

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.

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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

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

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Global Performance Reporting

GPR HOME ATT Sw Ethernet Network Performance

GPR Global Backbone Performance Reporting

What you'll find **What you'll see . . .**

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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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 10-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.

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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.

A End | **Z End**

CPE-A | NTE-A | IPAG1-A | IPAG2-A | IPAG2-Z | IPAG1-Z | NTE-Z | CPE-Z

ATT Sw Ethernet

IPAG PE Report

NTE Report

LATA SLA Report

Legend -
CPE - Customer Premise Equipment
NTE - Network Termination Equipment
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 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	awt	0727412092

A-NTE CLLI	A-Circuit ID	A-VLAN Tag ID	Z-NTE CLLI	Z-Circuit ID	Z-VLAN Tag ID	Report Type
acpccat0ew	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 yyyymmdd format. So May 26, 2013, appears as “20130526.”
2. Latency in milliseconds (ms)
3. Forward Jitter (ms)
4. Reverse Jitter (ms)

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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	awt	0727412092

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

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

Get Report Load Reset

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	1.48

NOTE: "-" calls 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

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GPR Home > ATT Sw Ethernet NTE > ATT Sw Ethernet PAO PE > ATT Sw Ethernet LATA SLA > ATT Sw Ethernet Customer Service Inventory > Overview

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	awf	0727412882

A-NTE CLLI	A-Circuit ID	A-VLAN Tag ID	Z-NTE CLLI	Z-Circuit ID	Z-VLAN Tag ID	Report Type
acnscan0sw	25/argn/50	1012	slincag	25/kagn/50	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)

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	2.06	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

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LATA SLA Report (1 of 3)

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

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 network topology for AT&T Switched Ethernet. It shows two ends, 'A End' and 'Z End', connected via a central 'ATT Sw Ethernet' cloud. The 'A End' includes CPE-A, NTE-A, and IPAG1-A. The 'Z End' includes IPAG2-Z, IPAG1-Z, NTE-Z, and CPE-Z. IPAG1-A and IPAG2-A are also shown between the two ends. Below the network, three horizontal double-headed arrows indicate the scope of reports: 'IPAG PE Report' covers the IPAG1-A and IPAG2-A routers; 'NTE Report' covers the NTE-A and NTE-Z equipment; and 'LATA SLA Report' covers the entire path from CPE-A to CPE-Z.

Legend -
CPE – Customer Premise Equipment
NTE – Network Termination Equipment
IPAGx- IP Aggregation router x

Click “ATT Sw Ethernet LATA SLA.”
“LATA” stands for Local Access and Transport Area.

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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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

Get Report Download Reset

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 yyyyymm format. So “201211” represents November 2012.
2. Latency (ms)
3. Jitter (ms)

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GPR Home | ATT Sw Ethernet NTE | ATT Sw Ethernet IPAG 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

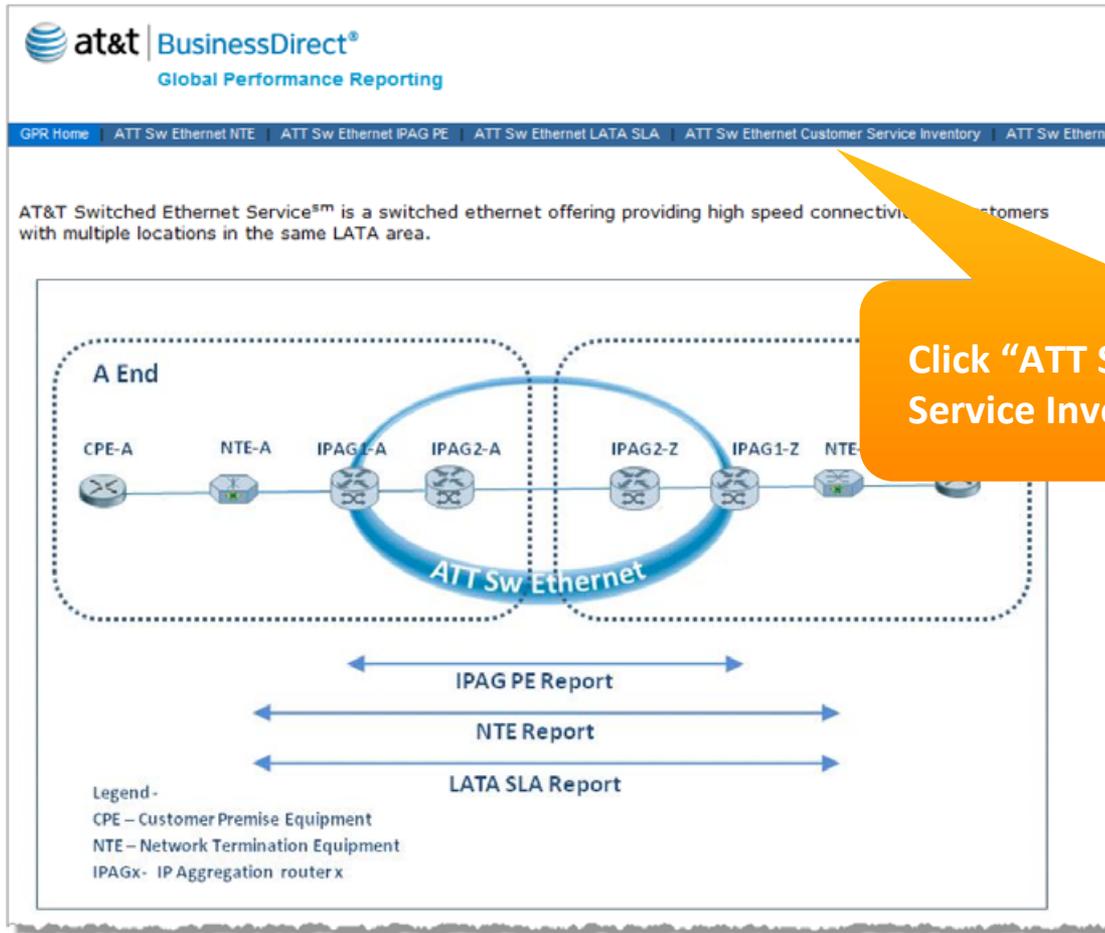
Year Month	Latency ms (Target 3ms)	Jitter ms (Target 3ms)
201211	1.39	1.65
201212	1.39	1.64
201301	1.39	1.61
201302	1.40	1.58
201303	1.40	1.58

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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GPR Home | ATT Sw Ethernet RTE | ATT Sw Ethernet P/QG FE | ATT Sw Ethernet LATA/SLA | ATT Sw Ethernet Customer Service Inventory | Help | 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

Customer Name	Lat	VPN ID	VPN Name	A-NITE CLIU	A-Circuit ID	A-VLAN Tag ID	Z-NITE CLIU	Z-Circuit ID	Z-VLAN Tag ID	A-Ingress Class of Service Profile	Z-Egress Class of Service Profile
TEST COMPANY	726	1158	18/vsp101	scrmca0	18/kgp51	2495	rckcab	18/kgp51	2495	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1158	18/vsp101	scrmca0	18/kgp51	1488	rckcab	18/kgp51	1488	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1346	06/vsp114	antdcou	06/kgp56	1493	rdycaw	06/kgp56	1493	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1708	06/vsp116	antfca0	06/kgp56	1518	antfca0	06/kgp56	1518	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1708	06/vsp116	antfca0	06/kgp57	2519	antfca0	06/kgp57	2519	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1217	06/vsp113	antdcou	06/kgp56	2492	brncac	06/kgp56	2492	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1229	06/vsp113	antdcou	06/kgp56	1637	smrtca0	06/kgp56	1637	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1229	06/vsp113	antdcou	06/kgp56	2637	antdcou	06/kgp56	2637	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	734	1229	59/vsp100	bfhcar	59/kgp50	2082	bfhca0	59/kgp50	2082	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1488	18/vsp102	wgrca0	18/kgp51	1512	scrmca0	18/kgp51	1512	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1205	06/vsp113	antfca0	06/kgp57	1020	antfca0	06/kgp57	1020	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	5627	06/vsp106	nwrkcaj	06/kgp56	1704	antdcou	06/kgp56	1704	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1629	06/vsp116	cnrcad0	06/kgp56	1079	myfca0	06/kgp56	1079	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1629	06/vsp100	frncap	06/kgp50	1202	frncap	06/kgp50	1202	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	3025	06/vsp104	mrvca0	06/kgp56	2616	antdcou	06/kgp56	2616	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	4017	06/vsp104	antdcou	06/kgp56	2426	antdcou	06/kgp56	2426	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	4653	06/vsp104	antdcou	06/kgp56	2461	mrvca0	06/kgp56	2461	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1214	18/vsp102	frncap	18/kgp51	421	scrmca0	18/kgp51	421	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1584	06/vsp100	ptfca0	06/kgp50	1195	frncap	06/kgp50	1195	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	734	1324	59/vsp100	bfhca0	59/kgp50	2088	bfhca0	59/kgp50	2088	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	4486	06/vsp104	cnrcad0	06/kgp56	2461	psbgca7	06/kgp56	2461	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	734	1216	06/vsp100	bfhca0	59/kgp50	2084	bfhca0	59/kgp50	2084	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1215	06/vsp113	antdcou	06/kgp56	2635	nrcab0	06/kgp56	2635	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1216	06/vsp113	nrcab0	06/kgp56	1361	antdcou	06/kgp56	1361	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1400	18/vsp102	scrmca0	18/kgp51	2507	scrmca0	18/kgp51	2507	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1376	06/vsp115	pcfca1	06/kgp56	1650	antdcou	06/kgp56	1650	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1376	06/vsp115	pcfca2	06/kgp56	2646	antdcou	06/kgp56	2646	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1337	06/vsp114	cnrcap	06/kgp57	2190	antdcou	06/kgp57	2190	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1712	06/vsp116	cnrcad0	06/kgp57	1620	wrkicam	06/kgp56	1620	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1334	18/vsp102	scrmca0	06/kgp57	2496	indca2	06/kgp57	2496	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	736	1334	20/vsp101	mrcdca0	20/kgp50	2180	sktrca0	20/kgp50	2180	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1334	06/vsp114	rdycaw	06/kgp57	2025	antfca0	06/kgp57	2025	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1319	06/vsp114	antfca0	06/kgp56	2490	bfhca0	06/kgp56	2490	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1275	06/vsp114	antdcou	06/kgp56	1059	antfca0	06/kgp56	1059	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1651	06/vsp116	antfca0	06/kgp56	1524	antfca0	06/kgp56	1524	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1651	06/vsp116	antfca0	06/kgp57	2524	antfca0	06/kgp57	2524	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1319	06/vsp114	rdycaw	06/kgp57	2023	antfca0	06/kgp57	2023	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1279	18/vsp102	scrmca0	18/kgp51	1496	ybcyca0	18/kgp51	1496	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1164	06/vsp112	antdcou	06/kgp56	2501	frncap	06/kgp56	2501	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1422	06/vsp115	antfca0	06/kgp56	1415	antfca0	06/kgp56	1415	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1278	06/vsp114	snccap0	06/kgp57	1244	antdcou	06/kgp57	1244	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1165	06/vsp112	antdcou	06/kgp56	2300	cmptca0	06/kgp56	2300	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	736	1165	20/vsp100	ntwca0	20/kgp50	1189	sktrca0	20/kgp50	1189	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1279	06/vsp100	frncap	06/kgp50	2058	lgbtca0	06/kgp50	2058	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	3507	06/vsp102	ptmca0	06/kgp56	1154	cnrcad0	06/kgp56	1154	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1689	06/vsp116	cnrcad0	06/kgp56	1089	esbca0	06/kgp56	1089	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1342	06/vsp114	frfca0	06/kgp57	1020	cnrcad0	06/kgp57	1020	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1273	18/vsp102	antfca0	18/kgp51	415	scrmca0	18/kgp51	415	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1680	06/vsp116	cnrcad0	06/kgp56	489	nrcab0	06/kgp56	489	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	736	1515	20/vsp101	sktrca0	20/kgp50	2217	sktrca0	20/kgp50	2217	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	736	1524	20/vsp101	sktrca0	20/kgp50	1204	trfca0	20/kgp50	1204	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1523	06/vsp115	antfca0	06/kgp56	2507	sktrca0	06/kgp56	2507	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1154	06/vsp112	mpkca0	06/kgp57	1295	antdcou	06/kgp57	1295	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	734	1155	59/vsp100	bfhca0	59/kgp50	2081	sktrca0	59/kgp50	2081	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	734	1600	59/vsp100	bfhca0	59/kgp50	1006	bfhca0	59/kgp50	1006	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1184	06/vsp112	frfca0	06/kgp56	1344	antdcou	06/kgp56	1344	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1184	06/vsp112	antfca0	06/kgp56	2348	antdcou	06/kgp56	2348	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1137	18/vsp101	frncap	18/kgp51	2490	scrmca0	18/kgp51	2490	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1137	18/vsp101	scrmca0	18/kgp51	2462	frncap	18/kgp51	2462	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	726	1137	18/vsp101	frncap	18/kgp51	2461	scrmca0	18/kgp51	2461	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd
TEST COMPANY	722	1463	06/vsp115	gtyca0	06/kgp57	2670	antdcou	06/kgp57	2670	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd	100%rt,0%ia,0%bch,0%bcm,0%cnch,0%ncnd

Image is for illustrative purposes only.



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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
acmpcaan0lw	20/rgiv50	1012	sklncag	20/sgiv50	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

Get Report Download Reset

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 displays the AT&T Business Directions website interface. At the top, the AT&T logo and 'Business Directions' are visible. Below this is a 'Frequently Asked Questions' section, marked with a green circle '1'. A search bar is present, with a green circle '2' highlighting the input field and a 'Search FAQs' button. To the right of the search bar is a 'Chat Live' button, marked with a green circle '3'. Below the search bar, there are two lists of FAQs: 'Top FAQs for Account & Billing' and 'Search Results FAQs for Account & Billing'. A green circle '4' highlights a 'Learn More' link in the 'AT&T BusinessDirect Learning Center' section.

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



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 >



Please wait for the next AT&T BusinessDirect representative.

EMAIL TRANSCRIPT

Hello, My name today? 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



Join us on LinkedIn, Twitter and YouTube!

Twitter handle: [@ATTBusinessCare](https://twitter.com/ATTBusinessCare)

The screenshot shows the AT&T corporate website. At the top left is the AT&T logo with the tagline "Rethink Possible". The navigation menu includes "Home", "Careers", "Products & Services", and "Insights". The main banner features the text "Welcome... to a network of possibilities." Below this, a "Recent Updates" section displays a video thumbnail titled "It's Not Complicated Bonus Clips AT&T" with a play button icon. The video description mentions bonus clips from a shoot with Magic, Bill, Larry, and Kareem.

LinkedIn: www.linkedin.com/company/at&t/products

The screenshot shows the Twitter profile for @ATTBusinessCare. The profile picture is the AT&T globe logo. The name is "ATTBusinessCare" with a verified badge, and the handle is "@ATTBusinessCare". The bio reads: "Official Twitter page of AT&T Business and Support. Follow us for tips and tricks, or write us for support and services. Atlanta, Ga http://ATT.com/bizcommunity". The statistics show 3,279 tweets, 58 following, and 1,118 followers. A "Follow" button is visible in the bottom right corner.

The screenshot shows the YouTube channel page for "AT&T Business". The channel name is "AT&T Business" with a "Subscribe" button showing 2,128 subscribers. The video view count is 2,036,413. The page features a "Featured" section with three "Quick Tour" videos for Enterprise Administrators, End Users, and Group Administrators. The right sidebar contains an "About AT&T Business" section with a welcome message and social media links for AT&T.com, Business Support, Business Community, Small Business Facebook, AT&T On LinkedIn, @ATTSmallBiz, @AtBusiness, @ATTPremier, @ATTBusinessCare, and a "Learn More" link.

YouTube: www.youtube.com/user/ATTEnterprise

