

Overview

Primary and Backup Network Monitoring

RCN Metro's Network Management Service provides clients with network monitoring and associated technical services utilizing RCN Metro's state-of-the-art Network Operations Center (NOC). RCN Metro's NOC is staffed by highly trained professionals on a 24x7 basis, has well-established methods and procedures, and a track record of successfully monitoring and managing small to mid-sized telecom networks.

RCN Metro's Network Management Service ranges from basic network surveillance and security to premium services such as dispatch services and more complex technical support. RCN Metro's Network Management Service is focused on providing high quality network management supporting Nortel™ and Cisco™ Dense Wave Division Multiplexing (DWDM) and SONET systems. RCN Metro's Network Management Service is offered as primary or backup service.

RCN Metro's NOC is a state-of-the-art facility with tri-screen computer monitoring stations and main displays, ticketing and messaging systems, and two TV network screens to monitor major news events that could impact a network. Customers can communicate with the NOC 24x7 and have the peace of mind that their networks are under constant, high-quality surveillance.



RCN Metro's Network Management Service Implementation

RCN Metro's Network Management Service is offered in two classes of service:

Standard Network Management Service

The Standard Service includes network monitoring, fault isolation, and monthly management reports.

- **Network Monitoring**—Monitoring will be offered on Nortel or Cisco DWDM and SONET equipment. RCN Metro will perform basic event recognition and logging. Events will consist of alarms and alerts. The RCN Metro Surveillance Technician will notify the company of the condition.
- **Support**—RCN Metro will take trouble calls from the company's technical staff.
- **Customized**—The RCN Metro NOC technician will answer incoming calls on a private telecom line from your company's technicians to address trouble reports and provide other relevant information. Only network trouble calls are to be called into this number.
- **Fault Isolation**—The RCN Metro technician will isolate faults to the equipment reporting the fault and will notify the customer utilizing the agreed to procedures.
- **Monthly Management Reports**—RCN Metro will provide a monthly report to the customer including the following information: total alarms, trouble tickets logged, total critical alarms, trouble ticket status, total major alarms, calls logged, and total minor alarms.

Premium Network Management Service

RCN Metro's Premium Network Management Service includes the Standard Network Management Service as well as a selection of a la carte items including repair personnel dispatch service, centralized technical support, and daily management reports.

- **Repair Personnel Dispatch Service**—RCN Metro will act as your trouble dispatch center. RCN Metro will dispatch your repair personnel based on your procedures and pre-specified contacts by site or network element.
- **Premium Dispatch Service**—Streamlines the dispatch process allowing the telecom company to meet or exceed Mean Time to Repair (MTTR) objectives.

Additional Services

Ethernet
SONET

Wavelength
Custom Private Optical Network Solutions

Internet Access
Colocation

- **Centralized Technical Support**—RCN Metro will provide the customer access to RCN Metro’s NOC technical support staff. RCN Metro’s technical support staff will assist in identifying, isolating, and correcting network troubles using the NOC software.
- **Daily Management Reports**—RCN Metro will provide the customer with a daily management report detailing the following metrics and trends: open trouble tickets, total critical alarms, closed trouble tickets (last 24 hours), total major alarms, schedule network maintenance, and total minor alarms.

Benefits

- Enables carriers to quickly scale up NOC activities without adding manpower or hardware
- Our staff is technically competent and trained on Nortel and Cisco equipment, two of the major providers of telecom equipment.
- Includes both a Primary NOC and a Backup NOC options. Companies with restricted capital expenditure budgets need not invest in NOC hardware, software, and facilities.
- Provides the quality of service that is needed to win business in today’s highly competitive environment.
- Designed to specifically address the needs of small to mid-size telecom companies
- Cost effective pricing

Technical Specifications

Hours of Operation	24x7
Equipment Supported	Nortel & Cisco DWDM & SONET equipment
Services Supported	SONET, Ethernet and Wavelength
Nodes Supported	10-50
Management Reports	Yes
Network Node Interconnection	Frame Relay

About RCN Metro Optical Networks

RCN Metro is a premier provider of high-capacity transport services for carriers as well as large and medium-sized businesses. RCN Metro offers a comprehensive suite of services including: Ethernet, SONET, Wavelength Services, Video Transport, Internet and more. The breadth of our service offering and our ability to combine them to deliver customized, cost-effective, reliable solutions that are implemented and supported by dedicated client teams is what sets RCN Metro apart from the competition and makes us “The Smart Alternative” to the status quo.

With a network leveraging unique rights-of-way, spanning from Maine to Virginia and out to Chicago, RCN Metro deploys custom solutions to service providers as well as companies in the finance, hospitality, media, government, health care and education industries.

RCN Metro is a wholly owned division of RCN Corporation. To learn more about RCN Metro, please visit our website, www.rcnmetro.com.