CIR Kbps	B BIR Kbps	AUBNT 6660000 000333 2 4445555 0003333 11 9999	ATM	HOUSTON, TX	TAMPA, FL *	UBR	0	1536	0	1536
Customer VC Name	VC Type	End A	End B	QoS	A CIR Kbps	A BIR Kbps	B CIR Kbps	B BIR Kbps											
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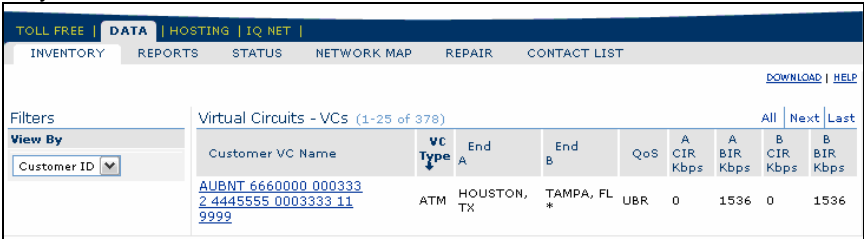
Sorting the Virtual Circuits Inventory

Procedure Follow the steps in the procedure below to **sort** the **Virtual Circuits** list.

Step	Action
1	From the Virtual Circuits Inventory screen, click on the Customer VC Name column label to sort the list by the name assigned to the Virtual Circuits.
2	From the Virtual Circuits Inventory screen, click on the VC Type column label to sort the list by your Virtual Circuits types.
3	From the Virtual Circuits Inventory screen, click on the End A column label to sort the list by the city and state in which the Ports are located.
4	From the Virtual Circuits Inventory screen, click on the End B column label to sort the list by the city and state in which the Ports are located.
5	From the Virtual Circuits Inventory screen, click on the QoS column label to sort the list by the throughput levels.
6	From the Virtual Circuits Inventory screen, click on the A CIR column label to sort the list by the information rates at End A.
7	From the Virtual Circuits Inventory screen, click on the A BIR column label to sort the list by the A to B speed direction.
8	From the Virtual Circuits Inventory screen, click on the B CIR column label to sort the list by the information rates at End B.
9	From the Virtual Circuits Inventory screen, click on the B BIR column label to sort the list by the B to A speed direction.

Filtering the Virtual Circuits Inventory

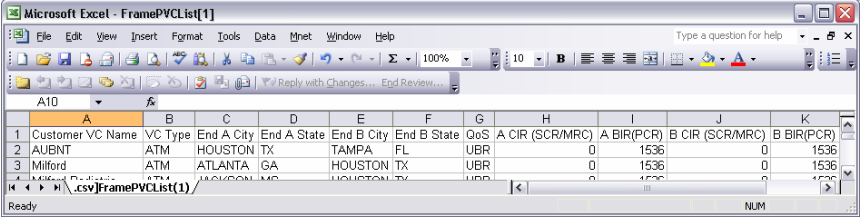
Procedure Follow the steps in the procedure below to use the **View By** filter for your list of Virtual Circuits.

Step	Action																		
1	<p>From the Virtual Circuits Inventory screen, select Customer ID or Carrier ID from the View By filters section of the screen.</p> <p>Result: The Virtual Circuits list refreshes and displays the data based on your selection.</p>  <p>The screenshot shows the 'Virtual Circuits - VCs' interface. At the top, there are navigation tabs: 'TOLL FREE DATA HOSTING IQ NET '. Below these are menu items: 'INVENTORY REPORTS STATUS NETWORK MAP REPAIR CONTACT LIST'. A 'DOWNLOAD HELP' link is in the top right. A 'Filters' section contains a 'View By' dropdown menu currently set to 'Customer ID'. Below the filter, a table displays the following data:</p> <table border="1"> <thead> <tr> <th>Customer VC Name</th> <th>VC Type</th> <th>End A</th> <th>End B</th> <th>QoS</th> <th>A CIR Kbps</th> <th>A BIR Kbps</th> <th>B CIR Kbps</th> <th>B BIR Kbps</th> </tr> </thead> <tbody> <tr> <td>AUBNT 6660000 000333 2 4445555 0003333 11 9999</td> <td>ATM</td> <td>HOUSTON, TX</td> <td>TAMPA, FL *</td> <td>UBR</td> <td>0</td> <td>1536</td> <td>0</td> <td>1536</td> </tr> </tbody> </table>	Customer VC Name	VC Type	End A	End B	QoS	A CIR Kbps	A BIR Kbps	B CIR Kbps	B BIR Kbps	AUBNT 6660000 000333 2 4445555 0003333 11 9999	ATM	HOUSTON, TX	TAMPA, FL *	UBR	0	1536	0	1536
Customer VC Name	VC Type	End A	End B	QoS	A CIR Kbps	A BIR Kbps	B CIR Kbps	B BIR Kbps											
AUBNT 6660000 000333 2 4445555 0003333 11 9999	ATM	HOUSTON, TX	TAMPA, FL *	UBR	0	1536	0	1536											

Downloading the Virtual Circuits Inventory

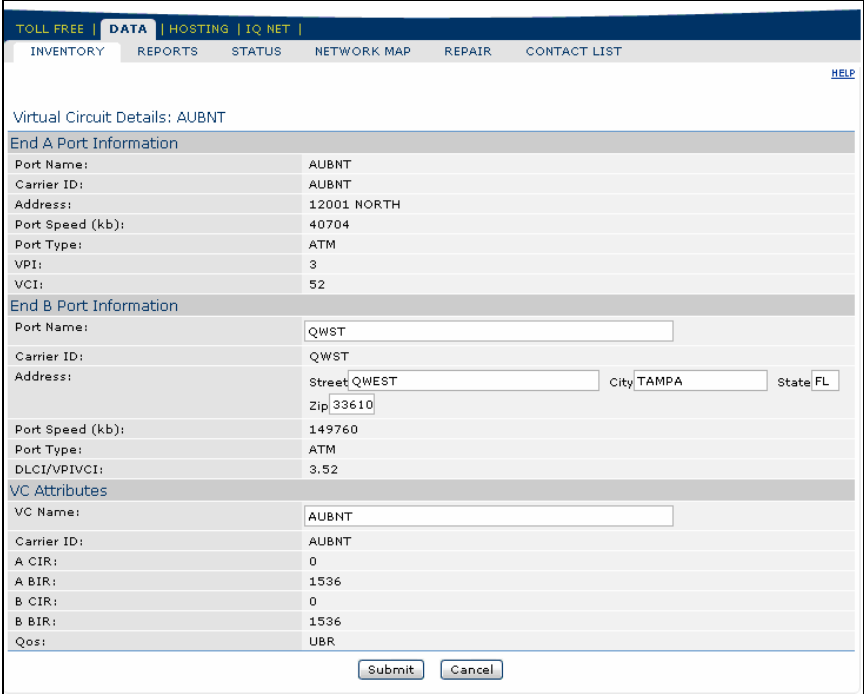
Procedure

Follow the steps in the procedure below to **download** your **Virtual Circuits Inventory** to a **CSV** (Comma Separated Value) file.

Step	Action																																				
1	<p>From the Virtual Circuits Inventory screen, click on the Download hyperlink to export your data to a CSV file.</p> <p>Result: The data file opens in a new window.</p>  <table border="1" data-bbox="597 667 1453 772"> <thead> <tr> <th>Customer</th> <th>VC Name</th> <th>VC Type</th> <th>End A City</th> <th>End A State</th> <th>End B City</th> <th>End B State</th> <th>GeS</th> <th>A CIR (SCR/MRC)</th> <th>A BIR(PCR)</th> <th>B CIR (SCR/MRC)</th> <th>B BIR(PCR)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AUBNT</td> <td>ATM</td> <td>HOUSTON TX</td> <td></td> <td>TAMPA FL</td> <td></td> <td>UBR</td> <td>0</td> <td>1536</td> <td>0</td> <td>1536</td> </tr> <tr> <td>3</td> <td>Milford</td> <td>ATM</td> <td>ATLANTA GA</td> <td></td> <td>HOUSTON TX</td> <td></td> <td>UBR</td> <td>0</td> <td>1536</td> <td>0</td> <td>1536</td> </tr> </tbody> </table>	Customer	VC Name	VC Type	End A City	End A State	End B City	End B State	GeS	A CIR (SCR/MRC)	A BIR(PCR)	B CIR (SCR/MRC)	B BIR(PCR)	1	AUBNT	ATM	HOUSTON TX		TAMPA FL		UBR	0	1536	0	1536	3	Milford	ATM	ATLANTA GA		HOUSTON TX		UBR	0	1536	0	1536
Customer	VC Name	VC Type	End A City	End A State	End B City	End B State	GeS	A CIR (SCR/MRC)	A BIR(PCR)	B CIR (SCR/MRC)	B BIR(PCR)																										
1	AUBNT	ATM	HOUSTON TX		TAMPA FL		UBR	0	1536	0	1536																										
3	Milford	ATM	ATLANTA GA		HOUSTON TX		UBR	0	1536	0	1536																										

Modifying a Virtual Circuit Name


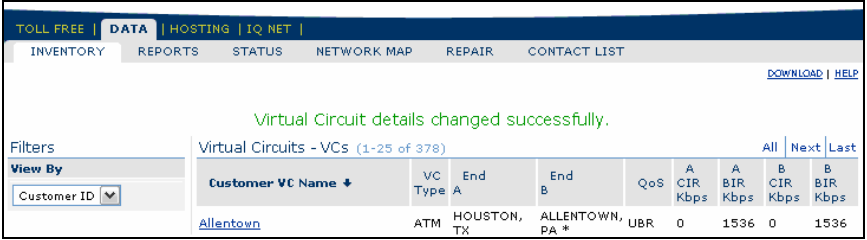

Procedure Follow the steps in the procedure below to **modify a Port Name**.

Step	Action
1	<p>From the Virtual Circuits Inventory screen, click on the Customer VC Name that needs modified.</p> <p>Result: The Virtual Circuit Details screen appears.</p>  <p>The screenshot shows the 'Virtual Circuit Details' screen for a circuit named 'AUBNT'. It is divided into three sections: 'End A Port Information', 'End B Port Information', and 'VC Attributes'. Each section contains various fields with their current values or input boxes. For example, in 'End B Port Information', the 'Port Name' field contains 'QWST', and the 'Street' field contains 'QWEST'. At the bottom of the screen are 'Submit' and 'Cancel' buttons.</p>
2	In the Port Name field (if applicable), enter the desired Port Name.
3	In the Street field (if applicable), enter the Street Address for the Port.
4	In the City field (if applicable), enter the City for the Port.
5	In the State field (if applicable), enter the State for the Port.
6	In the Zip field (if applicable), enter the Zip Code for the Port.
7	In the VC Name field (if applicable), enter the desired VC Name.

Continued on next page

Modifying a Virtual Circuit Name, continued

Procedure (continued)

Step	Action
8	<p>Click  .</p> <p>Result: A successful confirmation message appears and system modifies the selected VC details in the Qwest Control application.</p> 
9	<p>Click  to clear your entry and return to the Virtual Circuits Inventory page (if applicable).</p>

Network Groups

Introduction

The **Network Groups** screen provides you a listing of groups that have been created under your Qwest Control Enterprise ID. Network Groups are a collection of Ports grouped together for ease of statistical reporting. In addition a Network Group may consist of Ports within a given region or pertain to a department within your organization. You can assign a given Port to more than one Network Group. This screen is divided into two sections: Create Network Group and Network Groups.

- The **Create Network Group** function allows you to generate a new Network Group and assign Ports to it.
- The **Network Groups** section allows you view a listing of the Network Groups that have been created under your Qwest Control Enterprise ID.

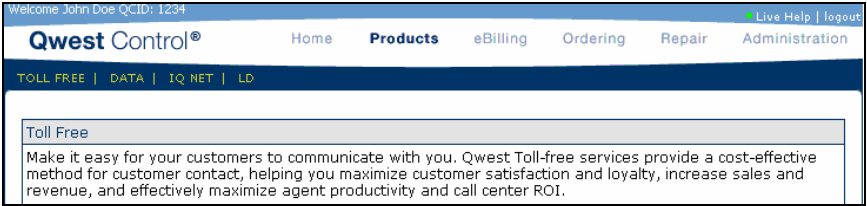
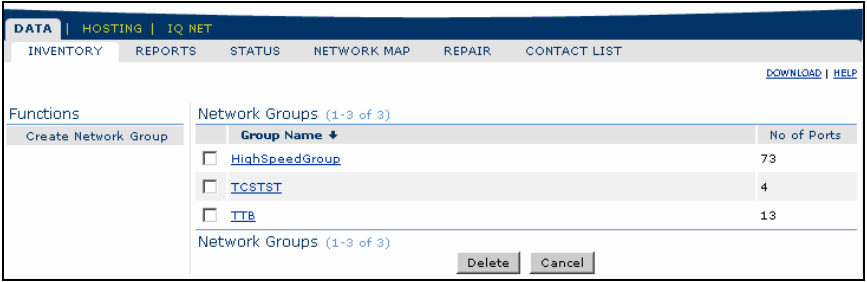
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Network Groups** screen.

Field Name	Description
Group Name	This column displays the name assigned to each Network Group.
No. of Ports	This column displays the number of data Ports assigned to each Network Group.

Viewing a Network Group

Procedure Follow the steps in the procedure below to **view** the **Network Groups** screen.

Step	Action
1	<p>From the Home page, click on the Products module.</p> <p>Result: The Products module appears.</p>  <p>The screenshot shows the Qwest Control interface with the 'Products' menu item highlighted. Below the navigation bar, there is a section for 'Toll Free' services with a brief description.</p>
2	<p>From the Products module, click on the Data application.</p>
3	<p>From the Data application, select Network Groups from the Inventory menu.</p> <p>Result: The Network Groups screen appears.</p>  <p>The screenshot shows the 'Network Groups' screen within the 'Data' application. It features a table with columns for 'Group Name' and 'No. of Ports'. Three groups are listed: 'HighSpeedGroup' (73 ports), 'TCSTST' (4 ports), and 'TTB' (13 ports). There are 'Delete' and 'Cancel' buttons at the bottom right.</p>

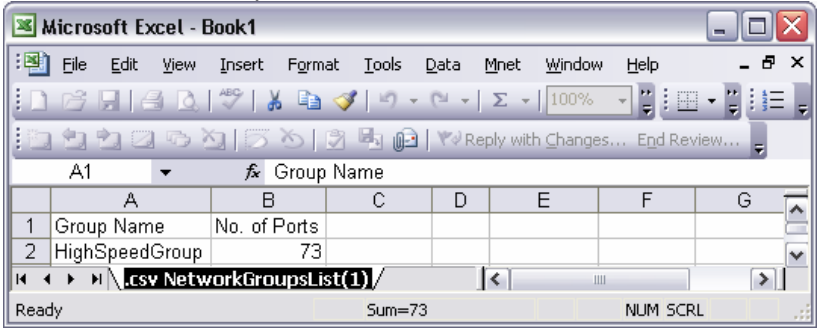
Sorting a Network Group

Procedure Follow the steps in the procedure below to **sort** the **Network Groups** list.

Step	Action
1	From the Network Groups screen, click on the Group Name column label to sort the list by the name assigned to each Network Group.
2	From the Network Groups screen, click on the No. of Ports column label to sort the list by the number of data Ports assigned to each Network Group.

Downloading the Network Groups

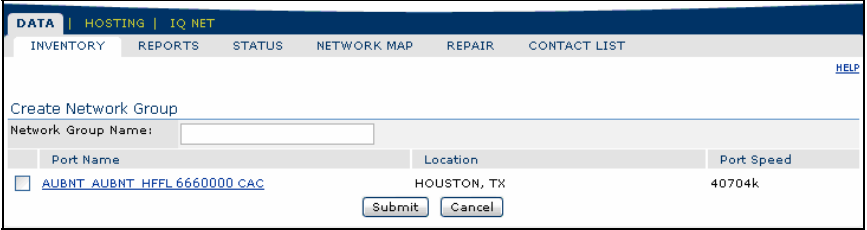


Procedure Follow the steps in the procedure below to **download** your **Network Groups** list to a **CSV** (Comma Separated Value) file.

Step	Action
1	<p>From the Network Groups screen, click on the Download hyperlink to export your data to a CSV file.</p> <p>Result: The data file opens in a new window.</p>  <p>The screenshot shows a Microsoft Excel window titled 'Microsoft Excel - Book1'. The spreadsheet has two columns: 'Group Name' and 'No. of Ports'. The first row contains 'HighSpeedGroup' and '73'. The status bar at the bottom indicates 'Sum=73' and 'NUM SCRL'.</p>

Creating a Network Group

Procedure

Follow the steps in the procedure below to **Create a Network Group**.

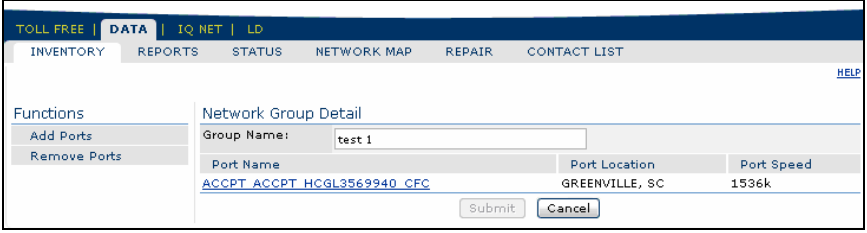


Step	Action
1	<p>From the Network Groups screen, click on the Create Network Group function.</p> <p>Result: The Create Network Group screen appears.</p> 
2	<p>In the Network Group Name field, enter a unique identifier that will identify your Network Group.</p>
3	<p>From the Network Groups screen, select the checkbox(es) next to each Port Name that you want to assign to this group.</p> <p>Note: You can view the details for any Port in the list by clicking the Port Name hyperlink.</p>
4	<p>Click .</p> <p>Result: A successful confirmation message appears and the system creates the requested Network Group in the Qwest Control application.</p>
5	<p>Click  to clear your entry and return to the Network Groups list screen (if applicable).</p>

Modifying a Network Group

Procedure

Follow the steps in the procedure below to **modify** a **Network Group** name.

Note: Ports and network layout are not impacted by this action. Modifying a network group only changes a specific grouping of Ports set up for reporting purposes.

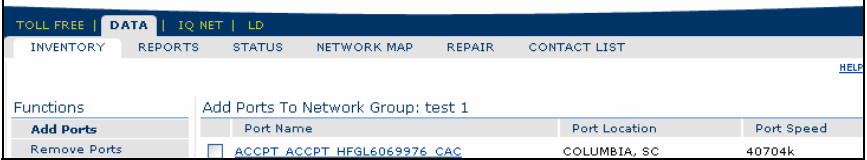
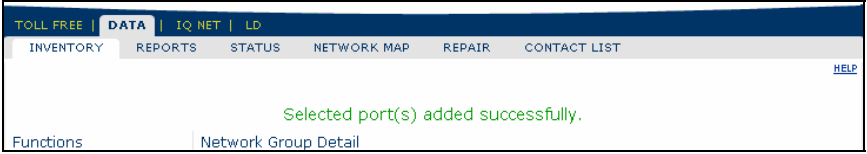
Step	Action
1	<p>From the Network Groups screen, click on the group that needs modified.</p> <p>Result: The Network Group Details screen appears.</p> 
2	<p>In the Network Group Name field, enter the name you want to assign to the Network Group.</p>
3	<p>Click  .</p> <p>Result: A successful confirmation message appears and the system modifies the requested Network Group in the Qwest Control application.</p>
4	<p>Click  to clear your entry and return to the Network Groups list screen (if applicable).</p>

Add Ports To a Network Group

Procedure

Follow the steps in the procedure below to **Add** a port to a **Network Group**.

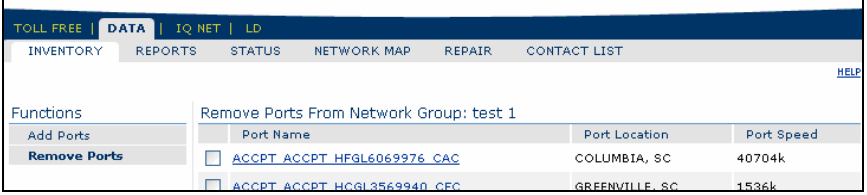

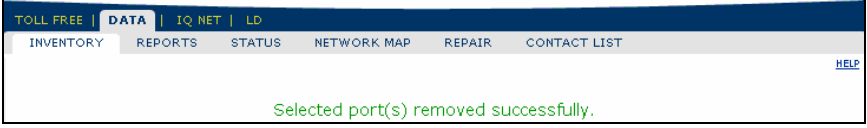
Note: Ports and network layout are not impacted by this action. Adding a port to a network group only changes a specific grouping of Ports set up for reporting purposes.

Step	Action
1	<p>From the Network Group Details screen, select Add Ports from the functions section of the screen.</p> <p>Result: The Add Ports To Network Group: screen appears.</p> 
2	<p>From the Add Ports To Network Group: screen, select the checkbox(es) next to each Port Name that you want to assign to this group.</p> <p>Note: You can view the details for any Port in the list by clicking the Port Name hyperlink.</p>
3	<p>Click Add.</p> <p>Result: A successful confirmation message appears and the system modifies the requested Network Group in the Qwest Control application.</p> 

Remove Ports From a Network Group

Procedure Follow the steps in the procedure below to **Remove** a port from a **Network Group**.

Note: Ports and network layout are not impacted by this action. Removing a port from a network group only changes a specific grouping of Ports set up for reporting purposes.


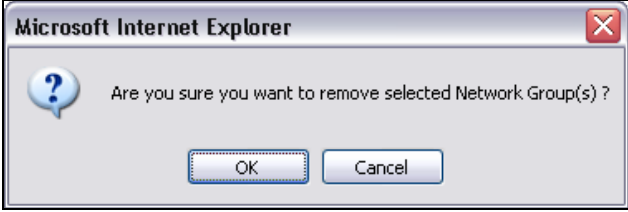
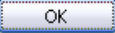
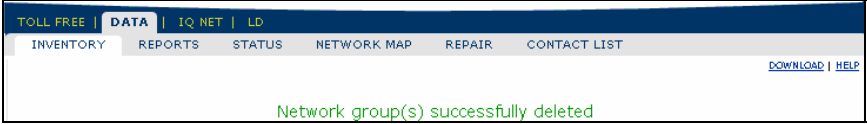
Step	Action
1	<p>From the Network Group Details screen, select Remove Ports from the functions section of the screen.</p> <p>Result: The Remove Ports From Network Group: screen appears.</p> 
2	<p>From the Remove Ports From Network Group: screen, select the checkbox(es) next to each Port Name that you want to remove from this group.</p> <p>Note: You can view the details for any Port in the list by clicking the Port Name hyperlink.</p>
3	<p>Click .</p> <p>Result: A successful confirmation message appears and the system modifies the requested Network Group in the Qwest Control application.</p> 

Deleting a Network Group

Procedure

Follow the steps in the procedure below to **delete a Network Group**.

Note: Ports and network layout are not impacted by this action. Deleting a network group only changes a specific grouping of Ports set up for reporting purposes.

Step	Action
1	From the Network Groups screen, select the checkbox(es) next to each group(s) you want to remove from the list.
2	<p>Click .</p> <p>Result: A pop-up window appears, prompting you to confirm the deletion.</p> 
3	<p>Click  to delete the selected group(s).</p> <p>Result: A successful confirmation message appears and the system removes the requested Network Group from the Qwest Control application.</p> 

Data Reports

Introduction

The Data Product application provides you the ability to request and view a variety of reports, including:

- **Port Utilization and Performance**
- **VC Utilization and Performance**
- **Port SLA Summary**
- **VC SLA Summary**

Statistical data on Port and PVC utilization, availability and performance on your network is continuously monitored, processed, and made available to you via the Qwest Control's reporting function. You can generate reports that cover daily, weekly and monthly time periods or custom date ranges.

Report Selections

The table below describes the **Data** reports.

Field Name	Description
Port Utilization and Performance	This report provides information on the overall utilization of a selected Port as indicated by average and peak average percentages of bandwidth utilized and the number & size of inbound/outbound frames received or sent. In addition, it provides information on Port efficiency as measured by inbound/outbound error rates and the rate of discarded frames within specified time periods on the selected Port or Qwest Control Enterprise ID.
VC Utilization and Performance	This report provides information on the overall utilization of a selected VC as measured within specified time periods, as well as, the number and size of inbound/outbound frames and bytes at endpoints (End A and End B Ports).
Port SLA Summary	This report allows you to monitor the Ports for SLAs (Service Level Agreements) with your provider (where applicable)
VC SLA Summary	This report allows you to monitor the VCs for SLAs (Service Level Agreements) with your provider (where applicable)

Port Utilization and Performance Report

Introduction The **Port Utilization and Performance** report provides you detailed information on how your Ports have been utilized and/or performed over a time period specified.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Port Utilization and Performance** report.

Field Name	Description
Port Name	This column lists the name of each Port in your Qwest Control Enterprise Id. Note: This column does not appear on reports generated for a single Port.
Date	This column lists the date or time period for the report. Note: To obtain additional information, click on any Date or Time field provided in the list for more details.
Type	This column displays the Port Type (FR= F rame or ATM= A synchronous T ransfer M ode). Note: This column does not appear on reports generated for a single Port.
Total Bytes	This column displays the sum of the Ingress and Egress bytes, including Committed, Discard Eligible, and Over Discard Eligible for FR Ports. For ATM Ports, this column displays the sum of Ingress and Egress cells, both CLP (Cell Loss Priority) "0" and "1".
Avg Tx Util %	This column displays the average Ingress utilization percentage measured on the Port. Note: Ingress traffic is that traffic transmitted from the customer premise equipment, through the network, to the far end user connection.
Avg Peak TX Util %	This column displays the average of the hourly peak Ingress utilization measurements for the Port. Note: The average peak utilization is an average of the maximum hourly utilization rate recorded for the Port during 5 minute "peak measurement" periods.
Tx Bytes	This column displays the Port Ingress traffic transmitted from the user. <ul style="list-style-type: none"> • For FR Ports, this value is measured in bytes. • For ATM Ports, this value is measured in cells.

Continued on next page

Port Utilization and Performance Report, continued

Fields and Descriptions

(continued)

Field Name	Description
Avg Rx Util %	This column displays the average Egress utilization percentage measured on the Port. Note: Egress traffic is received by the Port from the far end user connection.
Avg Peak Rx Util %	This column displays the average of the hourly peak Egress utilization measurements for the Port. Note: The average peak utilization is an average of the maximum hourly utilization rate recorded for the Port during 5 minute "peak measurement" periods.
Rx Bytes	This columns display the Port Egress traffic received from the network. Note: This value is measured in bytes for FR Ports, and in cells for ATM Ports.
In Discard Rate	This column displays the ratio of discarded ingress frames to total ingress frames for FR Ports. Note: Discards are complete frames that are discarded due to bad DLCI or invalid Frame header. This can occur if an interface receives frames for a VC that is down. This measurement is not applicable to ATM Ports.
In Error Rate	This column displays the ratio of ingress frames or cells with errors to total ingress frames or cells. <ul style="list-style-type: none"> • For FR Ports, inbound error frames are discarded due to physical errors. • For ATM OC3/DS3/T1 Ports, cells are discarded due to uncorrectable HEC errors. For OC12 Ports this is a count of the number of cells received with correctable HEC errors.
Out Discard Rate	This column displays the ratio of discarded egress frames or cells to total egress frames or cells received from the far end user connection. <ul style="list-style-type: none"> • For FR Ports, frames are normally discarded at egress as a result of insufficient Port capacity in relation to the traffic arrival rate from other sites. • For ATM Ports, the measurement applies only if Flow Control is enabled and applies to cells discarded at egress due to not passing Flow Control parameters.

Virtual Port Utilization and Performance Report

Introduction The **Virtual Port Utilization and Performance** report offers a unified display of **VC** performance and utilization statistics for your VCs. Statistics for VCs connecting to “virtual access link” Ports are provided to the applicable Network to Network Interface.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Virtual Port Utilization and Performance** report.

Field Name	Description
VC Name	This column displays the name assigned to each VC in the list. Note: The default value is the initial network name assigned to the VC. If you have changed the VC name, the name you assigned appears here.
Total Frames	This column displays the total Ingress Frames measured at both endpoints for FR VCs. For ATM VCs, the sum of Ingress cells (both Cell Loss Priority "0" and "1") measured at both endpoints.
Total Bytes	This column displays the count for the following determinations: <ul style="list-style-type: none"> • For FR, the average frame size. • For ATM VCs, whether the VC carries OAM Traffic.
Direction Type	This column displays the direction in which traffic flows on the VC and the protocol the VC uses to transmit data.
TX CIR Bytes	This column displays both the A and B endpoints and the transmitted CIR (Committed Information Rate from the end user) volume. Note: The CIR is measured in Bytes at FR endpoints and Cells at ATM endpoints.
RX CIR Bytes	This column displays both the A and B endpoints and the received CIR volume. Note: RX counts at the B end are compared to TX counts at the A end in calculating data delivery rate in the A-B direction. Similarly, RX Counts at the A end are compared to TX counts at the B end.
TX DE Bytes	This column displays both the A and B endpoints and the transmitted BIR (Burst Information Rate from the end user) volume. Note: BIR is measured in Bytes at FR endpoints and Cells at ATM endpoints.
RX DE Bytes	This column displays both the A and B endpoints and the received BIR (discard eligible) volume.

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Virtual Port Utilization and Performance Report, continued

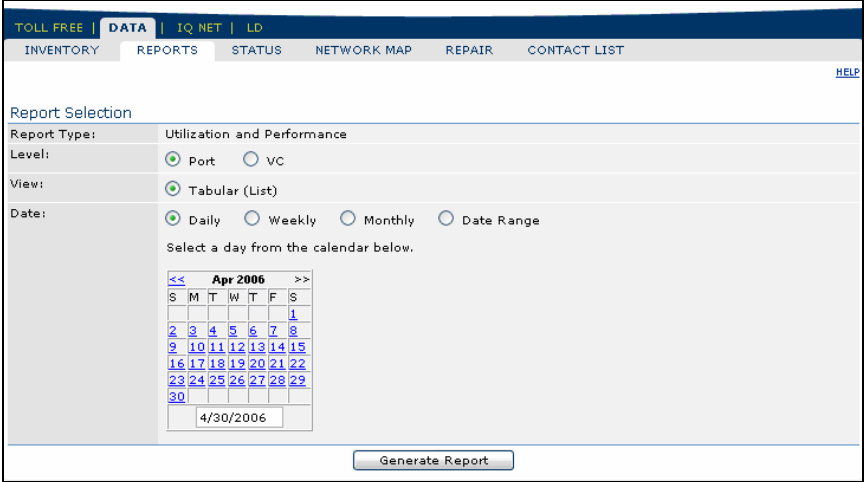

Fields and Descriptions

(continued)

Field Name	Description
TX ODE Bytes	This column displays both the A and B endpoints and the transmitted ODE (O verburst I nformation R ate - D iscard E ligible from the end user) volume. This is measured in Bytes at FR endpoints. Note: The count is not applicable for ATM endpoints.
RX ODE Bytes	This column displays both the A and B endpoints (if applicable) and the received ODE volume. This is measured in Bytes at FR endpoints. Note: The count is not applicable for ATM endpoints.
In Discard	This column displays the number of frames or cells (as appropriate) discarded at ingress to the network due to rate enforcement.

Generating a Utilization and Performance Report

Procedure Follow the steps in the procedure below to **generate** a **Port** or **VC Utilization and Performance** report.

Step	Action
1	<p>From the Data application, select Statistics from the Reports menu.</p> <p>Result: The Reports Selection screen appears.</p> 
2	From the Level radio buttons, select Port or VC to generate the desired report.
3	From the Date radio buttons, select a single day , week , month or custom date range to generate your report range.
4	From the interactive calendar, select the specific date(s) you want the report to generate data for.
5	<p>Click  .</p> <p>Result: The system retrieves the data matching your criteria, then displays it in the appropriate Port or VC Utilization and Performance report.</p>

Port SLA Summary Report

Introduction The **Port SLA Summary** report allows you to monitor your Ports for **SLAs (Service Level Agreements)** with your provider (where applicable).

Fields and Descriptions The table below describes the fields and buttons displayed on the **Port SLA Summary** report.

Field Name	Description
Customer Port Name	This column displays the name of your Port. Note: A network-assigned name appears here by default. If you have renamed your Port, your Port name appears here.
Port Type	This column displays the Port Type (FR=Frame or ATM=Asynchronous Transfer Mode).
Edge – Edge Availability (%)	This column displays the percentage of time that the Port was operational from Edge to Edge during the defined period. Note: Edge to Edge Availability calculations reflect non-availability due to physical Port alarms on the network traceable to physical layer issues within the network.
End – End Availability (%)	This column displays the percentage of time that the Port was operational from Customer Premise to Customer Premise during the defined period. Note: The term “End to End” assumes that you have ordered end to end service. Virtual access Ports not provisioned by your network provider do not entail an “end to end” calculation, since the provider's responsibility ends at the edge of the provider network.
# TTs	This column displays the number of trouble tickets closed on the Port during the defined report period.
MTTR (Hrs)	This column displays the MTTR (Mean Time To Repair) hours calculated to the nearest decimal point. Note: MTTR is determined based on the interval between the originating alarm or ticket opened and the time the ticket was resolved.

VC SLA Summary Report

Introduction The **VC SLA Summary** report allows you to monitor your VCs for **SLAs** (Service Level Agreements) with your provider (where applicable).

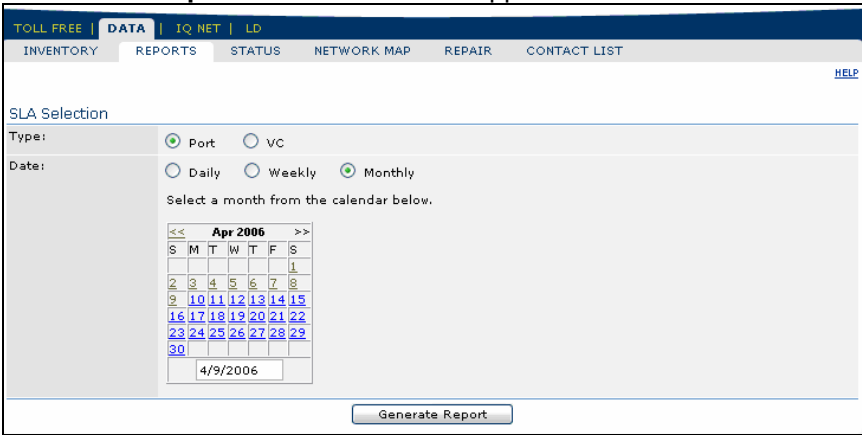

Note: Current configuration information for your Ports is updated nightly. New services will appear in the list on the day after they are added.

Fields and Descriptions The table below describes the fields and buttons displayed on the **VC SLA Summary** report.

Field Name	Description
Filter Section	
View By	This <i>optional</i> field allows you to select a view by filter to view the VC SLA Summary Report by Customer ID or Carrier ID .
VC SLA Summary Details	
VC Name	This column displays the name assigned to each VC in the list. Note: The default value is the initial network name assigned to the VC. If you have changed the VC name, the name you assigned appears here
VC Type	This column displays the protocol the VC uses to transmit data (FR=Frame or ATM=Asynchronous Transfer Mode).
Total Frames	This column displays the VC activity during the display period. <ul style="list-style-type: none"> For Frame VCs, this field displays the total Egress Frames measured at both endpoints. For ATM VCs, this field displays the sum of Ingress cells, both CLP (Cell Loss Priority) "0" and CLP (Cell Loss Priority) "1", measured at both endpoints.
QoS	This column displays the relative performance SLA associated with a VC. <ul style="list-style-type: none"> For Frame, choices are VFR-rt, VFR-nrt, and UFR. For ATM, choices are CBR, VBR-rt, VBR-nrt, ABR, and UBR.
CIR/CLP 0 DDR	This columns displays the cumulative CIR bytes or CLP 0 cells received by both ends of the VC (as appropriate to the VC type) divided by the cumulative bytes or cells transmitted by both ends of the VC. The resultant calculation is thus a weighted average of the End A to End B and End B to End A DDR (Directional Delivery Rate) .
Avg RTD	This column displays the VC's average RTD (Round Trip Delay) . <ul style="list-style-type: none"> For Frame VCs, this measurement is normally reported by the network automatically. For ATM VCs, the measurement is derived from the average aggregate round trip delay measured for each of the inter-switch trunks the VC traverses. <p>Note: RTD is defined as the delay over the path traversed by the customer's VC.</p>


Generating a SLA Report

Procedure Follow the steps in the procedure below to **generate** a **Port** or **VC SLA** report.






Step	Action
1	<p>From the Data application, select SLAs from the Reports menu.</p> <p>Result: The Reports Selection screen appears.</p> 
2	<p>From the Type radio buttons, select Port or VC to generate the desired report.</p>
3	<p>From the Date radio buttons, select a single day, week, month or custom date range to generate your report range.</p>
4	<p>From the interactive calendar, select the specific date(s) you want the report to generate data for.</p>
5	<p>Click  .</p> <p>Result: The system retrieves the data matching your criteria, then displays it in the appropriate Port or VC SLA report.</p>

Alarm Status

Introduction The **View Alarm Status** screen allows you to view high level information about alarms that have been detected on your network.

Note: By default, this page lists alarms for the last 30 days with a status of **Open** ()

Fields and Descriptions The table below describes the fields and buttons displayed on the **View Alarm Status** screen.

Field Name	Description
Filters Section	
View By	This <i>optional</i> field allows you to select a view by filter to view your Ports by Customer ID or Carrier ID .
Status	These radio buttons allow you to filter alarms by an Open , Closed , or All status.
Select Date From	This field allows you to enter a Month , Day and Year date for the first alarm in your selected range.
Select Date To	This field allows you to enter a Month , Day and Year date for the last alarm in your selected range.
	This button allows you to retrieve the network alarms that match the criteria you selected
Functions	
Create Ticket	This function allows you to create a repair ticket for the alarm displayed.
View Alarm Status Section	
Alarm Status	This field displays the status of the alarm; Closed , Open or Both .
Report Period	This field displays the date range for the alarms.
Severity Level	<p>This field displays the severity of each alarm:</p> <ul style="list-style-type: none"> •  (gray) = warning •  (yellow) = minor •  (orange) = major •  (red) = critical <p>Note: The first column in the alarms list indicates the severity of each alarm.</p>
Alarm Status	<p>This field displays the icons used to indicate alarm status.</p> <p>Note: The second column in the alarms list indicates the current status of each alarm.</p>

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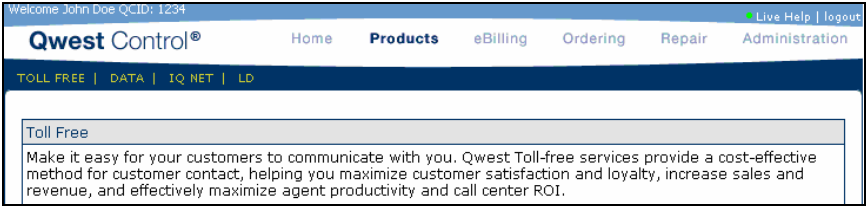
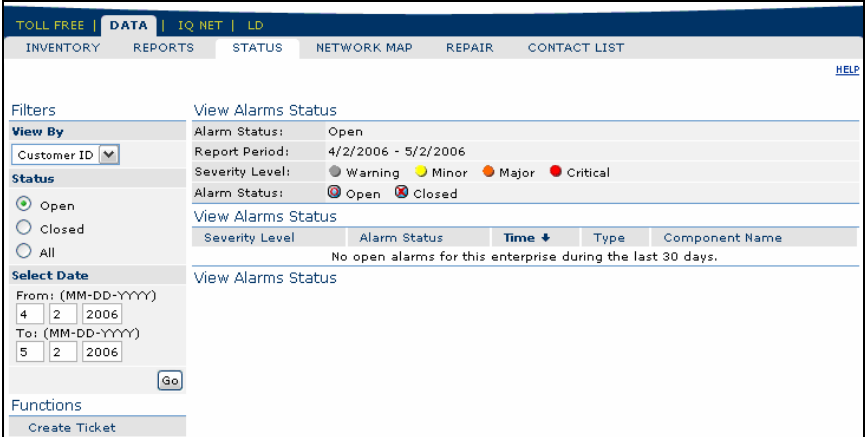
Alarm Status, continued**Fields and Descriptions**

(continued)

Field Name	Description
Time	This column displays the date and time at which each alarm in the list occurred.
Type	This column displays the reason for which each alarm occurred.
Component Name	This column displays each component that has experienced an alarm by Port Name or PVC Name.
Alarm Types	
PPort (Physical Port)	Network trap reporting LPort Link down (verified by polling); no network LPort Link up trap reported on the LPort for five minutes. LPort Down (closed) Network trap reporting LPort Link up, indicating an LPort previously meeting LPort Down event criteria has returned to an operational status.
LPort Congested (open)	As received from the network. LPortCongested traps indicate that traffic on a network LPort has exceeded the 90% congestion threshold percentage set for a one-minute period. The frequency of these events may point to the need for additional bandwidth.
LPort Congested (closed)	A logical Port previously experiencing congestion has remained below the 90% congestion threshold percentage for a period of three consecutive minutes.
LPort Bouncing (open)	Three network traps rePorting LPort Link "down" (verified by polling); within a sliding 30 minute period.
LPort Bouncing (closed)	LPort Bouncing event followed by network trap reporting LPort Link up; no subsequent network traps indicating LPort Link down for 15 minutes.
LPort Down (open)	Network trap reporting LPort Link down (verified by polling); no network LPort Link up trap reported on the LPort for five consecutive minutes.
LPort Down (closed)	Network trap reporting LPort Link up, indicating an LPort previously meeting LPort Down event criteria has returned to an operational status. This trap is not issued if a subsequent LPort Link down trap recurs within one minute of the network trap reporting LPort Link up.

Viewing the Alarm Status

Procedure Follow the steps in the procedure below to **view** the **Alarm Status** screen.

Step	Action
1	<p>From the Home page, click on the Products module.</p> <p>Result: The Products module appears.</p>  <p>The screenshot shows the Qwest Control interface. At the top, there is a navigation bar with 'Home', 'Products', 'eBilling', 'Ordering', 'Repair', and 'Administration'. Below this is a sub-navigation bar with 'TOLL FREE', 'DATA', 'IQ NET', and 'LD'. The main content area displays a 'Toll Free' section with a descriptive paragraph.</p>
2	<p>From the Products module, click on the Data application.</p>
3	<p>From the Data application, click on the Status menu.</p> <p>Result: The View Alarms Status screen appears.</p>  <p>The screenshot shows the 'View Alarms Status' screen. It features a navigation bar with 'INVENTORY', 'REPORTS', 'STATUS', 'NETWORK MAP', 'REPAIR', and 'CONTACT LIST'. Below the navigation bar are several filter sections: 'View By' (Customer ID), 'Status' (Open, Closed, All), and 'Select Date' (From: 4/2/2006, To: 5/2/2006). The main content area displays 'View Alarms Status' with a table header for 'Severity Level', 'Alarm Status', 'Time', 'Type', and 'Component Name'. Below the header, it states 'No open alarms for this enterprise during the last 30 days.' There is also a 'Create Ticket' button at the bottom.</p>


Sorting the Alarm Status

Procedure Follow the steps in the procedure below to **sort** the **View Alarm Status** list.

Step	Action
1	From the View Alarm Status screen, click on the Severity Level column label to sort the list by the severity of each alarm.
2	From the View Alarm Status screen, click on the Alarm Status column label to sort the list by the current status of each alarm.
3	From the View Alarm Status screen, click on the Time column label to sort the list by the date and time for each alarm.
4	From the View Alarm Status screen, click on the Type column label to sort the list by the reason for which each alarm occurred.
5	From the View Alarm Status screen, click on the Component Name column label to sort the list by each component that experienced an alarm by Port or VC Name.

Filtering the Alarm Status List

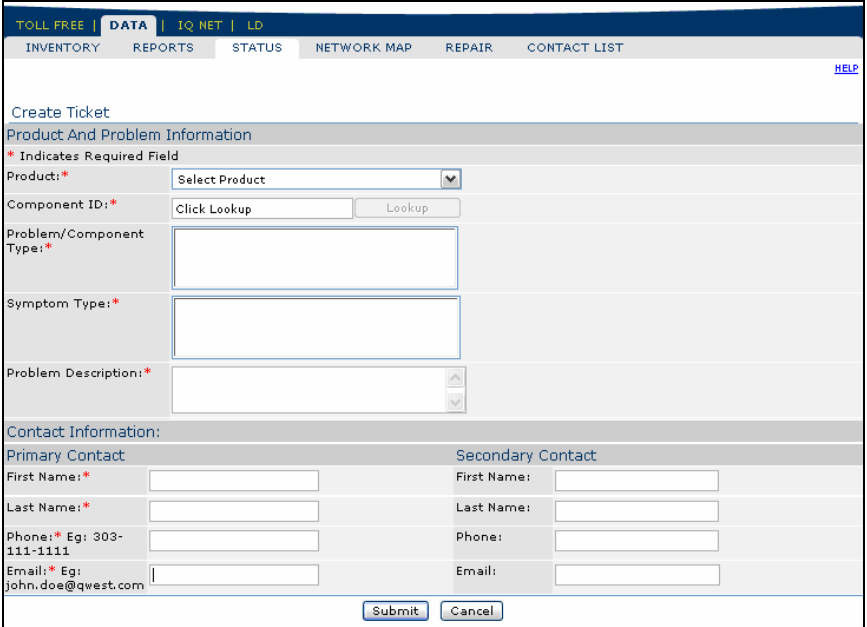

Procedure Follow the steps in the procedure below to **filter** the list of **alarms**.

Step	Action
1	From the View Alarm Status screen, select Customer ID or Carrier ID from the View By drop down list.
2	From the Status radio buttons, select Open , Closed or All to filter the alarms by the selected criteria.
3	In the Select Date From fields, enter the Month , Day and Year of the first alarm that should display.
4	In the Select Date To fields, enter the Month , Day and Year of the last alarm that should display.
5	Click  Result: The system retrieves the alarms that match you criteria..

Create Ticket

Procedure Follow the steps in the procedure below to access the **Create Ticket** functionality. This screen allows you to report issues resulting in an alarm via the creation of a repair ticket.



Note: For additional details, see **Chapter 11: Repair Module**.

Step	Action
1	<p>From the View Alarm Status screen, click on the Create Ticket link from the Functions section of the screen.</p> <p>Result: The Create Ticket screen appears.</p> 
2	<p>From the Product drop down list, select the appropriate product to report for your repair request.</p> <p>Note: Once you have selected your product, the system refreshes your browser displaying detailed fields for the product selected.</p>
3	<p>From the Component ID field, click .</p> <p>Result: A list of service components appears in a new browser window.</p>
4	<p>From the list of service components, select the value that is experiencing the problem.</p> <p>Result: The system inserts the service component selected in the Component ID field and closes the browser window containing the service components list.</p>

Continued on next page

Create Ticket, continued


Procedure (continued)

Step	Action
5	From the Problem/Component Type field, select one of the values provided in the list box.
6	From the Symptom Type field, select a value that best matches the symptom that is being experienced.
7	In the Problem Description field, enter a brief description of the issue being experienced.
8	In the Primary Contact fields, enter your First Name , Last Name , Phone and Email address in the corresponding fields.
9	In the Secondary Contact fields (if applicable), enter First Name , Last Name , Phone and Email address for any additional contacts for the repair ticket.
10	<p>Click  to create your repair ticket.</p> <p>Note: Click  to exit this process without submitting the repair ticket.</p>

Alarm Details

Introduction The **Alarm Details** screen provides you additional information about a selected alarm and the affected component.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Alarm Details** screen.

Field Name	Description
Component Name	This field displays the name assigned to the affected component. Note: A network-assigned name appears here by default. If you have already renamed the component, your selected name appears here.
ID	The field displays a unique identifier assigned to the selected component.
Component Type	This field displays the type of network component affected by the event that caused the alarm.
Alarm Logged Time	This field displays the date and time at which the server detected the alarm.
Alarm Open Time	This field displays the date and time at which the network detected the event that caused the alarm.
Status	This field displays the current status of the selected alarm.
Severity	This field displays the severity level of the alarm. Note: This is determined by the component that is down. Warning levels Cleared, Indeterminate, Warnings are recorded, as well as, color-coded severity levels Minor, Major, and Critical .
Type	This field displays the reason for the selected alarm.
Description	This field displays a brief description of the reason for the alarm.
	This button allows you to return to the previous screen viewed.

Viewing the Alarm Details













Procedure Follow the steps in the procedure below to **view** the **Alarm Details** screen.

Step	Action
1	From the View Alarms Status screen, click on name of any value in the Component Name column. Result: The Alarm Details screen appears.

Network Map

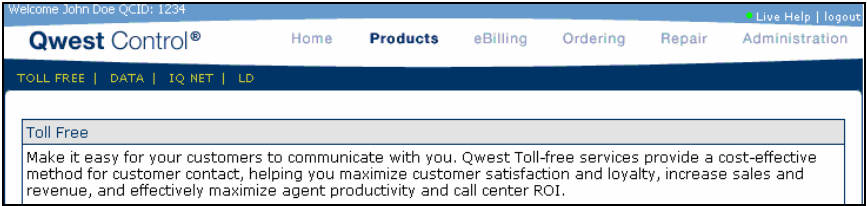
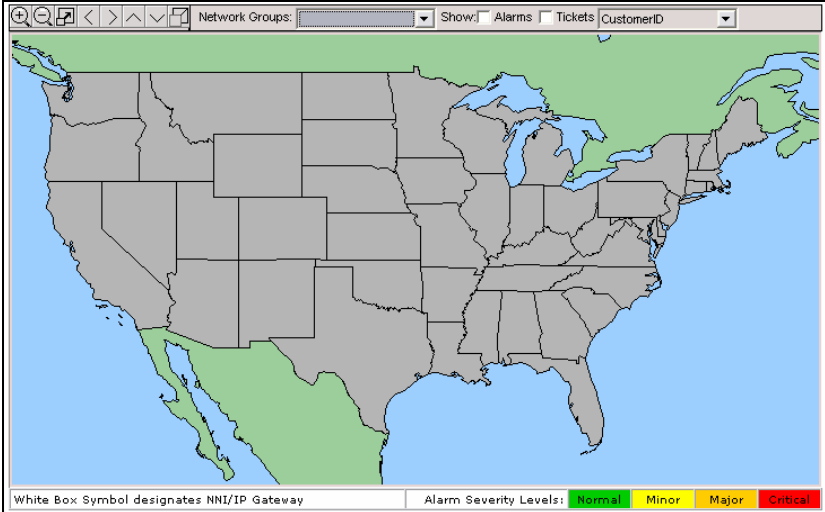
Introduction The **Network Map** screen allows you view your Network Components, Alarms and Tickets in a geographical presentation. From this screen you can monitor Alarm Severity Levels and view Ports or VC names.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Network Map** screen.

Field Name	Description
	This button allows you to Zoom In on a specific location on the map.
	This button allows you to Zoom Out of a specific location on the map.
	This button allows you to Zoom to Box of a specific location on the map.
	This button allows you to Move Left on the map.
	This button allows you to Move Right on the map.
	This button allows you to Move Up on the map.
	This button allows you to Move Down on the map.
	This button allows you to Reset the map to the default view.
	<p>This icon allows you to view the Port or VC name.</p> <p>Note: This icon has a set of color code rules depicting Alarm Severity Levels; if this icon is green there are no alarms.</p> <p>Listed below are the additional codes:</p> <ul style="list-style-type: none"> •  (yellow) = minor •  (orange) = major •  (red) = critical

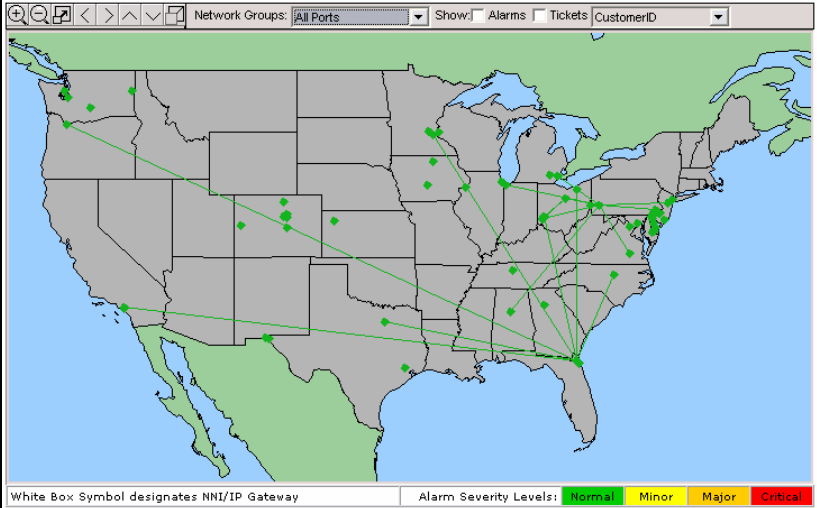
Viewing the Network Map

Procedure Follow the steps in the procedure below to **view** the **Network Map** screen.

Step	Action
1	<p>From the Home page, click on the Products module.</p> <p>Result: The Products module appears.</p> 
2	<p>From the Products module, click on the Data application.</p>
3	<p>From the Data application, click on the Network Map menu.</p> <p>Result: The Network Map screen opens in a new browser.</p> 

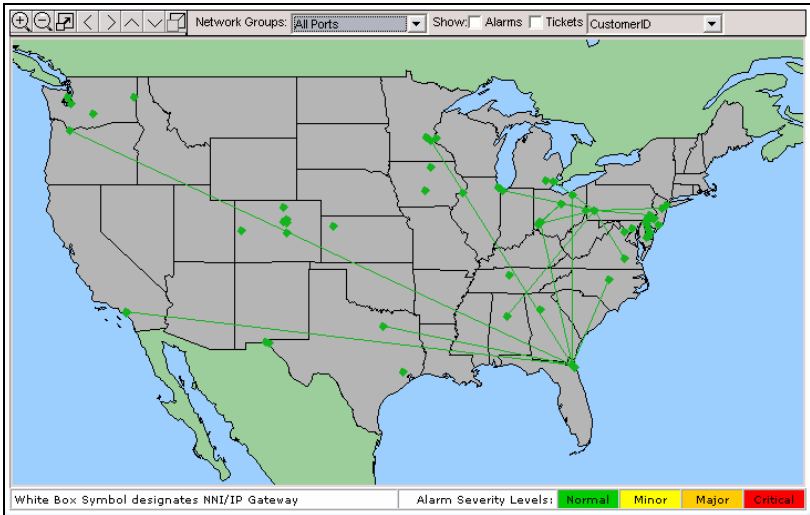
Filtering the Network Map

Procedure Follow the steps in the procedure below to **filter** your network components on the **Network Map** screen.

Step	Action
1	<p data-bbox="597 474 1430 533">From the Network Map screen, select your Customer ID or Carrier ID from the Show filter drop down menu.</p> <p data-bbox="597 569 1430 596">Result: The Network Map screen refreshes with your selected criteria.</p>  <p>The screenshot shows a web-based interface for a network map. At the top, there is a toolbar with navigation icons and a dropdown menu for 'Network Groups' set to 'All Ports'. To the right, there are checkboxes for 'Show', 'Alarms', and 'Tickets', followed by a dropdown menu for 'CustomerID'. The main area is a map of the United States with green diamond markers and lines representing network connections. A legend at the bottom left states 'White Box Symbol designates NNI/IP Gateway'. At the bottom right, there is a color-coded legend for 'Alarm Severity Levels': Normal (green), Minor (yellow), Major (orange), and Critical (red).</p>

Loading Network Components

Procedure Follow the steps in the procedure below to **load** your **Ports** and **VC** components into the **Network Map** screen.

Step	Action
1	<p>From the Network Map screen, select your specific Network Group or All Ports from the Network Groups drop down list.</p> <p>Result: The Network Map screen refreshes with your selected criteria.</p>  <p>The screenshot shows a web-based interface for a network map. At the top, there is a navigation bar with a search icon, a refresh icon, and a dropdown menu labeled 'Network Groups' with 'All Ports' selected. To the right of the dropdown are checkboxes for 'Show Alarms' and 'Tickets', and a 'CustomerID' dropdown. The main area is a map of the United States with green lines representing network connections between various points. A legend at the bottom left states 'White Box Symbol designates NNI/IP Gateway'. At the bottom right, there is a legend for 'Alarm Severity Levels' with four colored boxes: Normal (green), Minor (yellow), Major (orange), and Critical (red).</p>

Loading Alarms

Procedure Follow the steps in the procedure below to **load** your **Alarms** into the **Network Map** screen.

Step	Action
1	From the Network Map screen, click on the Show Alarms checkbox. Result: The Network Map screen refreshes with your selected criteria.

Loading Tickets

Procedure Follow the steps in the procedure below to **load** your repair **Tickets** into the **Network Map** screen.

Step	Action
1	From the Network Map screen, click on the Show Tickets checkbox. Result: The Network Map screen refreshes with your selected criteria.

Data Repair

Introduction The **Repair** menu provides you the ability to view and create repair tickets for your Data services. This functionality can be accessed via the **Data** product application or the **Repair** Module.

For detailed instructions, see **Chapter 11: Repair Module**.

Contact List

Introduction The proactive notification **Contact List** menu allows you to view and create a list of contacts for your data services. This functionality can be accessed via the **Data** product application or the **Home** Module.

For detailed instructions, see **Chapter 2: Home Module**.