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E21. FAST PACKET ACCESS SERVICE

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E21.1 Exchange Access Frame Relay Service (XAFRS) (a.k.a. BellSouth Exchange Access Frame Relay Service) – Obsoleted (See Section E121)

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E21.1 Exchange Access Frame Relay Service (XAFRS) (a.k.a. BellSouth Exchange Access Frame Relay Service) (Cont'd) – Obsoleted (See Section E121)

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E21. FAST PACKET ACCESS SERVICE
E21.3 BELLSOUTH EXCHANGE ACCESS ASYNCHRONOUS TRANSFER MODE SERVICE
(XAATMS) – OBSOLETED (SEE SECTION E121)

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(XAATMS) (CONT'D) – OBSOLETED (SEE SECTION E121)

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E21.3 BellSouth Exchange Access Asynchronous Transfer Mode Service (XAATMS) (Cont'd) – Obsoleted (See Section E121)

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E21.3 BellSouth Exchange Access Asynchronous Transfer Mode Service (XAATMS) (Cont'd) – Obsoleted (See Section E121)

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E21. FAST PACKET ACCESS SERVICE
E21.3 BELLSOUTH EXCHANGE ACCESS ASYNCHRONOUS TRANSFER MODE SERVICE
(XAATMS) (CONT'D) – OBSOLETED (SEE SECTION E121)

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E21. FAST PACKET ACCESS SERVICE**E21.4 Reserved For Future Use****E21.5 Reserved For Future Use****E21.6 BellSouth Network Visibility Service****E21.6.1 General**

- A. BellSouth Network Visibility Service (NVS) is available on an optional basis as a feature of Exchange Access Frame Relay Service (XAFRS) (a.k.a. BellSouth Exchange Access Frame Relay Service) and BellSouth Exchange Access Asynchronous Transfer Mode Service (XAATMS).
- B. BellSouth NVS is a customer network management tool that provides customers a view into their BellSouth Fast Packet network for monitoring and trouble shooting purposes. The following BellSouth NVS options are available for XAFRS (a.k.a. BellSouth Exchange Access Frame Relay Service) and BellSouth XAATMS: Fault Management, On Demand Statistics and Performance Reports.
- C. BellSouth NVS supports hierarchical customer names. For example, a customer defines an overall network name (usually the customer name) and then may choose to establish multiple sub-network names. A maximum of five hierarchical tiers are available (the overall network plus four sub-network tiers).
- D. Access to *the BellSouth NVS graphical interface* is via a Web interface; *alternatively, a* dial or dedicated method described in Section A32. of the General Subscriber Services Tariff may also be used to access *the NVS graphical interface. Additionally, NVS may be accessed via a Remote Message Interface for the collection of raw data.* For security reasons, customers are required to identify themselves via a username and password. The username and password are assigned at the time the account is established. Following is a description and requirements for each type of *Management Access Interface.*

(C)

- 1. Web Interface - This interface allows customers to access *the BellSouth NVS graphical interface* via the Web using a standard Web browser. This type of access requires a Security Card.

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- a. Security Card – This card provides the customer a unique password identification code which will electronically change periodically.

If the customer has purchased a Security Card in conjunction with another feature or service offered by BellSouth, that Security Card may also be used in conjunction with BellSouth NVS. It is the customer's responsibility to notify BellSouth of an existing Security Card so BellSouth can ensure that the card is validated for multiple features and/or services.

- 2. Dial or Dedicated Interface *access to the BellSouth NVS graphical interface* – See A32.1.2 of the General Subscriber Services Tariff.

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- 3. Remote Message Interface – This interface will allow SSH-IP connectivity to BellSouth NVS from other compatible Network Management systems for the collection of raw data. The customer must have SSH access to the NVS platform. Connectivity must be via a Frame Relay PVC to the Company network. Technical details and limitations on the Remote Message Interface can be found in BellSouth Technical Reference TR-73587.

(N)

- E. The customer is responsible for providing and maintaining all terminal equipment necessary to access BellSouth NVS.

- F. A customer may subscribe to BellSouth NVS on a monthly basis. An account is established which will include the XAFRS (a.k.a. BellSouth Exchange Access Frame Relay Service) and BellSouth XAATMS Network Interfaces designated by the customer to have BellSouth NVS capability. Customers may choose to subscribe to BellSouth NVS for all Network Interfaces in their BellSouth Fast Packet network or choose BellSouth NVS for only a portion.

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E21. FAST PACKET ACCESS SERVICE**E21.6 BellSouth Network Visibility Service (Cont'd)****E21.6.1 General (Cont'd)**

- G. BellSouth NVS is available in two packages, 1) Fault Management and On Demand Statistics or 2) Fault Management, On Demand Statistics and Performance Reports. All network interfaces within a customer's account must be under the same package. If a customer desires to have both packages, a separate account must be established for each package type. (N)

1. Fault Management

BellSouth NVS provides the ability to monitor fault and alarm information as network events occur. If a BellSouth network event results in automatic rerouting of customer owned PVCs on a Network Interface within the BellSouth Fast Packet network, such that those PVCs are not service impacted, then BellSouth will not send PVC events to the customer. The following Fault Management features are available on a customer and sub-network basis: (N)

- BellSouth will provide to the customer, in near real time, all events, faults, and network alarms on any Network Interface or PVC. (N)
- The customer can determine the severity level of alarms displayed and suppress the alarms they do not wish to view. (N)

2. On Demand Statistics

BellSouth NVS provides customers statistics for each Network Interface and PVC on a customer and sub-network basis. (N)

3. Performance Reports

BellSouth NVS provides XAFRS (a.k.a. BellSouth Exchange Access Frame Relay Service) and BellSouth XAATMS customers network performance reports on their BellSouth data network. Customers have the capability of requesting performance reports for interfaces. (Interfaces are defined as network interfaces and PVCs). BellSouth NVS provides a measure of the level of network performance of a customer's network and individual interfaces that is called the Network Performance Level. The Network Performance Level components include Incoming Utilization, Outgoing Utilization, Discarded Frames/Cells and Congestion. The Network Performance Level is used in several reports to provide a weighted performance measure taking into account all the performance parameters mentioned above. (N)

Historical Performance reports will baseline historic network performance, trend future performance and highlight network performance problems. The following selection of reports is available: (N)

- a. Network Summary Report - Provides an overview of the customer's network performance in terms of Total Frames/Cells Transmitted and Received, Percent Total Utilization, Total Frames/Cells Discarded, and Percent Frames/Cells Discarded of Total Frames/Cells Transmitted and Received. (N)
- b. Forecast Report - Provides the network interfaces or PVCs that are projected to exceed customer specific thresholds of Utilization and Congestion. (N)

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E21. FAST PACKET ACCESS SERVICE**E21.6 BellSouth Network Visibility Service (Cont'd)****E21.6.1 General (Cont'd)**

- G. (Cont'd)
- 3. Performance Reports (Cont'd)
 - c. Network Interface Performance Report - Provides the Network Performance Level on a customer selectable interface (network interface or PVC).
 - d. Capacity Planning Report - Provides the top ten over-utilized and top ten under-utilized interfaces (network interface or PVC).
 - e. Threshold Exceptions Report - Provides a daily report on the top ten interfaces that exceed a customer selectable threshold parameter. These parameters are Input Utilization, Output Utilization, Incoming Congestion, Outgoing Congestion, In Discards, and Out Discards.
 - f. Top Ten Report - Provides a daily report of the top ten interfaces with the highest volumes and the worst Network Performance Level. It also specifies the top ten interfaces with the greatest change in both volume and Network Performance Level.

E21.6.2 Rate Regulations

- A. Rates and charges are specified in E21.6.4 following for BellSouth NVS.
- B. The minimum period of service is one month.
- C. The rates and charges set forth for BellSouth NVS provide for the furnishing of service where suitable facilities are available.
- D. In order to maintain the quality of BellSouth NVS, the Company reserves the right to perform preventive maintenance and software updates. This could result in BellSouth NVS being unavailable during the time period between Midnight and 3:00 A.M. Eastern Time on Sundays. In addition, preventive maintenance may be performed on the XAFRS (a.k.a. BellSouth Exchange Access Frame Relay Service and BellSouth XAATMS circuits being monitored by BellSouth NVS on any given Monday or Sunday between 2:00 A.M. and 4:00 A.M. Eastern Time. BellSouth NVS will be unable to view these circuits while preventive maintenance is being performed. The Company only expects to utilize this maintenance window on the average of once a quarter. However, the Company reserves the right to perform maintenance at any time at its discretion that it believes such maintenance is necessary. The Company will make a reasonable effort to provide notice to those customers likely to be affected by such maintenance work.

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E21. FAST PACKET ACCESS SERVICE**E21.6 BellSouth Network Visibility Service (Cont'd)****E21.6.3 Rate Categories**

The following rate categories apply to BellSouth NVS:

A. Service Establishment Charge

The Service Establishment Charge is a nonrecurring charge which applies per XAFRS (a.k.a. BellSouth Exchange Access Frame Relay Service) or BellSouth XAATMS customer account. If a customer is both a XAFRS (a.k.a. BellSouth Exchange Access Frame Relay Service) and BellSouth XAATMS customer, only one Service Establishment Charge will apply. This charge covers the initial establishment and set-up of the customer account in the BellSouth NVS database. A username(s) and password(s) will be assigned for use by the customer in accessing their account. At the time the account is established, a customer may also choose to establish sub accounts.

B. Fault Management and On Demand Statistics

A monthly charge applies for each Network Interface in the customer's network with BellSouth NVS capability. A nonrecurring charge is applicable per Network Interface at the time of installation.

C. Fault Management, On Demand Statistics and Performance Reports

A monthly charge applies for each Network Interface in the customer's network with BellSouth NVS capability. A nonrecurring charge is applicable per Network Interface at the time of installation.

D. Subsequent Modification Charge

The Subsequent Modification Charge is a nonrecurring charge which applies per Network Interface when a BellSouth NVS customer requests that existing BellSouth NVS Network Interfaces, or PVC's on the Network Interface, be modified. Examples of this charge include change of customer name and movement between packages. This charge is not applicable:

- when a new PVC is added to an existing BellSouth NVS Network Interface and BellSouth NVS is requested for the new PVC, or
- for a request to change a password.

E. Management Access Interface

All customers must have a Management Access Interface. This connection allows the customer to monitor their network. A monthly charge applies for each Web Interface **and each Remote Message Interface**; a nonrecurring charge is applicable per **Web Interface and per Remote Message Interface** at the time of installation. A Security Card described below is required for each web access. See A32.1.2 of the General Subscriber Services Tariff for a dial or dedicated access option.

- Security Card – The Security Card charge specified in E21.6.4 E. following will apply for the initial card or for the issuance of additional cards for additional users or to replace a lost, damaged or expired card.

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E21. FAST PACKET ACCESS SERVICE**E21.6 BellSouth Network Visibility Service (Cont'd)****E21.6.4 Rates and Charges****A. Service Establishment Charge**

1. Per Customer

	Nonrecurring Charge	USOC NVSSE
(a) Each	\$250.00	

B. Fault Management and On Demand Statistics

1. Per XAFRS Network Interface

	Nonrecurring Charge	Monthly Rate	USOC NVSFO (R)
(a) Per DS0	\$75.00	\$0.00	
(b) Per DS1	75.00	0.00	NVSF1 (R)
(c) Per DS3	75.00	0.00	NVSF3 (R)
2. Per BellSouth XAATMS Network Interface			
(a) Per DS1	75.00	0.00	NVSA1 (R)
(b) Per DS3	75.00	0.00	NVSA3 (R)
(c) Per OC3	75.00	0.00	NVSAC (R)
(d) Per OC12	75.00	0.00	NVSA2 (R)

C. Fault Management, On Demand Statistics and Performance Reports

1. Per XAFRS Network Interface

(a) Per DS0	75.00	0.00	NVSRO (R)
(b) Per DS1	75.00	0.00	NVSR1 (R)
(c) Per DS3	75.00	0.00	NVSR3 (R)

2. Per BellSouth XAATMS Network Interface

(a) Per DS1	75.00	0.00	NVST1 (R)
(b) Per DS3	75.00	0.00	NVST3 (R)
(c) Per OC3	75.00	0.00	NVSTC (R)
(d) Per OC12	75.00	0.00	NVST2 (R)

D. Subsequent Modification Charge

1. Per Network Interface

	Nonrecurring Charge	USOC NVSSM
(a) Each	\$70.00	

E. Management Access Interface¹

1. Web Interface

	Nonrecurring Charge	Monthly Rate	USOC NVSW1
(a) Each	\$125.00	\$25.00	

2. Remote Message Interface

(a) Each	125.00	25.00	NVSRM
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F. Security Card

1. Per Card

	Nonrecurring Charge	USOC NVSSC
(a) Each	\$100.00	

Note 1: See A32.1.2 of the General Subscriber Services Tariff for a dial or dedicated access option.