Circuit Provisioning and Ongoing Circuit Management

Brian Robertson
Partner | Sales Director
WANIFY, LLC.
brian@wanify.com
949-407-6152

About Us

Atlas IP has years of enterprise technology, telecommunications and carrier services experience which our customers leverage in their evaluation process for new solutions. Our process is different. We are truly aligned with our customers goals and offer non biased consulting as well as resources and capabilities to assist our customers with a number of different solutions from IT security, cloud services, disaster recovery and business continuity, hosted pbx / voip solutions, collaboration, mobility, contact center and more.

Customers choose Atlas IP to assist in telecom and cloud migrations for the following reasons:

- **Provider Agnostic:** One of the core advantages of working with us is that you're not locked into a specific carrier provider for your technology. This provides flexibility and a much improved customer experience.

- **Enterprise Technology, Boutique Service: We are not BIG TELCO.** Many customers are sick of "BIG TELCO" and their miserable customer service and complexity. We seek to change that. We track customer experience levels for all of our clients and have a world class customer experience score.

- **Circuit Provisioning and Ongoing Management:** We offer 24/7 Management of customers' internet circuits, provide circuit monitoring tools and will open and resolve issues with connections on customers' behalf.

- **Onsite Deployment Resources:** Leverage our bench of certified technicians to support the ensure a seamless deployment of new UCAAS services.

- **Carrier Consulting:** Helping customers source these connections is in our DNA. We take an agnostic approach and have visibility into providers across the globe to help customers source fiber, copper, cable, wireless, etc. connections.

Circuit Project Management and Provisioning

When deploying a new ISP circuit especially for multiple sites and providers, customers tend to underestimate the complexity of these projects. Leverage Atlas IP's decades of experience to do the following:

- Project Management
- Order Coordination
- Number Porting Coordination
- Onsite test and turn-up resources

Circuit Monitoring

Overview

JUST BECAUSE A CIRCUIT IS UP, DOESN'T MEAN IT IS PERFORMING WELL

Ping
Pings are sent to measure packet loss, latency and if a circuit is up or down.

TraceRoute
Traceroute tests are sent to the router to provide circuit performance metrics.

Notification
Notifications can be sent via email to alert you if a circuit goes down.

Dashboard & Reporting
Access a web-based dashboard to view current circuit status as well as a monthly emailed report if requested.

Ticket Management, Escalation and Resolution

ISP's and network vendors provide a critical service for your business. Our team of technicians will work directly and proactively with carriers and vendors to open, manage, and close service tickets on your behalf. Our expertise and extensive carrier/vendor relationships, and unwavering sense of urgency makes us uniquely qualified to take the burden of issue resolution off your hands—24/7.

	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
Service Level Objective				
	Outage	Degraded service	Quality issues	Information requests
Issue Examples				
	Circuit is down; degraded service bandwidth or access	Partial use of service; intermittent problems and quality issues	Prefix updates; DNS requests	Carrier equipment access request; test assistance
Ticket Creation Time				
	0–15 minutes	0–25 minutes	0–35 minutes	0–60 minutes
Status Updates				
	Every hour	Every 2 hours	Every 4 hours	Every 12 hours
Maximum Resolution Time				
	4 HOURS	8 HOURS	12 HOURS	24 HOURS

SERVICES INCLUDE:

Carrier Escalation and Endpoint Monitoring

Escalation Management / Resolution for all Carrier Circuits Issues
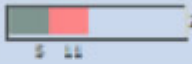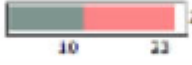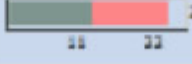
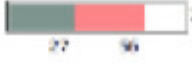SNMP End Point Monitoring and Alerting

US Based NOC Operations

Detailed Incident Tracking and Notification

UCAAS Deployment / Management Services
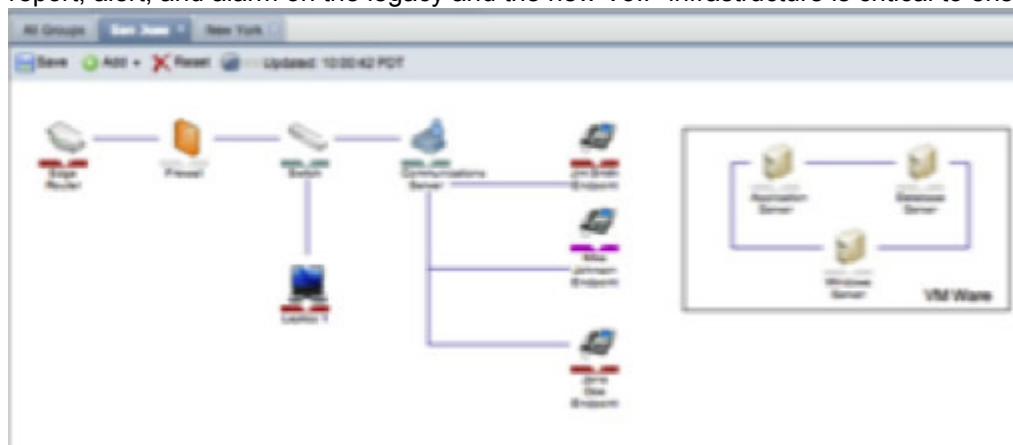
Pre-Deployment Network Assessment

In the pre-deployment phase, Atlas IP leverages VXSuite to analyzes the current system's actual voice call volume and usage. This data is used to calculate minimum, maximum, and average bandwidth requirements for IP telephony and to ensure that the customer's network was sized correctly.

Total Network											
Site	Group	Carrier	Type	Avg Usage	Max Usage	Avg-Max Capacity		Calls	Minutes	Ext. Avg VoIP Bandwidth	Ext. Max VoIP Bandwidth
Irvine	005	AT&T	T-1	5.6 / 24 23.3%	11 / 24 45.8%		24	441	1017:10	155.3 Kbps	325.5 Kbps
Irvine	022	MCI	T-1	10.1 / 24 42.0%	23 / 24 95.8%		24	511	1131:54	298.5 Kbps	680.8 Kbps
Irvine	101	Sprint	T-1	11.4 / 24 47.6%	22 / 24 91.7%		24	1099	2029:40	337.9 Kbps	651.2 Kbps
Totals (3 items)				27.1 / 72 37.6%	55.0 / 72 77.8%		72	2051	4178:44	801.7 Kbps	1,657.8 Kbps

A "heartbeat" diagnostic report of the system's status is sent to our tech support center daily.

Agents are deployed across all the telephony network segments. These agents send VoIP test calls to determine if the network segments and the supporting equipment are ready to deploy VoIP, what bottlenecks exist if any, and if call quality issues are present. These test calls are analyzed for Delay, Jitter, Packet Loss and are assigned MOS scores, in addition to other metrics. Between these tests on actual legacy call volume and the analysis of the network readiness for VoIP, implementation issues can be identified before the system goes live to ensure on- time and on-budget deployments.

This ability to understand the entire voice ecosystem system as it evolves during a rollout and seamlessly monitor, report, alert, and alarm on the legacy and the new VoIP infrastructure is critical to ensure deployment success.

Ongoing Voice Quality Management

VXSuite a cloud-based analytics toolkit that is used in ongoing support environments to ensure that voice quality is maintained and that UCC problems are quickly diagnosed and resolved. Threshold levels for Delay, Jitter, Loss, MOS, CPU Utilization, Memory Utilization, etc. can be set to help IT/Help Desk staff be proactive in learning about call-quality degradations. Automated alerts and alarms can be generated when any of these metrics fall below acceptable levels. Hardware availability reports are generated to make sure that the service providers are meeting agreed upon SLA's. VXSuite provides a logical or physical "Visio-like" diagram of all the UCC network components that are monitored and gives stoplight indicators of each component's current status. Reports from VXSuite can be generated ad-hoc and scheduled to be delivered by email to keep all the UCC stakeholders informed about the health of the UCC ecosystem.

Onsite Implementation Resources

Atlas IP will deliver onsite technical resources for assistance in the onsite installation of your new Unified Communications as a Service (UCAAS) solution. These onsite resources can be utilized for unboxing and staging of new phones, configuration and programming of switches and routers, testing and troubleshooting of hardware/software and anything else you need to ensure a seamless UCAAS deployment.
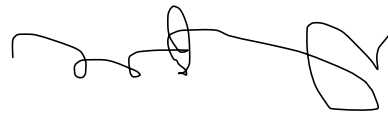
Pricing

Name	Quantity	Price	Total
Internet Circuit Provisioning - 5 locations for Comprehensive Community Health Centers One time cost	6	$100	$600
24/7/365 Circuit Monitoring, Ticket Remediation, Escalation and Resolution			
Internet Circuit Management - 5 locations for Comprehensive Community Health Centers Monthly billing - One Year Term	6	$100 per month	$600
24/7/365 Circuit Monitoring, Ticket Remediation, Escalation and Resolution			
		Total	**$600**
		per month	**$600**

Terms of Service

General and Other Sales Terms

1   Upon signature by Customer and countersignature by WANIFY, LLC. ("WANIFY"), this Order Form shall become legally binding.

2   Payment terms are net 15

3   Customer understands that the pricing listed herein is based on the term committed by the Customer, and acknowledges that once placed, this order is non- cancellable and all amounts are non-refundable.

4   Subscription Start Date is the date Customer activates the Service, but no later than 30 days after agreement signature by customer. Automatic ACH or Credit Card payments required. Customer to be automatically charged on the 1st of each month for ongoing services. Payment for upfront costs due immediately.

5   Subscription End Date (Expiration date) will be the anniversary end date of the subscription period.

6   Customer shall be responsible for shipping and all applicable local sales taxes.

Abram Poladyan
February 27, 2020