



How OcularIP saves an independent carrier SLA credits and pays for itself



OcularIP uses Tier1 Cell providers Service Level Agreements (SLAs), definitions, calculations, and exclusions to show your true performance and save you money. Based upon analysis and discussions with dozens of carriers providing CSBH service within the guidelines of a Tier1 Cell Provider's MSA, we have seen a common thread of standards for performance SLAs and credits.

OcularIP combines analytics with processes proven in hundreds of carrier networks to accurately calculate and report PASSES (vs FAILs), thus reducing associated credits.

The following are unique aspects of OcularIP's ability to track, retain, enhance, and provide the best availability reporting through analytics intelligence. These insights are based upon Big Blue, but OcularIP effectively optimizes reporting for all Tier1 carriers. It tracks and calculates KPIs of service delivery – remaining granular to the minute for more than seven months.

Some typical requests of MSAs:

- Tier1 Cell Provider will provide space and **power** for the Supplier NID ONLY at the Cell Site.
- In the event a burst size exceeds the CBS, the Ethernet frames in excess of the CBS may be discarded. *Note this includes MSC/MTSO.*
- MTTR Measurement - Supplier will measure the average Time to Repair ("TTR") for Big Blue-reported Interruptions. If MTTR, measured at the LATA (or Serving Area) level, is greater than four hours over the calendar month, then Tier1 Cell Provider may be eligible for a credit amounting to 50% of the CSBH Circuit (MRC) for any individual CSBH Service that does not meet a 4-hour TTR as described above. *Note this must be tracked to identify time left.*



- Data Delivery Rate SLA is 99.999%. DDR must > 99.999% **during service delivery periods.**
- For a month, for each of the Performance Metrics objectives that are not met, Carrier shall provide a Service Revenue Credit equal to 25% of the MRCs for the affected EVC, if more than one of the Performance Metrics objectives are not met in the same month, Supplier shall provide an SRC equal to 50% of the MRCs for the affected EVC. In addition, if you fail DDR, it is a 50% SRC. So, if a carrier FAILS availability but passes DDR the penalty is 25%; however, if you fail DDR and Availability the penalty is 50% of MRC. *Note DDR FAIL is often an outcome of network issues thus almost an automatic double penalty.*
- Maintenance periods may be excluded from calculations. Note if a carrier has a 3-hour maintenance period but real downtime is only 8 minutes, the carrier should add back the 172 minutes or 10,320 seconds of uptime into the availability calculations for the month. See OcularIP unique SMART maintenance functionality.

Thus the typical Tier1 Cell Provider MSA requires each EVC to meet the following thresholds monthly:

Availability SLA = 99.99%

DDR Delivery = 99.999%

SLA Definition:

Month = 30 days * 24 hours * 60 minutes * 60 seconds = 2,592,000 seconds

DDR's 5 9s or 99.999% = 2,591,974 seconds uptime or 26 seconds of failure/month total

Availability 4 9s or 99.99% = 2,591,740 or 260 seconds of failure per month



OcularIP will identify situations/periods of time where DDR is failing, and the carrier should enter an “Outage” exclusion (ticket) period. This will eliminate the DDR availability penalty.

This is possibly best illustrated through an actual use case from our clients.

Add Availability Fails to Improve DDR Pass Rate and Reduce SLA Penalties

This real-life use case features ABC Carrier and their CSBH service using OcularIP’s carrier grade analytics which were custom built for CSBH.

As unconventional as this sounds in Tier1 Cell Provider Wireless’ standard MSA, both the penalty amount (25%) and the mandated Availability percentage is lower (99.99%) than for DDR FAILs (50% and 99.999% respectively). Therefore, OcularIP’s custom analytics highlighted an allowable option for ABC Carrier that would save them at least \$250 per event. OcularIP highlighted the event and provided an easy dropdown click option to select an “Outage ticket” to alleviate the DDR penalty. This Outage ticket creates an Availability FAIL and since it is characterized as an outage, it excludes DDR calculations as defined in the MSA for this period. **DDR is only calculated for circuits that are operational.** Thus, if DDR is greater than 99.999% for the remainder of the month, ABC Carrier will PASS the DDR mandate.

In the ABC Carrier’s Tier1 Cell Provider MSA, the SLA penalty for Availability FAIL is 25% and adding the penalty for DDR FAIL 5-9s is 50%. Since ABC Carrier now has only FAILED Availability (not DDR) this reduces your credit to AT&T and directly improves your bottom line.

Secondly, it is a very real possibility that the Availability Outage (Exclusion) period will not trigger a FAIL. This is due to the AVAILABILITY SLA being 99.99%, which provides more leeway (234 seconds as noted above). An intermittent short outage and its associated exclusion **may eliminate all penalties for the month!**



OcularIP carriers are leveraging this capability each month for AT&T Wireless, T-Mobile, Sprint, and more.

Operational recommendation: Run the wireless report and note the identified SLA Availability % Report, which tracks circuit availability based on the threshold assigned on a circuit-by-circuit basis. This process can be easily automated and an email and/or report can be made available in the portal on a daily, weekly, or monthly basis. When leveraging changes, OcularIP tracks all events (Outage ticket) within the platform, including additions or updates to tickets as appropriate. All Wireless Reports can be run with or without Outage Exclusion periods to highlight the differences and savings.

ROI calculation:

Availability Fail = 25% of MRC + DDR FAIL Penalty = 50% of MRC

The average CSBH MRC is \$1,200

\$300 credit for Availability Fail vs \$600 credit for DDR FAIL = savings of \$300

Thus, this single feature in OcularIP pays for the whole platform if there is one issue per circuit during a 32-month period.

If this one feature eliminates both violations due to the Availability Outage being less than the SLA 99.99% or < 234 seconds, it pays for itself for 15 months. Will a cell site EVC have an issue one time in 3 years? Yes

Additional operational considerations to improve reporting performance:

- **Power** - If a Carrier's technology or other systems can send a "dying gasp" or other alert identifying power issue at the customer location, OcularIP will use this information where the Carrier can create an exclusion period. OcularIP exclusion will then track as a customer (in this case Tier1 Cell Provider) responsible outage and exclude from calculations.



- **Overbooking** - In the event a burst size exceeds the CBS, the Ethernet frames in excess of the CBS may be discarded. Once again alert, identify, and exclude to optimize and report actual performance.

OcularIP tracks and calculates Circuit Availability with a unique capability providing predictive analysis for identification of circuits that may fail or have failed for a month. This allows carriers to effectively utilize their time and resources addressing circuits that can be saved.

For more savings, learn about OcularIP's smart maintenance features, including circuits that can be saved (or not) in this month's report, a power dying gasp feature, retro-entered exclusions and calculations, and more.



Make the switch to OcularIP

LB Networks ensures carrier and enterprise customers have every tool available to optimize their networks. OcularIP is the most integrative and affordable monitoring and reporting customer portal solution in the industry. OcularIP delivers improved service delivery, reduced operating costs, and an enhanced customer experience.

140+ carriers are currently using OcularIP to report TRUE performance and save real money: \$356 per circuit per year on average!

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