

Managed WAN Carrier Circuit Coordination Technology Service Description

Overview

As part of the Managed Campus Network (MCN) Service offer, NTT will offer the services of co-ordinating the WAN Carrier circuit-related incidents with the Client's WAN carrier. NTT will coordinate incidents with the WAN carrier on behalf of the Client (via a Letter of Authorization), until the incident is resolved and closed.

NTT will monitor the WAN carriers circuit state connectivity from a device under management by NTT (specifically, the WAN or uplink Interface on the device under management) to the WAN circuit provider edge (excluding the Carrier Network Termination Unit). In case of any issues related to WAN carrier's circuit, or carrier NTU, NTT will escalate the circuit-related incidents to the WAN circuit provider for resolution on behalf of the client (irrespective of the carrier network, i.e., even if the circuit is provided by NTT).

Through monitoring the device under management, NTT will detect, diagnose, report the incident to the carrier and coordinate the incident to resolution, but will not be accountable to resolve the incident related to the circuit. The carrier is accountable to resolve incidents related to circuits and provide NTT with progress updates. NTT will neither be accountable to resolve the incident nor for the carrier SLA. The service offering includes:

- Reactive and Proactive incidents
- Incident detection via the configuration item under NTTs management
- Incident response
- Report incident to the carrier for restoration
- Track and coordinate the progress of the incident through to resolution.

Client Responsibilities and Pre-requisites

In addition to the standard responsibilities and prerequisites documented in the MCN Statement of Work, the following technology specific pre-requisites are applicable.

- The Carrier NTU, and any in-path devices provided by the Carrier or Client, must be under active hardware service and maintenance contracts with their respective vendors.
- The Client must delegate authority to NTT's engineers to contact the circuit-provider directly. Client to provide Circuit provider with a Letter of Authorization, commonly referred to as an 'LoA', to accept inquiries and requests on behalf of NTT.
- Any carrier portal access credentials must be shared by the Client with NTT teams, so that any carrier faults can be reported and tracked through to resolution utilising the carrier's portal(s).
- All client's premises, including colocation data centers must have an onsite contact, responsible for visual inspection in order to confirm any power outages, connect back any disconnected cables or to address other possible issues and/or requirements related to NTT's ability to perform remote Incident management.
- The Client is responsible to provide the circuit Configuration Item details, associated attributes, and relationships that are required to provision the Service.
- As part of the on-boarding process, the Client is also responsible to provide the carrier link information, i.e., which port on the device under management that the link specifically connects to the device port.
- The Client must provide the escalation procedures for the Client and also for WAN Carrier / provider(s).
- Client WAN Carrier circuits must terminate on a hardware that is managed by NTT and to which NTT has administrative access.
- The WAN Carrier circuits to be monitored must be confirmed and validated as being operational and working (in a satisfactory and operational condition).
- It is the Client's responsibility to arrange WAN Carrier(s) to register NTT support teams as authorized contacts to receive alerts/information and interact with said Provider(s) on behalf of the Client.

- Client will be responsible to manage all internal cabling (including the device and connection between carrier Network Termination Unit and CPE) – i.e., for any cabling going through any client's internal infrastructure, NTT will not be accountable for any link failures due to internal cabling.
- Client will need to ensure that all CMDB information shared are accurate, any incorrect information shared may lead to delays in troubleshooting and resolution of the service.
- Client should ensure that the support contract with the WAN Carrier needs to have a certain level of support to be included to meet the agreed service levels.

Technology Specific Operations

Monitors

There are no specific monitors defined for this offering.

Configuration Management

Configuration management is not applicable to Carrier Circuit Coordination.

Firmware Maintenance

Patching or upgrading of firmware is not applicable to Carrier Circuit Coordination.

Supported Configurations

Circuits connected to devices on premises, in the Client's data center or Client's colocation data center and connected to a configuration item managed by NTT under the MCN service offering.

Limitations

- NTT cannot support any environment within the Carrier network.
- HA environments where one link connects to a device managed by NTT and the other link connects to a device not managed by NTT.
- e-Bonding services between NTT and the WAN carrier's ticketing systems is excluded from the service offering.
- There are no SLAs between NTT and the Client on the WAN Carrier circuits.
- The standard incident SLAs will apply as documented in the MCN Statement of Work for the in-scope service deliverables (excluding the incident restore SLA).
- The Client owns all the SLAs with the carrier and is accountable to monitor the performance of the carrier and manage it directly with the carrier.

The following are excluded from the service offering:

- Any monitoring or management of the WAN Carrier Network Termination Unit (NTU).
- Incident restoration of circuits
- Incidents resulting from performance degradation.
- Reporting or tracking SLAs related to the WAN Carrier circuits.
- Coordination of any Service Requests related to the WAN Carrier circuits (Adds / Moves / Changes)
- Any billing related enquiries and requests.
- Event Management reporting.
- Availability Management of circuits, other than via the device under management by NTT.
- Capacity and performance management of circuits.
- Identify, provide or report on the root cause of a circuit incident.
- Solution Implementation for circuits.
- Configuration verification and audit
- Direct support of local users i.e., the request should always be directed from Client's IT team / Centralized team.
- Management and any related contractual commitments of the carrier, which always remains as a responsibility of the client.

Note: For an incident on a device managed by NTT, that terminates a carrier circuit – where the cause of the incident has been determined as the Carrier, any NTT Managed service (device) SLAs will be paused for the related configuration item/s, once the Carrier has been notified.

The incident restore SLA is not applicable for circuit restoration, as the restoration of the incident remains the “ownership and accountability” of the carrier.

Service Requests

No service requests have been defined for WAN Carrier Circuit Coordination.

Technology Transition Tasks

In addition to the standard transition tasks described in the MCN Statement of Work, the following technology specific transition tasks are included:

- Create an inventory of the carrier circuits as CIs
- Populate the NTT CMDB with the circuit information, including:
 - Circuit information - Entry to represent a circuit and its associated information (Circuit-provider, associated circuits, onsite contact)
 - WAN Carrier information for escalation and incident governance.
 - Office Configuration Item and its associated values (networking devices that compose an office, address)
- Setup of initial access and configuration of network interfaces required for management.
- Creation of administrative and supervisor users required for management by NTT and the Client (users list to be shared by client).
- Monitoring parameters (NTT will monitor the WAN Carrier circuit's state connectivity from an NTT managed device (WAN Interface) to the WAN service provider Network Termination Unit (NTU)).
- Creation of WAN Carrier contact and escalation information based on information provided by the Client.
- NTT's engineers can be appointed as the Client's designated point of contact for all monitoring notifications and escalations originating from the WAN Carrier / circuit-provider.
- NTT will escalate to the WAN Carrier on behalf of the Client according to escalation procedures provided by the Client. Communication with the circuit-provider is assumed to be in English. If additional language support is required, additional charges will apply.

Note:

Any tasks not explicitly described under the Technology Transition tasks are implicitly excluded from transition.
