

# WAN MONITORING

## MONITORING THAT LETS YOU SLEEP.

Notification. Diagnosis. Escalation.

Organizations big and small quickly grow frustrated working with multiple telco vendors when trying to diagnose the status of circuits and connectivity. Having a single point of contact and someone who can effectively communicate with these vendors can be a tremendous help in offloading these rather mundane, yet critical, tasks. Your staff is freed to work on more complex network issues such as network design, new projects, and tasks that help grow your business.

### SERVICE DESCRIPTION

LightBound WAN Monitoring is a monitoring and vendor management service designed to augment your on-site IT resources with LightBound's NOC and engineering staff to support your office WAN. This custom monitoring service covers anything from an Ethernet circuit ordered from your preferred carrier, to a commodity Internet circuit from your local cable provider. The service provides 24x7x365 troubleshooting and support assistance backed by the LightBound NOC. It does not include any on-site service outside of initial set-up and installation of a managed device. The managed device may be provided by the customer or by LightBound. If the device is provided the customer, it must be on the LightBound Authorized Hardware List or approved by LightBound in advance. This is a monitoring and vendor management service, not an equipment management service.



**YOUR  
ON-SITE IT**

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**LIGHTBOUND  
NOC**

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**24/7/365  
MONITORING**

## IN SCOPE:

- 24x7x365 Tier 1 Network Monitoring and Support
- Applies to: Point-to-Point Circuits & Internet Circuits
- Single point of contact for all customer network vendors, regardless of vendor affiliation, from the customer premise LEC demarcation point, through the customer vendors network, to the customer head-end demarcation point.
- The service does not include troubleshooting customer-owned equipment.
- Coordinate dispatch for service repair at the customer premise in coordination with customer or local contact
- Dynamic notification and monthly performance reporting for:
  - o Mean Time To Repair (MTTR) Intervals
  - o Total number of calls/tickets
  - o Tickets that missed SLA intervals
  - o List of chronic issues
  - o List of tickets by cause code
  - o Top 5 causes

## SERVICE LEVEL AGREEMENT (SLA):

- 1 hour to diagnose (from ticket opening), determine next step, and inform customer or local contact
- 24x7x365 support
- Customer or local contact can escalate priority at any time
- If necessary, LightBound will contact customer's network vendor within 20 minutes of diagnosis.

LightBound is a U.S. based provider of Internet, voice, colocation, network, and cloud services. We serve both global and national organizations, and we're fortunate to have some of the world's best and most successful companies as clients.



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INTEGRATED VOICE



**LIGHTBOUND.**  
CORE DATACENTERS



**LIGHTBOUND.**  
LOCAL CLOUD



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ADVANCED INTERNET



**YOUR IP FOUNDATION**

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CALL US TODAY AT 1-800-844-8649 TO FIND OUT HOW WAN CAN HELP  
YOUR BUSINESS, OR GET MORE INFORMATION AT  
[WWW.LIGHTBOUND.COM/PRODUCTS](http://WWW.LIGHTBOUND.COM/PRODUCTS)

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CHOICE NETWORK

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