

Axia Network Services

Axia NetManage™ and Axia NetMonitor™



Does your organization need to:

- Simplify how you manage and monitor wide area networks?
- Optimize network performance by guaranteeing reliability and quality?
- Gain greater peace of mind by knowing that certified experts are monitoring your network 24 hours a day, 7 days a week?

Axia’s Network Services are designed to help you achieve all these goals.

Introducing Axia Network Services

Benefits of Axia Network Services	
Benefit	How does Axia make it happen?
Maximize uptime	We monitor your network 24 hours a day, 7 days a week, and respond quickly to network issues to prevent and minimize service interruptions.
Guaranteed Performance	Our services are supported by service levels that ensure you receive consistent quality to the performance levels you require.
Simplified network management	Axia provides a single point of contact for any and all network issues and can manage all of your network connections, province wide.
Decreased operational costs	Leveraging Axia’s considerable in-house expertise, experience, technology and processes can lower your operational, staffing and training costs.
Network performance transparency	Access to performance statistics on network latency, jitter and packet loss gives you visibility of network performance.

Why Axia?

Axia has experience in managing, maintaining and monitoring one of the world’s largest IP Networks, the Alberta SuperNet, and is well qualified to provide you with network management solutions to ensure your network operates smoothly, efficiently and cost effectively.

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Axia NetManage™ and Axia NetMonitor™ (cont')

Axia offers a choice of two packages, designed with your needs in mind:

	Axia NetManage	Axia NetMonitor
Features	<ul style="list-style-type: none"> ✓ 24/7 network monitoring across the SuperNet to an end user device ✓ Notification of network performance including availability, packet loss, jitter and latency ✓ 24/7 access to Axia's highly certified Network Operations Centre for technical service support ✓ Accountability for performance of wide area network including local access services backed by Service Level Agreements ✓ Consolidated billing of local access services 	<ul style="list-style-type: none"> ✓ 24/7 network monitoring across the SuperNet to an end user device ✓ Network performance notification including network availability reporting ✓ 24/7 access to Axia's highly certified Network Operations Centre for technical service support
Conditions	<ul style="list-style-type: none"> ✓ Axia NetMonitor is available in conjunction with any Axia Broadband bandwidth service ✓ Customers should arrange their own local access connection to the Alberta SuperNet ✓ Customers must have a dedicated management VPN 	

Axia NetManage SLAs

Service Level Agreements for Axia's REAL Broadband Service extend through to the PoP. Axia NetManage SLAs extend beyond the PoP to the end user's device.

Specification	Units	Real-Time		Interactive		Standard	
		MASL	Target	MASL	Target	MASL	Target
Latency	ms	100	15-30	150	30-50	200	50-100
Packet Loss	%	0.5	0.0-0.25	0.75	0.25-0.5	2.0	0.5-0.75
Jitter	ms	25	0-10	30	0-10	30	10-20
Service Availability	%	99.90	99.925	99.90	99.925	99.90	99.925