



**ProWatch for LANs  
Fault Monitoring  
Service Description  
July 2003**

Service Description NetSolve LAN Fault Monitoring is a remote network monitoring service. The components of the service are described in the NetSolve Responsibilities section below.

### **Definitions**

**Monitored Components** - NetSolve's LAN Fault Monitoring Service supports all SNMP based network equipment, provided that the equipment complies with RFC 1213.. NetSolve will not manage these devices, they will only be monitored under the ProWatch for LAN – Fault Monitoring Service (This service does not include NetSolve Full Life cycle management or other management service)..

The following table identifies the service elements that NetSolve will provide for the LAN Fault Monitoring Service:

| <b>Service Elements Included in LAN Fault Monitoring</b> |
|--|
| Project Implementation Management                        |
| Information Management                                   |
| 24x365 Proactive Monitoring and Auto-Notification        |
| Customer Web Portal                                      |
| Standard Reporting                                       |

### **Referenced Documents**

The following NetSolve documents are referenced in, and are considered part of, this Service Description:

| <b>DOCUMENT TITLE</b>              | <b>REVISION DATE</b> |
|------------------------------------|----------------------|
| NetSolve - Moves, Adds and Changes | August 2003          |

### **NetSolve Responsibilities**

#### **1. Project Implementation Management**

The Project Implementation Management fee is not optional. Each new Monitored Component is classified as new or existing for implementation purposes and priced accordingly. Staging and Integration Services and On-site Installation Service are optional services priced and sold separately and are not part of Project Implementation Management.

NetSolve will perform the following Project Implementation Management functions for existing devices:

- Work with Customer to develop an implementation schedule for each Monitored Component.
- Manage the entry of the Customer's Monitored Component information in the applicable NetSolve databases.
- Verify NetSolve's ability to poll each Monitored Component for ongoing Fault Monitoring coverage.

#### **2. Information Management**

NetSolve will maintain an information repository of data with respect to the Customer and the Monitored Components as necessary for NetSolve to perform its responsibilities as stated in this service description.

The following information is the minimum data retained by NetSolve:

### **Customer Site Information**

- Site physical address (street address, city, state, zip code)
- Site contact information (phone, pager, e-mail)
- Notification procedure

### **Monitored Component Information**

- Vendor Name, Model Number, Serial Number (optional), provided by the Customer or reseller in a format specified by NetSolve.
- Device-specific configuration settings
- Usernames & Passwords(optional)
- Carrier and circuit information for any managed circuits (optional)
- Switch port identifier(s) for critical ports to be monitored

### **Network Management Information**

- IP Address(s) and Network Mask
- Read Only SNMP Community String(s)

### **3. 24x365 Proactive Monitoring and Auto-Notification**

NetSolve will monitor the up/down status of all Monitored Components from the NetSolve Network Management Center (“NMC”) 24 hours per day, 7 days per week.

Upon receipt of an alarm at the NMC from a Monitored Components Trouble Ticket will be opened and the Customer’s designated contact(s) will be notified electronically of the outage. Notification will be through e-mail, pager or both. The Customer can view Trouble Tickets through ProWatch Exchange described below.

### **4. Customer Web Portal**

The customer will have access to ProWatch Exchange, NetSolve’s customer web portal. Through the Web portal, the customer will have access to device information, trouble tickets and will be able to view the specific reports listed in the Standard Reporting section below.

NetSolve will provide two portal training sessions per month that the customer can attend. The training sessions will be done remotely (via a conference call and a web demonstration).

### **5. Standard Reporting**

The Customer may access ProWatch Exchange, NetSolve’s web-based tool, for the following information on all Monitored Components:

- Implementation Status
- Active Network Map
- Network Inventory
- Trouble Ticket Query
- Invoices Query

### **6. Change Management**

Physical and logical Moves, Adds and Changes are not included as a part of this service. Please refer to the “**NetSolve - Moves, Adds and Changes**” document for definitions and other information.

## **Optional Services**

### **1. Staging and Integration**

NetSolve will perform the following staging and integration services when purchased separately.

- Track and report systems integration status to Customer or reseller in a format selected by NetSolve and follow-up with the appropriate parties to reschedule if dates are missed or change through ProWatch Exchange.
- Configure hardware/software, user-configurable settings, IP addresses and perform self-test operability of the assembled equipment components.
- Ship complete units to requested location designated by the Customer or reseller.

### **2. Installation Service**

NetSolve will provide, schedule and dispatch appropriate on-site installation personnel and execute on-site installations when specifically requested and purchased separately.

### **3. Professional Services**

NetSolve will provide engineering resources for network design, configuration changes and troubleshooting when specifically requested and purchased separately. Customer will not have permanently assigned engineering resources; they will be assigned per incident, on an as-available basis. Please refer to the “**NetSolve – Professional Services Price List**” for definitions and other information.

### **4. Project Implementation Management**

NetSolve will perform the following additional Project Implementation Management functions for new devices and provide installation-tracking information through ProWatch Exchange when specifically requested and purchased separately.

- Schedule, coordinate and sequence equipment and network vendors to install the Monitored Component and any related services.
- Coordinate testing with equipment vendors and Customer to ensure operation of all Monitored Components as each completes its portion of the install and then proceed with the existing device procedure above.
- Track the status of each device installation to the schedule and follow up with equipment vendors, carriers and Customer to reschedule if dates are missed.

Notwithstanding NetSolve’s installation coordination role, Customer at all times retains responsibility for the performance of its vendors to the Project Implementation schedule and informing such vendors of their responsibilities. In the event of rescheduling requested or necessitated by Customer or Customer’s vendors, Customer agrees to pay NetSolve its standard rescheduling fees for each device that requires rescheduling with less than seven (7) days advance notice. On-site installations rescheduled with 48 hours or less notification will result in cost plus fees and are beyond the normal installation-rescheduling fee.

## **Customer Responsibilities**

- Customer is responsible for providing NetSolve with changed data, as often as needed, in a format specified by NetSolve, with respect to Customer and Monitored Components as necessary for NetSolve to perform its responsibilities as stated in this Service Description. This includes but not limited to: site contact information, information on newly installed monitored components, information on removed monitored components, information on circuit changes, password access to all devices and technical information reasonably required by NetSolve to perform its responsibilities.
- Customer is responsible for all management of monitored devices.
- Customer must provide a shared access circuit for a management channel, from a hub site(s) of the Customer network, as required by NetSolve.

- Customer is responsible for hardware and software maintenance coverage for all equipment included in Monitored Components. Customer may obtain this maintenance from a third party, NetSolve or may self-maintain.
- Customer must provide NetSolve with notice of any changes which Customer intends to make to the Monitored Components if those changes affect the elements used for polling (such as IP addresses) before such changes are made in accordance with an agreed upon change management process.
- Customer must obtain registered IP addresses for applicable Monitored Components or agree to use unregistered IP addresses assigned by NetSolve. All addressing plans must be approved by NetSolve. NetSolve may also require a secondary addressing scheme if there are addressing conflicts.
- Customer must ship Monitored Components requiring configuration at NetSolve's Staging and Integration facility to NetSolve, freight pre-paid, unless such devices are purchased from NetSolve. NetSolve will invoice Customer for freight charges to ship equipment to Customer locations (FOB NetSolve).

### **Supported Equipment**

NetSolve's LAN Fault Monitoring Service supports all SNMP based network equipment, provided that the equipment complies with RFC 1213.

#### **Supported Transport Providers:**

##### **Inter Exchange Carriers**

AT&T, WorldCom, Sprint, Intermedia, Qwest, Broadwing, Global Crossing, SBC.

##### **Local Exchange Carriers**

SBC, Time Warner.

NetSolve will manage frame relay transport from any provider. If the transport provider is not listed above, implementations may be extended.