

AT&T BusinessDirect®

View Global Performance Reports

AT&T Switched Ethernet ServiceSM

June 2013

Agenda

- **Accessing the Tool and Reports**
- **Highlighted Reports**
 - NTE Daily Report
 - NTE 15-Minute Report
 - LATA SLA Report
 - Customer Service Inventory Report
- **For More Information**
- **AT&T BusinessDirect Help**



Accessing the Tool

Click “View Global Performance Reports” from the AT&T BusinessDirect home page.

at&t BusinessDirect

Home | Tools | Communicate | Insight & News | Products & Services | Training & Support Center | Help

Inside Tools

Find the applications you need to control your account and services. Here's a sample of what's inside.

- [View Global Performance Reports](#)
- [View BusinessDirect Map](#)
- [Report and Track Troubles](#)

AT&T BusinessDirect Map Launch application

Function	#	
NETWORK ALARMS	0	View Details
MAINTENANCE TICKETS	0	View Details
ORDERS	0	View Details

Viewing: BAN: 0727412692

AT&T Security Center

Welcome, JC

[EDIT PROFILE](#) [LOG OFF](#)

Shortcuts

- [AT&T BusinessDirect Learning](#)
- [View BusinessDirect Map](#)

[EDIT SHORTCUTS](#)

[CONTACT](#) [SITE MAP](#)

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Accessing the Reports for AT&T Switched Ethernet Service

at&t BusinessDirect®
Global Performance Reporting

GPR HOME ATT Sw Ethernet Network Performance

GPR Global Backbone Performance Reporting

What you'll find

Welcome to Global Performance Reporting (GPR) where you can monitor the ongoing status of AT&T's global IP network and Ethernet Networks. We've expanded our scope to include Network Performance reports for **GMIS, AT&T VPN, AT&T Switched Ethernet Service™** and **OPT E-WAN®**.

This site provides you with the following information:

- > **Availability (GMIS only)**
- > **Data Delivery**
- > **Latency**
- > **Jitter**

To understand how the statistics for this site are compiled and displayed, check out our "Methodology" tab that can be found at the top of the page. Not clear what a phrase or word means? Please go to "Glossary".

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What you'll see...

GMIS, AT&T VPN & OPT-E-WAN® Network Performance Reports cover the following regions:

- > **US** (United States)
- > **EMEA** (Europe, Middle East & Africa)
- > **APAC** (Asia Pacific)
- > **CAN** (Canada)
- > **CALA** (Caribbean & Latin America)

and region pairs for these regions (e.g., US-APAC).

AT&T Switched Ethernet Service™ Network Performance Reports cover only the US regions and within the same LATA. GPR supports **Class of Service (COS)** in AT&T Switched Ethernet Service™ and OPT-E-WAN® reports.

GPR supports 15-minute, daily and monthly PM metrics reporting. Users can select the Date/Time to view Current or History PM metrics.

Image is for illustrative purposes only.



Choosing the Report of Interest

1. A description of all of the reports available for AT&T Switched Ethernet Service is located at the bottom of the home page, below the diagram, as shown at right.
2. From the horizontal navigation bar, choose the report you wish to view. We will look first at the AT&T Switched Ethernet NTE report. "NTE" stands for Network Termination Equipment.

at&t Business Global Performance Reporting

GPR Home | ATT Sw Ethernet NTE | ATT Sw Ethernet IPAG PE | ATT Sw Ethernet LATA SLA | ATT Sw Ethernet Customer Service Inventory | Methodology

AT&T Switched Ethernet Servicesm is a switched ethernet offering providing high speed connectivity for customers with multiple locations in the same LATA area.

The diagram illustrates the AT&T Switched Ethernet Service architecture. It shows two endpoints, A End and Z End, connected via a central cloud labeled 'ATT Sw Ethernet'. The A End side includes CPE-A, NTE-A, IPAG 1-A, and IPAG 2-A. The Z End side includes IPAG 2-Z, IPAG 1-Z, NTE-Z, and CPE-Z. Below the diagram, three horizontal double-headed arrows represent different reports: 'IPAG PE Report' (spanning from IPAG 1-A to IPAG 1-Z), 'NTE Report' (spanning from NTE-A to NTE-Z), and 'LATA SLA Report' (spanning the entire service area). A legend at the bottom left defines the equipment: CPE - Customer Premise Equipment, NTE - Network Termination Equipment, and IPAGx - IP Aggregation router x.

AT&T Switched Ethernet Servicesm Reports:

- AT&T Switched Ethernet Servicesm NTE - shows one-way Latency, one-way Packet Delivery Rate* and one-way Jitter in each direction (forward and reverse) of an EVC between two AT&T Switched Ethernet Servicesm NTE locations.
- AT&T Switched Ethernet Servicesm IPAG PE - shows one-way Latency, one-way Packet Delivery Rate* and one-way Jitter in each direction (forward and reverse) between two AT&T Switched Ethernet Servicesm IPAG PE locations.
- AT&T Switched Ethernet Servicesm LATA SLA - shows one-way Latency, one-way Packet Delivery Rate* and one-way Jitter for all NTE location pairs in a LATA for a specific customer.
- AT&T Switched Ethernet Servicesm Customer Service Inventory - shows the selected customer's service inventory data.

Note: * Not currently available.

Image is for illustrative purposes only.



Network Termination Equipment (NTE) Report (1 of 2)

Daily Report

1. This screen appears after “ATT Sw Ethernet NTE” is selected.
2. Use the drop-down menus to specify the report you wish to view. You will choose:
 - Date. Please note that the date is given in Greenwich Mean Time (GMT).
 - Customer Name
 - Access Carrier Name Abbreviation (ACNA)
 - Billing Account Number (BAN)
 - NTE Customer Common Language Location Identifier (CLLI) for the A and Z ends
 - Circuit ID for the A and Z ends
 - Virtual Local Area Network (VLAN) Tag ID for the A and Z ends

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GPR Home | ATT Sw Ethernet NTE | ATT Sw Ethernet RAG PE | ATT Sw Ethernet LATA SLA | ATT Sw Ethernet Customer Service Inventory | Glossary

AT&T Switched Ethernet ServiceSM NTE Report

An AT&T Switched Ethernet ServiceSM NTE Report shows one-way Latency and one-way jitter in each direction (forward and reverse) of an EVC between two AT&T Switched Ethernet ServiceSM NTE locations.

Date(GMT)	Customer Name	ACNA	BAN
05-29-2013	TEST COMPANY	gwi	0727412092

A NTE CLLI	A Circuit ID	A VLAN Tag ID	Z NTE CLLI	Z Circuit ID	Z VLAN Tag ID	Report Type
acmpca01w	20/vgn/50	1012	sitncag	20/vgn/50	1012	Daily

A-Ingress Class of Service Profile: 100%rt,0%ia,0%bch,0%bcm,0%lch,0%lcl

Z-Egress Class of Service Profile: 100%rt,0%ia,0%bch,0%bcm,0%lch,0%lcl

Get Report Download Reset

Image is for illustrative purposes only.

3. Report Type. Choose “15 Minute,” “Daily,” or “Monthly” to indicate the frequency of the results you wish to view. For this example, we will choose “Daily.”
4. When you are ready, click “Get Report.”



Network Termination Equipment (NTE) Report (2 of 2)

Daily Report

The screen refreshes to show you the “Class of Service: Real Time” table, which includes:

1. Date and Time. For this report, the date is given in yyyyymmdd format. So May 26, 2013, appears as “20130526.”
2. Latency in milliseconds (ms)
3. Forward Jitter (ms)
4. Reverse Jitter (ms)

The screenshot displays the AT&T BusinessDirect Global Performance Reporting interface. The main section is titled "AT&T Switched Ethernet Service™ NTE Report". Below the title, a text box explains: "An AT&T Switched Ethernet Service™ NTE Report shows one-way Latency and one-way Jitter in each direction (forward and reverse) of an EVC between two AT&T Switched Ethernet Service™ NTE locations."

The configuration section includes the following fields:

- Date(GMT): 05-29-2013
- Customer Name: TEST COMPANY
- ACNA: awl
- BAN: 0727412092

The report parameters section includes the following fields:

- A-NTE CLI: aecompan0bw
- A-Circuit ID: 20krgn50
- A-VLAN Tag ID: 1012
- Z-NTE CLI: sltrcag
- Z-Circuit ID: 20krgn50
- Z-VLAN Tag ID: 1012
- Report Type: Daily

The A-Ingress Class of Service Profile is 100%rt,0%ia,0%bch,0%bcm,0%insh,0%incl. The Z-Egress Class of Service Profile is 100%rt,0%ia,0%bch,0%bcm,0%insh,0%incl.

The "Class Of Service: Real Time" table is displayed below the configuration fields. The table has four columns: Date Time, Latency ms, Forward Jitter ms, and Reverse Jitter ms. The table contains seven rows of data. The first row is highlighted in blue. The table is annotated with four orange circles and arrows: 1 points to the Date Time column, 2 points to the Latency ms column, 3 points to the Forward Jitter ms column, and 4 points to the Reverse Jitter ms column.

Date Time	Latency ms	Forward Jitter ms	Reverse Jitter ms
20130523	1.93	1.60	1.48
20130524	1.93	1.56	1.73
20130525	1.93	2.39	2.37
20130526	1.93	2.17	2.03
20130527	1.94	2.20	2.11
20130528	1.93	1.54	1.49

NOTE: "-" cells indicate that data are unavailable, yellow indicates maintenance data.

Image is for illustrative purposes only.



Network Termination Equipment (NTE) Report (1 of 2)

15-Minute Report

1. This screen appears after “ATT Sw Ethernet NTE” is selected.
2. Use the drop-down menus to specify the report you wish to view. You will choose:
 - Date. Please note that the date is given in Greenwich Mean Time (GMT).
 - Customer Name
 - Access Carrier Name Abbreviation (ACNA)
 - Billing Account Number (BAN)
 - NTE Customer Common Language Location Identifier (CLLI) for the A and Z ends
 - Circuit ID for the A and Z ends
 - Virtual Local Area Network (VLAN) Tag ID for the A and Z ends

at&t BusinessDirect Global Performance Monitoring

AT&T Switched Ethernet ServiceSM NTE Report

An AT&T Switched Ethernet ServiceSM NTE Report shows one-way Latency and one-way Jitter in each direction (forward and reverse) of an EVC between two AT&T Switched Ethernet ServiceSM NTE locations.

Date(GMT)	Customer Name	ACNA	BAN
05-29-2013	TEST COMPANY	awf	0727412882

A-NTE CLLI	A-Circuit ID	A-VLAN Tag ID	Z-NTE CLLI	Z-Circuit ID	Z-VLAN Tag ID	Report Type
acnpcaan0sw	25/argn50	1012	alncag	25/kagn50	1012	15 Minute

A-Ingress Class of Service Profile: 100%rt,0%ia,0%bch,0%bcm,0%insh,0%incl

Z-Egress Class of Service Profile: 100%rt,0%ia,0%bch,0%bcm,0%insh,0%incl

Get Report Download Reset

Image is for illustrative purposes only.

3. Report Type. Choose “15 Minute,” “Daily,” or “Monthly” to indicate the frequency of the results you wish to view. For this example, we will choose “15 Minute.”
4. When you are ready, click “Get Report.”

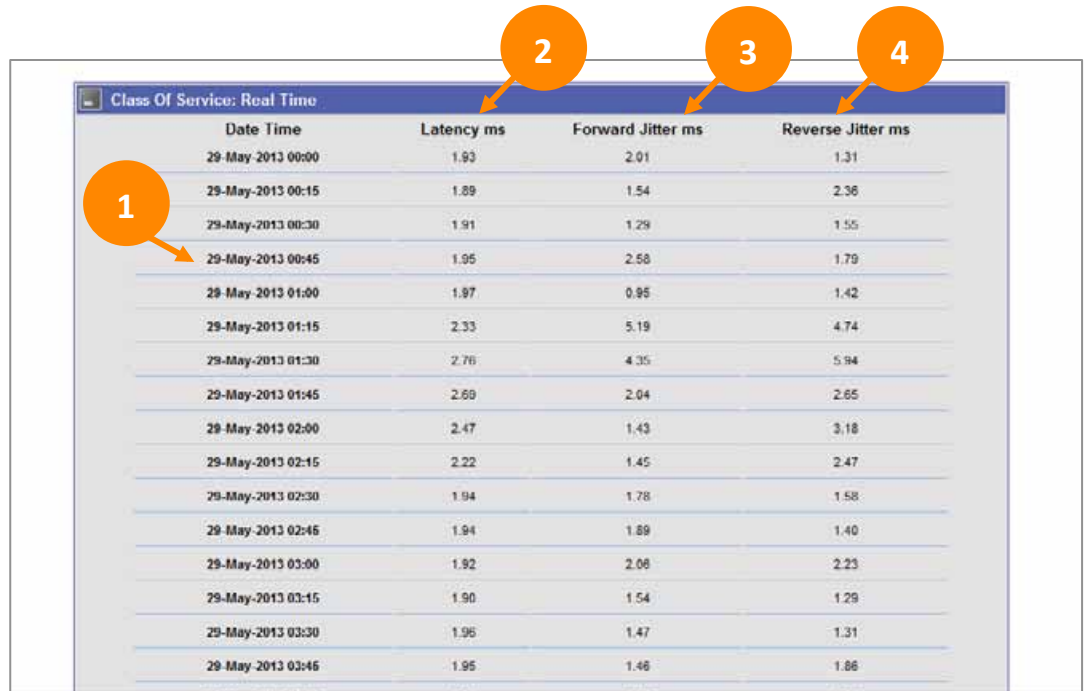


Network Termination Equipment (NTE) Report (2 of 2)

15-Minute Report

The screen refreshes to show the “Class of Service: Real Time” table, which includes:

1. Date and Time. For this report, the date is spelled out explicitly and followed by the time. The time is given as Greenwich Mean Time (GMT) and “00:00” represents midnight. So 29-May-2013 00:45 is 45 minutes past midnight GMT.
2. Latency (ms)
3. Forward Jitter (ms)
4. Reverse Jitter (ms)



The screenshot shows a table titled "Class Of Service: Real Time". The table has four columns: "Date Time", "Latency ms", "Forward Jitter ms", and "Reverse Jitter ms". The data rows show measurements at 15-minute intervals from 00:00 to 03:45 on May 29, 2013. Callout 1 points to the "Date Time" column, callout 2 points to the "Latency ms" column, callout 3 points to the "Forward Jitter ms" column, and callout 4 points to the "Reverse Jitter ms" column.

Date Time	Latency ms	Forward Jitter ms	Reverse Jitter ms
29-May-2013 00:00	1.93	2.01	1.31
29-May-2013 00:15	1.89	1.54	2.36
29-May-2013 00:30	1.91	1.29	1.55
29-May-2013 00:45	1.95	2.58	1.79
29-May-2013 01:00	1.97	0.95	1.42
29-May-2013 01:15	2.33	5.19	4.74
29-May-2013 01:30	2.76	4.35	5.94
29-May-2013 01:45	2.69	2.04	2.65
29-May-2013 02:00	2.47	1.43	3.18
29-May-2013 02:15	2.22	1.45	2.47
29-May-2013 02:30	1.94	1.78	1.58
29-May-2013 02:45	1.94	1.89	1.40
29-May-2013 03:00	1.92	2.08	2.23
29-May-2013 03:15	1.90	1.54	1.29
29-May-2013 03:30	1.96	1.47	1.31
29-May-2013 03:45	1.95	1.46	1.86

Image is for illustrative purposes only.



LATA SLA Report (1 of 3)

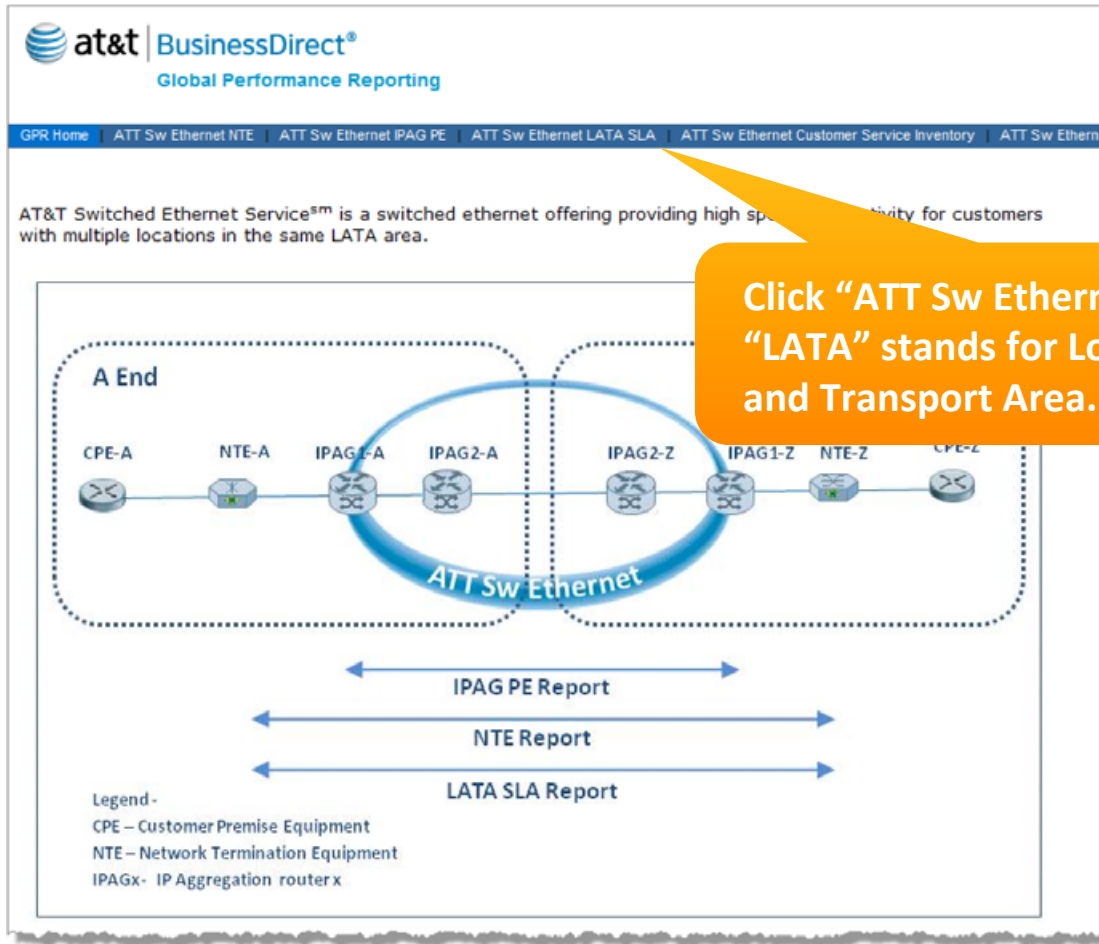


Image is for illustrative purposes only.



LATA SLA Report (2 of 3)

1. This screen appears after “ATT Sw Ethernet LATA SLA” is selected.
2. Use the drop-down menus to specify the report you wish to view. You will choose:
 - Month
 - Year
 - Customer Name
 - LATA
3. Report Type. Choose “15 Minute,” “Daily,” or “Monthly” to indicate the frequency of the results you wish to view. For this example, we will choose “Monthly.”
4. When you are ready, click “Get Report.”

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Global Performance Reporting

GPB Home | ATT Sw Ethernet NTE | ATT Sw Ethernet PAG PE | **ATT Sw Ethernet LATA SLA** | ATT Sw Ethernet Customer Service Inventory | Methodology | Glossary

AT&T Switched Ethernet Service™ LATA SLA Report

An AT&T Switched Ethernet Service™ LATA SLA Report shows one-way Latency and one-way jitter for all NTE location pairs in a LATA for a specific customer.

Month	Year	Customer Name	LATA	Report Type
Mar ▼	2013 ▼	AT&T - SWITCHED ETHERNET SUPP ▼	320 ▼	Monthly

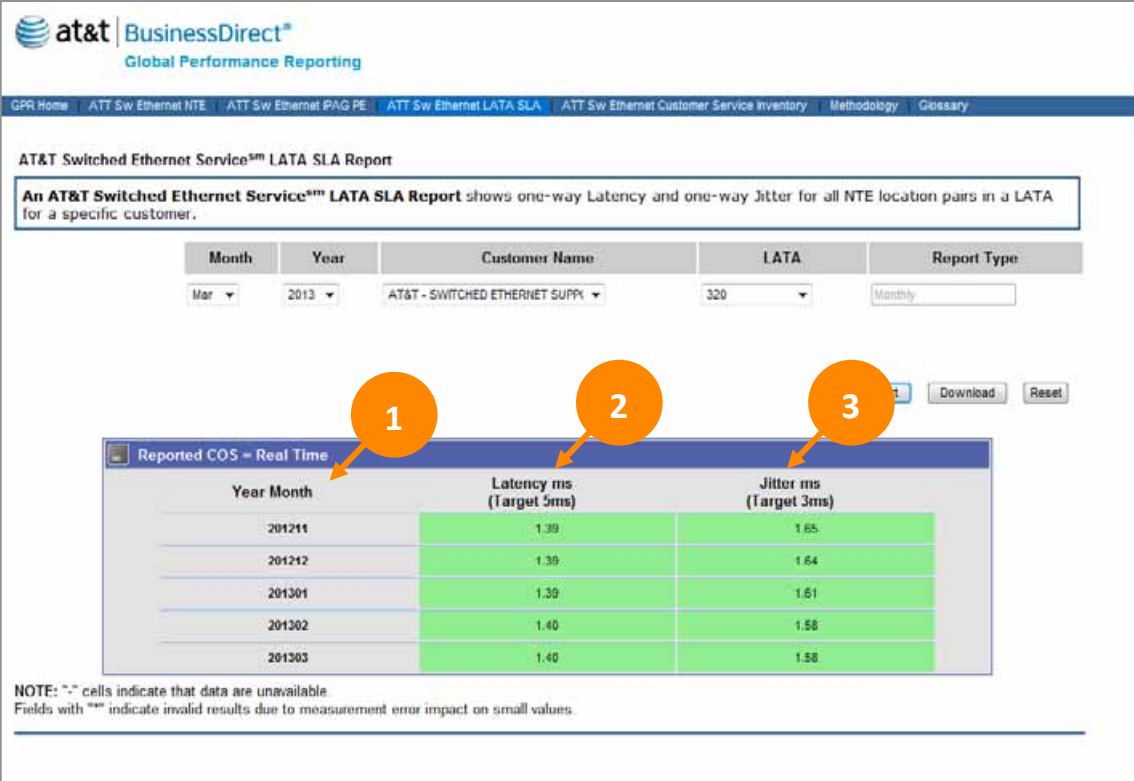
Image is for illustrative purposes only.



LATA SLA Report (3 of 3)

The screen refreshes to show the “Reported COS: Real Time” table, which includes:

1. Year and month in yyyymm format. So “201211” represents November 2012.
2. Latency (ms)
3. Jitter (ms)



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Global Performance Reporting

GPR Home ATT Sw Ethernet NTE ATT Sw Ethernet PAG PE ATT Sw Ethernet LATA SLA ATT Sw Ethernet Customer Service Inventory Methodology Glossary

AT&T Switched Ethernet Service™ LATA SLA Report

An AT&T Switched Ethernet Service™ LATA SLA Report shows one-way Latency and one-way Jitter for all NTE location pairs in a LATA for a specific customer.

Month	Year	Customer Name	LATA	Report Type
Mar	2013	AT&T - SWITCHED ETHERNET SUPP	320	Monthly

Download Reset

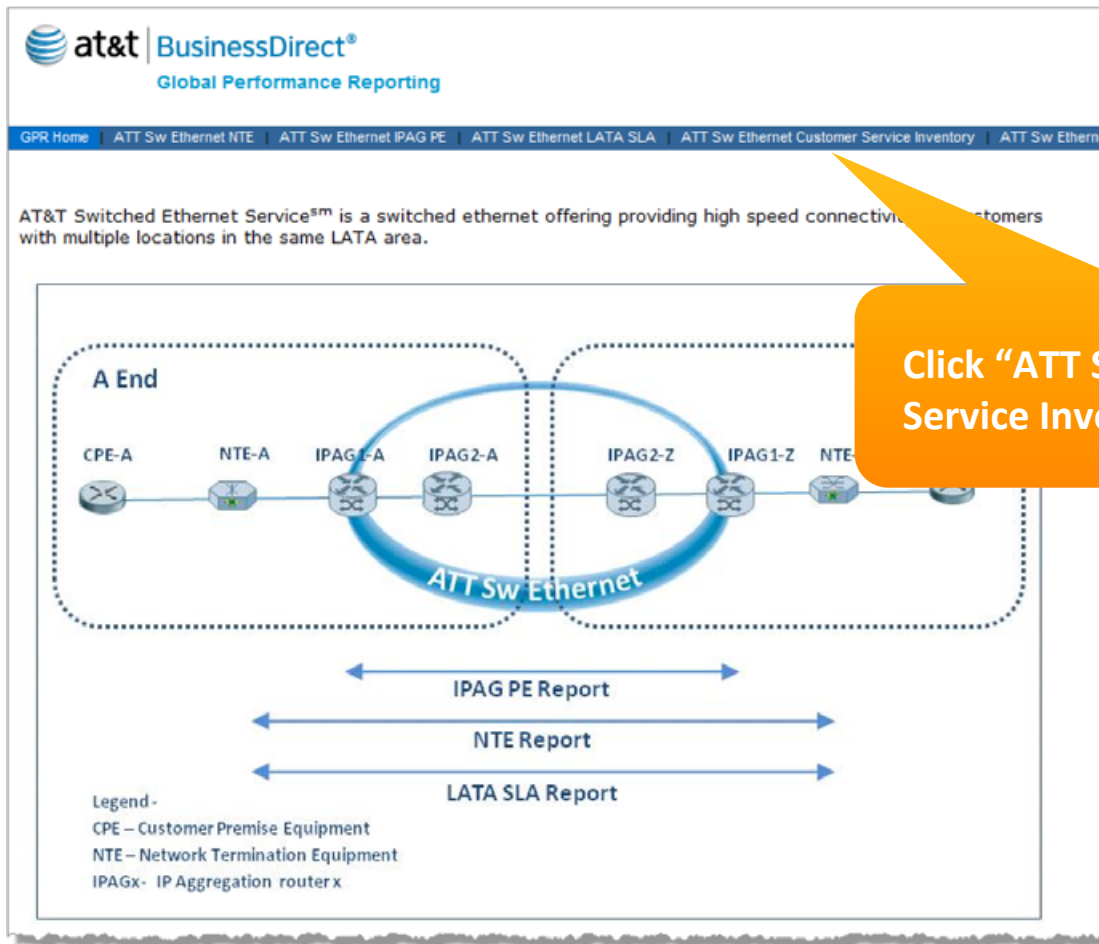
Year Month	Latency ms (Target 3ms)	Jitter ms (Target 3ms)
201211	1.39	1.65
201212	1.39	1.64
201301	1.39	1.61
201302	1.40	1.58
201303	1.40	1.58

NOTE: "-" cells indicate that data are unavailable.
Fields with "" indicate invalid results due to measurement error impact on small values.

Image is for illustrative purposes only.



Customer Service Inventory Report (1 of 4)



Click "ATT Sw Ethernet Customer Service Inventory."

Image is for illustrative purposes only.



Customer Service Inventory Report (2 of 4)

1. This screen appears after “ATT Sw Ethernet Customer Service Inventory” is selected.
2. Use the drop-down menus to specify the inventory you wish to view. You will choose:
 - Customer Name
 - LATA
 - NTE CLLI for the A end
 - NTE CLLI for the Z end
3. When you are ready, click “Download.”

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Global Performance Reporting

GPR Home | ATT Sw Ethernet NTE | ATT Sw Ethernet PAG PE | ATT Sw Ethernet LATA SLA | **ATT Sw Ethernet Customer Service Inventory** | Methods | Glossary

AT&T Switched Ethernet Service™ Customer Service Inventory Report

An AT&T Switched Ethernet Service™ Customer Service Inventory Report shows the selected customer's service inventory data.

Customer Name	LATA	A-NTE CLLI	Z-NTE CLLI
TEST COMPANY	ALL	ALL	ALL

Download Reset

NOTE: "-" cells indicate that data are unavailable.

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Customer Service Inventory Report (3 of 4)

Inventory Spreadsheet

A spreadsheet will appear, including the following information for each LATA-VPN combination in the report you designated (see next slide):

- VPN Name
- NTE (CLLI) for the A end
- Circuit ID for the A end
- VLAN Tag for the A end
- NTE (CLLI) for the Z end
- Circuit ID for the Z end
- VLAN Tag for the Z end
- Ingress Class of Service Profile for the A end
- Egress Class of Service Profile for the Z end



Customer Service Inventory Report (4 of 4)

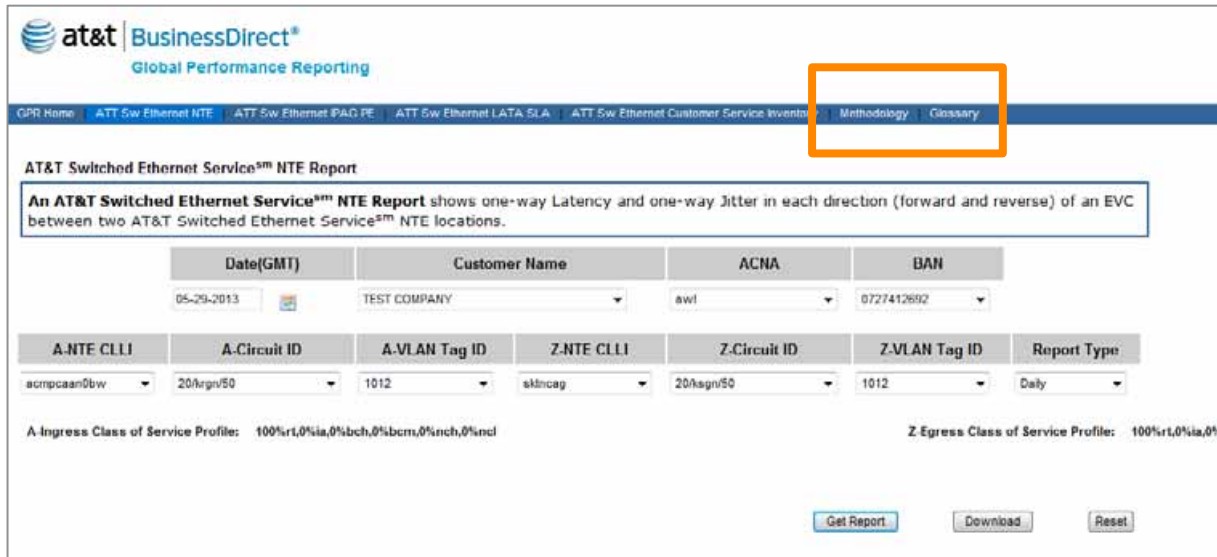
Inventory Spreadsheet

Microsoft Excel - ATT_Sw_Ethernet_CUSTOMER_SERVICE_INVENTORY_REPORT[1].xls [Compatibility Mode]												
	A	B	C	D	E	F	G	H	I	J	K	L
	Customer Name	Lat	VPN ID	VPN Name	A-ANTE CLI	A-Circuit ID	A-VLAN Tag ID	Z-ANTE CLI	Z-Circuit ID	Z-VLAN Tag ID	A-Egress Class of Service Profile	Z-Egress Class of Service Profile
5	TEST COMPANY	726	1155	18/vsp101	scrmca0	18/kgp51	2465	rcckab	18/kgp51	2465	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
6	TEST COMPANY	726	1158	18/vsp101	scrmca0	18/kgp51	1488	rcckab	18/kgp51	1488	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
7	TEST COMPANY	722	1346	06/vsp114	antdcu	06/kgp56	1493	rdcycaw	06/kgp56	1493	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
8	TEST COMPANY	722	1708	06/vsp116	anfoca0	06/kgp56	1518	anfocaq	06/kgp56	1518	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
9	TEST COMPANY	722	1708	06/vsp116	anfocaq	06/kgp57	2519	anfoca0	06/kgp57	2519	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
10	TEST COMPANY	722	1217	06/vsp113	antdcu	06/kgp56	2492	brmcac	06/kgp56	2492	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
11	TEST COMPANY	722	1229	06/vsp113	antdcu	06/kgp56	1537	smrtcaa	06/kgp56	1537	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
12	TEST COMPANY	722	1229	06/vsp113	smrtcaa	06/kgp56	2637	antdcu	06/kgp56	2637	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
13	TEST COMPANY	734	1229	59/vsp100	bfthcar	59/kgp50	2002	bfthca0	59/kgp50	2002	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
14	TEST COMPANY	726	1488	18/vsp102	waorca5	18/kgp51	1512	scrmca0	18/kgp51	1512	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
15	TEST COMPANY	722	1203	06/vsp113	anfoca0	06/kgp57	1020	anfoca0	06/kgp57	1020	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
16	TEST COMPANY	722	5627	06/vsp106	nrticaj	06/kgp56	1704	antdcu	06/kgp56	1704	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
17	TEST COMPANY	722	1629	06/vsp116	cnrcad	06/kgp56	1079	myfcaa	06/kgp56	1079	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
18	TEST COMPANY	726	1625	06/vsp100	frncap	06/kgp50	1202	frntcaa	06/kgp50	1202	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
19	TEST COMPANY	722	3025	06/vsp104	mtvcaa	06/kgp56	2616	antdcu	06/kgp56	2616	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
20	TEST COMPANY	722	4017	06/vsp104	antdcu	06/kgp56	2426	antdcu	06/kgp56	2426	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
21	TEST COMPANY	722	4653	06/vsp104	antdcu	06/kgp56	2451	mtvcaa	06/kgp56	2451	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
22	TEST COMPANY	726	1214	18/vsp102	frncap	18/kgp51	421	scrmca0	18/kgp51	421	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
23	TEST COMPANY	726	1584	06/vsp100	pfvcaa	06/kgp50	1195	frncap	06/kgp50	1195	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
24	TEST COMPANY	734	1324	59/vsp100	bfthca0	59/kgp50	2088	bfthcaq	59/kgp50	2088	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
25	TEST COMPANY	722	4486	06/vsp104	cnrcad	06/kgp56	2461	psbga0	06/kgp56	2461	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
26	TEST COMPANY	734	1216	59/vsp100	bfthca0	59/kgp50	2084	bfthcar	59/kgp50	2084	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
27	TEST COMPANY	722	1215	06/vsp113	antdcu	06/kgp56	2635	hbcac	06/kgp56	2635	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
28	TEST COMPANY	722	1216	06/vsp113	mtvcaa	06/kgp56	1361	antdcu	06/kgp56	1361	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
29	TEST COMPANY	726	1400	18/vsp102	scrmca0	18/kgp51	2507	scrmca0	18/kgp51	2507	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
30	TEST COMPANY	722	1376	06/vsp115	pfvcaa	06/kgp56	1650	antdcu	06/kgp56	1650	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
31	TEST COMPANY	722	1376	06/vsp115	pfvcaa	06/kgp56	2646	antdcu	06/kgp56	2646	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
32	TEST COMPANY	722	1337	06/vsp114	snrcap	06/kgp57	2190	antdcu	06/kgp57	2190	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
33	TEST COMPANY	722	1712	06/vsp116	cnrcad	06/kgp57	1620	wnrcam	06/kgp56	1620	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
34	TEST COMPANY	726	1334	18/vsp102	scrmca0	18/kgp57	2496	indca2	06/kgp57	2496	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
35	TEST COMPANY	738	1334	20/vsp101	mtvcaa	20/kgp50	2180	sktrcag	20/kgp50	2180	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
36	TEST COMPANY	722	1334	06/vsp114	rdcycaa	06/kgp57	2025	antdcu	06/kgp57	2025	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
37	TEST COMPANY	722	1319	06/vsp114	anfoca0	06/kgp56	2490	bfthca2	06/kgp56	2490	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
38	TEST COMPANY	722	1275	06/vsp114	antdcu	06/kgp56	1059	antdcu	06/kgp56	1059	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
39	TEST COMPANY	722	1651	06/vsp116	anfoca0	06/kgp56	1524	anfoca1	06/kgp56	1524	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
40	TEST COMPANY	722	1651	06/vsp116	anfoca1	06/kgp57	2524	anfoca0	06/kgp57	2524	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
41	TEST COMPANY	722	1319	06/vsp114	rdcycaa	06/kgp57	2023	anfoca0	06/kgp57	2023	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
42	TEST COMPANY	726	1279	18/vsp102	scrmca0	18/kgp51	1496	ybcycaq	18/kgp51	1496	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
43	TEST COMPANY	722	1164	06/vsp112	antdcu	06/kgp56	2501	frntcaa	06/kgp56	2501	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
44	TEST COMPANY	722	1422	06/vsp115	anfoca0	06/kgp56	1415	antdcu	06/kgp56	1415	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
45	TEST COMPANY	722	1278	06/vsp114	snrcap	06/kgp57	1244	antdcu	06/kgp57	1244	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
46	TEST COMPANY	722	1165	06/vsp112	antdcu	06/kgp56	2308	cmprcaa	06/kgp56	2308	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
47	TEST COMPANY	738	1165	20/vsp100	mtvcaa	20/kgp50	1189	sktrcag	20/kgp50	1189	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
48	TEST COMPANY	726	1279	06/vsp100	frncap	06/kgp50	2058	lgtrcaa	06/kgp50	2058	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
49	TEST COMPANY	722	3507	06/vsp102	pfvcaa	06/kgp56	1154	cnrcad	06/kgp56	1154	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
50	TEST COMPANY	722	1689	06/vsp116	cnrcad	06/kgp56	1089	elbcaa	06/kgp56	1089	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
51	TEST COMPANY	722	1342	06/vsp114	frntcaa	06/kgp57	1030	cnrcad	06/kgp57	1030	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
52	TEST COMPANY	726	1273	18/vsp102	scrmca0	18/kgp51	415	scrmca0	18/kgp51	415	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
53	TEST COMPANY	722	1680	06/vsp116	cnrcad	06/kgp56	489	antdcu	06/kgp56	489	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
54	TEST COMPANY	738	1515	20/vsp101	sktrcag	20/kgp50	2217	sktrcag	20/kgp50	2217	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
55	TEST COMPANY	736	1524	20/vsp101	sktrcag	20/kgp50	1204	frntcaa	20/kgp50	1204	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
56	TEST COMPANY	722	1523	06/vsp115	anfoca0	06/kgp56	2507	sktrcag	06/kgp56	2507	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
57	TEST COMPANY	722	1154	06/vsp112	mpkcaa	06/kgp57	1295	antdcu	06/kgp57	1295	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
58	TEST COMPANY	734	1155	59/vsp100	bfthca0	59/kgp50	2081	sktrcag	59/kgp50	2081	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
59	TEST COMPANY	734	1600	59/vsp100	bfthcar	59/kgp50	1006	bfthca0	59/kgp50	1006	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
60	TEST COMPANY	722	1184	06/vsp112	frntcaa	06/kgp56	1344	antdcu	06/kgp56	1344	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
61	TEST COMPANY	722	1184	06/vsp112	snrcap	06/kgp56	2348	antdcu	06/kgp56	2348	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
62	TEST COMPANY	726	1137	18/vsp101	frntcaa	18/kgp51	2460	scrmca0	18/kgp51	2460	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
63	TEST COMPANY	726	1137	18/vsp101	scrmca0	18/kgp51	2462	frntcaa	18/kgp51	2462	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
64	TEST COMPANY	726	1137	18/vsp101	frntcaa	18/kgp51	2461	scrmca0	18/kgp51	2461	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd
65	TEST COMPANY	722	1463	06/vsp115	gbycaa	06/kgp57	2670	antdcu	06/kgp57	2670	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd	100%rt.0%ia.0%bch.0%bcm.0%lch.0%lnd

Image is for illustrative purposes only.



For More Information



at&t BusinessDirect®
Global Performance Reporting

GPR Home | **ATT 5w Ethernet NTE** | ATT 5w Ethernet PAQ PE | ATT 5w Ethernet LATA SLA | ATT 5w Ethernet Customer Service Inventory | **Methodology** | Glossary

AT&T Switched Ethernet Service™ NTE Report

An AT&T Switched Ethernet Service™ NTE Report shows one-way Latency and one-way Jitter in each direction (forward and reverse) of an EVC between two AT&T Switched Ethernet Service™ NTE locations.

Date(GMT)	Customer Name	ACNA	BAN
05-29-2013	TEST COMPANY	awl	0727412692

A-NTE CLLI	A-Circuit ID	A-VLAN Tag ID	Z-NTE CLLI	Z-Circuit ID	Z-VLAN Tag ID	Report Type
acmpcaan0bw	20/rgn/50	1012	sklncag	20/sgn/50	1012	Daily

A Ingress Class of Service Profile: 100%rt,0%ia,0%bch,0%bcm,0%inch,0%incl
Z Egress Class of Service Profile: 100%rt,0%ia,0%bch,0%bcm,0%inch,0%incl

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Image is for illustrative purposes only.

- For questions regarding the content of your GPR reports, please contact your AT&T Account Executive or Customer Service Manager.
- For information regarding the methodology used in gathering and presenting the data in your GPR reports, click on the “Methodology” link.
- For definitions of the terminology used in your GPR reports, click on the “Glossary” link.



AT&T BusinessDirect® Help



AT&T BusinessDirect® Learning Center



Multiple Access Points

- Click on "Training & Support Center" on the AT&T BusinessDirect® home page
- <https://training.iadvantage.att.com/training/index2.html>

Multiple Learning Tools

- Live web seminars
- Recorded web seminars
- Self-paced courses (tutorials)
- Quick tours
- Quick guides
- Additional documents



AT&T eHelp

The screenshot shows the AT&T Business Directions website. At the top is the AT&T logo and 'Business Directions®'. Below is a 'Frequently Asked Questions' section with a search bar (callout 2) and a 'Search FAQs' button (callout 1). To the right is a 'Need further assistance?' section with a 'Chat Live >' button (callout 3). Below the search bar is a breadcrumb trail: 'Home > Account & Billing > View Bill'. Underneath is a section titled 'Top FAQs for Account & Billing > View Bill' with a list of five questions. At the bottom is a 'Search Results FAQs for Account & Billing > View Bill (9)' section with a list of eight questions. On the right side, there is a 'AT&T BusinessDirect® Learning Center' section with a 'Learn More' button (callout 4) and a 'Submit a Question' section with a 'Submit a Question' button.

Enables you to:

1. Search for Frequently Asked Questions (FAQs)
2. Submit a question to AT&T BusinessDirect®
3. Access AT&T Business Directions® (online chat) for additional help
4. Link to the AT&T BusinessDirect® Learning Center

Available from the following links in AT&T BusinessDirect®:

- Help
- Contact
- Communicate



AT&T Business Directions®

Provides support throughout the platform and key tools, so customers can get their questions answered seamlessly and stay focused on their work.

- Real-time assistance is available Monday–Friday, 8am–8pm ET
- Searchable FAQs are available
- You can print your chat transcript or have it emailed to you



The image shows the AT&T Business Directions chat interface. At the top, the AT&T logo and "Business Directions®" are displayed. Below this, a blue wave graphic separates the header from the main content. A woman's profile wearing a headset is visible on the right. The main text asks the user to enter or verify information to help a specialist assist them. A red asterisk indicates that certain fields are required. The form includes input fields for First Name (Jane), Last Name (Doe), Phone Number (330 555 1111), and a Topic dropdown menu (OTHER). A "CHAT LIVE >" button is located on the right side of the form.

at&t | Business Directions®

To help our AT&T BusinessDirect Specialist assist or direct you, please enter or verify the following information.
* Identifies required selection/entry.

* First Name
Jane

Last Name
Doe

Phone Number
330 555 1111

* Topic
OTHER

CHAT LIVE >



The image shows a chat transcript window titled "EMAIL TRANSCRIPT". It contains a message from a representative and a response from a user. The representative's message is in green text, and the user's response is in blue text. A "Send" button is visible next to the user's input field.

Please wait for the next AT&T BusinessDirect representative.
Hello, My name today?

EMAIL TRANSCRIPT

YourSuccess@att.com Send

JANE: I need help in adding a short cut
Ronnie B.: From the AT&T Business Direct® home page, click on Edit Shortcuts. Your current "Shortcuts" list will be displayed and you will be able to add additional AT&T BusinessDirect® tools o you list or add shortcuts to other websites outside of AT&T BusinessDirect®.



Further Assistance



AT&T BusinessDirect Center: 800.221.0000

- Registration issues
- Expired IDs and passwords
- Company Administrator issues
- Technical questions
- Information on using the applications

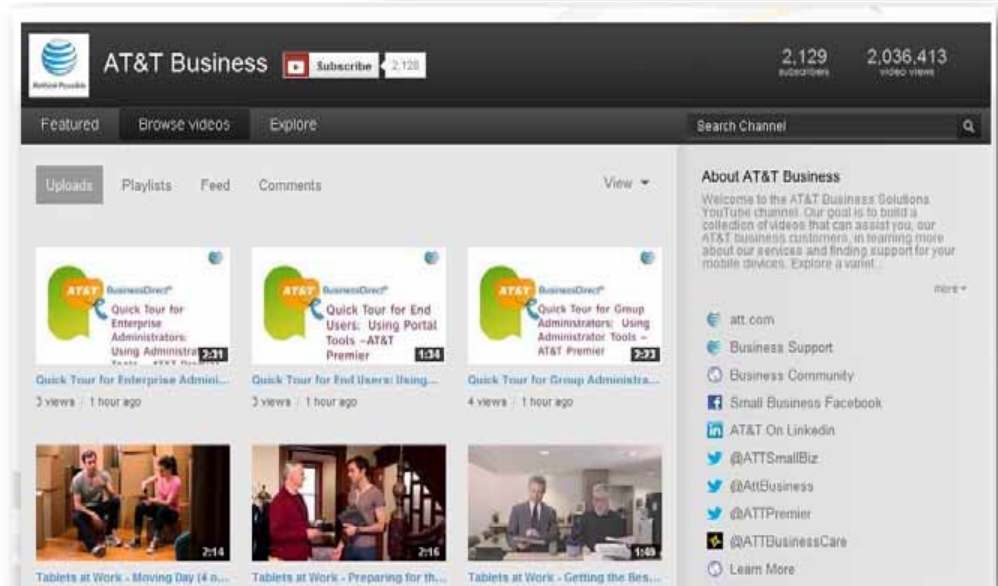


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