Purpose

This guide provides Cox Business customers with steps on how to use the Ethernet Performance Management portal. The information in this document discusses user-level features for each of the portal views.

System Requirements

Cox Business Performance Management Reporting portals support the following internet browsers currently:

- Mozilla Firefox (versions 3.0 and higher)
- Google Chrome (versions 12 and higher)
- Apple Safari (versions 4 and higher)
- Internet Explorer (versions 8 and higher)
# Table of Contents (EPMR)

Performance Management - Getting Started ................................................................. 1
   Logging in .................................................................................................................. 1
   MyAccount Left Navigation Bar .............................................................................. 2
   Welcome Panel .......................................................................................................... 3
   Account Settings ....................................................................................................... 4
   Retrieve Password ..................................................................................................... 5

Ethernet Performance Management - Interface Overview .......................................... 6
   Menu Bar .................................................................................................................. 6
   Menu Column .......................................................................................................... 6

Ethernet Performance Management - Circuit Manager ............................................. 7
   Overview Profiles .................................................................................................... 8
   Domain Summary - My Circuits ............................................................................. 8
   Circuit Health .......................................................................................................... 10
   Performance ........................................................................................................... 16
   Utilization / Throughput ....................................................................................... 18

Ethernet Performance Management - Report Manager ........................................... 19
   Report Summary ..................................................................................................... 20
      Report Manager .................................................................................................. 20
      Queue Manager ................................................................................................. 23
      User Subscriptions .............................................................................................. 24
   Performance Reports ............................................................................................... 25
      SLA Stats ............................................................................................................ 25
      Packetloss Stats ................................................................................................. 26
      Utilization Stats ................................................................................................. 27
   Batch Reporting ..................................................................................................... 28

Network Performance Measurement Points ............................................................... 29
   Change Product Views with PMR ........................................................................... 29
   Understanding Network Performance Measuring Points ..................................... 29
      Ethernet Performance Measurements .............................................................. 29

Glossary ...................................................................................................................... 31
Performance Management - Getting Started

Cox Business Ethernet Performance Management Reporting (EPMR), IP-VPN Performance, and Internet Performance Management Reporting (IPMR) are now known as Performance Management Reporting (PMR). This service enables you to assess the performance of your circuits via a web-based portal.

The PMR User Guide for EPMR instructs you on how to access EPMR to find information you need about your company’s domains and circuits.

Let’s begin by learning how to log in to the applications.

Logging in

Figure 1. MyAccount Login page

MyAccount Resource Center

Welcome to MyAccount Login

Get access to easy-to-use tools to help you set up and self-manage your Cox Business Account. This is one of many upcoming enhancements to help improve the way you access your features, services, and account information.

Sign in now to:
- Manage your Cox Business services
- Access your Cox Business Email
- View or pay your bill online
- Access Voice and Data Tools
- And much more!

User ID

Password

Remember User ID

Sign In

No Account? Register now!
Forgot Password?
Need help signing in?

Business Video Library

New & Informative
A series of short videos that provide answers to your business questions.

Visit the Video Library Here

Use the following steps to access PMR.

1. Open your MyAccount portal.

2. Enter your User ID and Password in the corresponding fields. (Note: As an option, you can click the Remember User ID checkbox to automatically populate the User ID field with your information the next time you log in.) If you forget your password, click the Forgot Password? link and follow the prompts.

Note: If you forget your User ID, contact the Cox Business Customer Support Center.

3. Click the Sign In button.

Result: The Account page displays.

4. From the Data Tools menu on the left navigation bar, click the Ethernet Performance, IP-VPN Performance, or Internet Performance link to view the service you want to monitor. See Figure 2.

Result: The Welcome page for the selected PMR type appears.
MyAccount Left Navigation Bar

Once you successfully log in to MyAccount, the main menu bar displays on the left side of the screen.

Figure 2. Ethernet Performance / IP-VPN Performance / Internet Performance menu options
Welcome Panel
The Welcome panel for the EPMR, IP-VPN, and IPMR contains a Welcome to the Cox EPMR Portal link. When you click the link, a second dialog box appears that includes hyperlink(s) to commonly referenced documents, such as the User Guide.

Figure 3. Welcome page for EPMR
Account Settings

The Account Settings window allows you to modify your personal or account view information.

Note: The Account Settings link is found in the lower left corner of every page.

Figure 4.  Account Settings

Use the following steps to modify your user settings.

1. From the Welcome page, click the Account Settings link in the lower left corner. Result: The Edit User window displays.

2. Change any User Settings field(s) as necessary. (Note: The fields in the right column are defined below.)

   - **Timezone**: reflects real-time data capture value (check the DST box to include Daylight Savings Time for that time zone)
   - **Default Level**: the option you choose to auto display when you log in to the system
   - **Default Domain**: the pre-selected area you want to view in the Overview Domain. For example, if the Default Domain value is “My Circuits,” all of the circuits in a domain will display

3. Click the Save Settings button.

4. Log out and log back in to confirm the new settings.
Retrieve Password

If you forget your MyAccount password, follow the steps below to reset and create a new one. If you forget your User ID, you must contact the Cox Business Customer Support Center.

Figure 5. Password Reset

![Password Reset](image)

Use the following steps to reset your password.

1. From the MyAccount Sign-In home page, click the Forgot Password? link located below the Password text field.

2. Enter your E-mail Address and click the Reset Password link.

**Result:** A temporary password will be emailed to the address assigned to your username.
Ethernet Performance Management - Interface Overview

This section describes the headings found in the Ethernet Performance Management Menu Bar and discusses the functions of the Circuit Manager.

**Menu Bar**
The Menu Bar is located at the top of the window and contains links to Circuit Manager and Report Manager.

![Menu Bar](image)

**Menu Column**
The menu column for Circuit Manager and Report Manager depends on which link you click. (The default view is Circuit Manager.) If you click the Report Manager link in the menu bar, you will see the types of reports that are available in the menu column.
Ethernet Performance Management - Circuit Manager

Circuit Manager provides near real-time on-screen views or “profiles” of the health and performance of all circuits in a domain.

There are two default profiles in the Circuit Manager: **Overview Profiles** and **Overview Domain**. Additional profiles that show performance-related data for circuits may be available in the Circuit Manager navigation column. This is based on the settings that have been established by the Cox Ethernet Performance Management Reporting (EPMR) administrator(s) for your company and/or individual user permission levels.

Each profile contains links that you can click to view information about the health of a circuit or Cox Metro Network, the performance of circuits in a domain, and the amount of utilization and throughput circuits between points.

**Figure 7. Menu column for Circuit Manager**

![Menu column for Circuit Manager](image)

**Note**: Enter a full or partial Circuit ID number in the search field to quickly locate a specific circuit by entering a full or partial **Circuit ID** value.
Overview Profiles

Domain Summary - My Circuits

Figure 8. Circuit Manager – Domain Summary window

![Domain Summary Window](image)

- **Good** 1
- **Info Condition** 0
- **Minor Condition** 0
- **Major Condition** 0
- **Critical Condition** 0

**Domain Name** | **Maps** | **Recent** | **Past**
--- | --- | --- | ---
**My Circuits** | 18 / 18 | |
My Circuit Domain Maps

My Circuit Domain Maps allows you to view the location of the circuits either logically or geographically, health and some performance data for your company’s circuits.

The Geographical view of the network can be displayed by clicking on the “Blue Peg” icon. Use the steps below to view circuit information.

1. Click the **Circuit Manager** menu option in the left navigation bar.
2. Click the **Domain Summary** link.
3. Click the **blue map icon** in the table, shown in Figure 8, to open the mapping function. *(Note: Domains that do not have an icon are not configured for mapping.)*
   **Result:** A map appears that shows how many circuits in a domain are located in a particular geographic area.
4. Click the “+” icon repeatedly to zoom in on that circuit’s specific location and view additional details about the circuit. **Result:** Building and cell tower icons* (the nodes) appear and show the circuit line connection (displayed as a green line) between each. See Figure 9. *(Note: Cell tower icons are not applicable to retail customers.)*
5. Click on a circuit line to view a pop up that displays the:
   - Circuit’s alias
   - Status of the circuit’s health
   - Latency and Jitter
   - Data Delivery Ratio (DDR),
   - Data’s Input and Output Accept Avg speed
   - Distance*

**Figure 9. Domain Map**
**Note:** The Distance field shows the approximate mileage between locations. It does not represent the actual fiber route mileage. When you double click the Distance line, the Circuit Details for the selected circuit are loaded. If there is more than one circuit between two locations, a drop-down menu appears. Here, you can select the circuit you want to view.

The circuit line above displays the latest health status for the circuit when displayed in the Geographical Mapping feature, and displays with a thicker line when multiple circuits exist on this line. When you select an individual circuit line, it displays a pop up dialog box that includes additional details. The distance displayed is the average distance of all routes available for the selected circuit. If driving distance cannot be found, the maps will display the distance as the crow flies.

6. Hover over a node and click to view the Common Language Location Identifier Codes (CLLI, pronounced “silly”) location; e.g., PPLNEDG shown in Figure 9. This term is used in the North American telecommunications industry to specify the location and function of telecommunications equipment.

7. Drag the figure icon, also referred to as the “yellow pegman” (located above the zoom in / out bar) over a node to see the Google map street view, if available. See Figure 9.

**Circuit Health**

The Circuit Health window displays a status of the circuit’s condition in a domain. See Figure 10. It also provides information about the circuit, such as:

- the name of the domain to which the circuit belongs
- the circuit’s identifier
- a description of the circuit (if provided)
- a visual representation (green line) of the health of the circuit between two nodes. See Figure 12 for a legend of line colors.

**Figure 10. Circuit Health (sample)**
There are two icons that could represent your circuits depending on the type of type of topology that has been deployed:

- **This icon represents a Network for Point-to-Point Topology that shows an end point terminating at a far end endpoint.** This type of network is sometimes called an “E-Line” and provides a “customer-premise-to-customer-premise” view.

- **This icon represents the Access Network for Multipoint Topology that shows an end point terminating in a Cloud.** This type of network is sometimes called an “E-LAN” and can be configured in either a full or partial mesh environment. It provides a “customer-premise-to-Cloud” view on network performance.
Use the following steps to open and view the Circuit Health screen.

1. Click the **Circuit Health** link in the left menu bar. **Result:** The **Summary** page appears.

2. From the **Status** column, place your mouse over the connector symbol. **Result:** A dialog box displays the circuit’s health status, the date and time that Ethernet and Utility Statistics were last updated, the current latency average between nodes, and current jitter average between nodes. **(Note:** To ensure that information is up-to-date, the **Circuit Overview** profile page refreshes automatically every 60 seconds.)

**Figure 12. Circuit Health Legend**
Circuit Details

Circuit Details are accessed by clicking the Circuit ID wherever it displays in the application. See Figure 13. It provides in-depth information about a circuit within a domain, such as:

- the domain to which the circuit belongs
- the circuit’s identifier
- a description of the circuit (if provided); technically known as the Ethernet Virtual Connection (EVC)
- the identifiers and physical locations for a circuit’s System A and System Z points; technically known as User Network Interfaces (UNIs)
- Committed Information Rate (CIR), the average transmission rate in megabits per second (Mbs) for a virtual circuit
- a visual representation of the health of the circuit between two points
- graphs that depict the status of a circuit’s latency, jitter, utilization, packet loss, and data delivery ratio
  - **2-Way Latency Avg**: the average time required to transmit and receive Ethernet service frames for the past hour
  - **Utilization (System A to System Z)**: the amount of usage from System A point to System Z point
  - **2-Way Jitter Avg**: the average variation in the delay between consecutive Ethernet service frames for the past hour
  - **Packet loss**: the ratio, expressed as a percentage, of the number of test packets lost to the number of test packets transmitted
  - **Data Delivery Ratio (DDR) (%)**: the percentage of the number of test packets received successfully in relation to the number of test packets transmitted
Use the steps below to access Circuit Details.

1. Click the Circuit Health menu option.
   **Result:** The Circuit Health Summary window appears.

2. Click the Circuit ID value in the Visualization//Circuit section to view charts and graphs related to that circuit.
Domain Summary – Networks

The Network view shows the performance of the Cox Core network that currently provides connectivity to your locations.

There are three views of the Cox MPLS Core network:

1. National
2. Regional
3. State

Note: These appear as a “cloud” icon and provide insight into the Cox network.

Figure 14. Domain Summary – Networks
Use the following steps to view network performance graphs by region.

1. From the Domain Summary window (Figure 14), click the Regional Networks link (Figure 15) to open the status screen (Figure 16).

2. Click the West link to display the performance graphs for a network’s status in the western region.

Figure 15. Networks – Types of Views

<table>
<thead>
<tr>
<th>Domain Name</th>
<th>Maps</th>
<th>Recent</th>
<th>Total Circuits</th>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Networks</td>
<td></td>
<td></td>
<td>0 / 0</td>
<td>-</td>
</tr>
<tr>
<td>National Network</td>
<td>1 / 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Networks</td>
<td>4 / 4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Networks</td>
<td>3 / 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My Circuits</td>
<td>4 / 6</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 16. Network Details – Status Screen (Western Region)
Performance

The Performance profile is another view of circuit performance and metrics over the last 15 minutes, such as:

- the circuit’s identifier (Circuit ID)
- **Data Delivery Ratio (DDR) (%) (A-Z):** the ratio, expressed as a percentage of the number, of test packets received successfully in relation to the number of test packets transmitted from Point A to Point Z
- **2-Way Jitter Avg (A-Z):** the average variation in the delay between consecutive Ethernet service frames for the past hour from Point A to Z and Point Z to Point A.
- **2-Way Latency Avg (A-Z):** the average time required to transmit and receive Ethernet service frames for the past hour from Point A to Z and Point Z to Point A.
- **Packetloss (A-Z):** the ratio, expressed as a percentage, of the number of test packets lost to the number of test packets transmitted from Point A to Z and Point Z to Point A.

Figure 17. **Performance (sample)**

Click the **Performance** link in the **Circuit Manager / Overview Profiles** menu to view information about a circuit’s functions.
Utilization / Throughput

The Utilization / Throughput profile provides data about the Ethernet Virtual Connection (EVC) for both inbound and outbound quantity and usage to a particular User-to-Network Interface (UNI). (Note: Metrics are from the service provider’s perspective. Input is outbound for the customer and output is inbound to the customer.)

**Figure 18. Utilization Metrics (sample)**

<table>
<thead>
<tr>
<th>Circuit ID</th>
<th>Input Accept Avg (System A)</th>
<th>Input EVC% (System A)</th>
<th>Output Accept Avg (System A)</th>
<th>Output EVC% (System A)</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.COXX.000490.COXC.</td>
<td>0.16 Mbs</td>
<td>0.84 %</td>
<td>2.26 Mbs</td>
<td>11.42 %</td>
</tr>
<tr>
<td>21.COXX.101035.COXC.</td>
<td>5.14 Mbs</td>
<td>3.43 %</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>49.COXX.000319.01F.COXC.</td>
<td>0.64 Mbs</td>
<td>0.64 %</td>
<td>3.99 Mbs</td>
<td>3.99 %</td>
</tr>
<tr>
<td>49.COXX.000319.01W.COXC.</td>
<td>0.64 Mbs</td>
<td>0.64 %</td>
<td>3.99 Mbs</td>
<td>3.99 %</td>
</tr>
</tbody>
</table>

Circuit ID
The alphanumeric identifier of a circuit; e.g., Ethernet Virtual Connection (EVC) in a domain.

Input Accept Avg (System A)
The average data rate (bandwidth) in Megabits per second (Mbs) of the traffic sent from the customer location to the Cox network on a single Ethernet Virtual Circuit. It is measured at the User-to-Network Interface (UNI) port at the Cox location and is commonly referred to as “Inbound Throughput.”

Input EVC% (System A)
The ratio, expressed as a percentage, of the Input Accept Avg (System A) in relation to the total bandwidth of the circuit; e.g., EVC. Commonly referred to as “Inbound Utilization.”

Output Accept Avg (system A)
The average rate, expressed in Megabits per second (Mbs), of outbound traffic sent from the Cox network to the customer on a particular EVC at a particular User-to-Network Interface (UNI) port. Commonly referred to as “Outbound Throughput.”

Click the Utilization / Throughput link in the Circuit Manager / Overview Profiles menu to view these metrics.
Ethernet Performance Management - Report Manager

The EPMR Report Manager function allows you to run, print, and export pre-defined reports on the performance of your circuits for timeframes that you define.

Reports are configured to run automatically on daily, weekly and monthly time intervals; and you can subscribe to have these reports emailed to you in a regular and CSV format when the reports are generated.

The reports that are available in Report Manager are those that have been configured for your company by the Cox EPMR administrator. Each report contains performance statistics for your circuit(s) based on the time period designated for the report.

Figure 19. EPMR Report Manager left menu bar
Report Summary

Report Manager

Reports are executed in one of three categories depending on the timeframe in which the output is generated. These classifications are **Dynamic**, **Requested**, or **Autogenerated**.

Figure 20. Report Manager

Use the following step to access Performance Reports.

1. From the **Report Summary** sub-menu, click the **Report Manager** link.

**Result:** The **Report Manager** window displays and you can click the Dynamic, Requested, or Autogenerated tab to view categories of reports. See Figure 20.
Dynamic Reports

Dynamic reports, which include **SLA stats**, **Packetloss stats**, and **Utilization stats**, run on demand. The output displays on the screen and the report can be printed immediately or exported to a CSV file format. When you click the link for any dynamic report, the system defaults the time range to the past 24 hours (see Figure 21) in which the data has been filtered; however, you can change the time and date range to your preference when you use the date field and time drop-down menus. You can also sort the data when you click the up and down arrows to the right of the column headings.

A **SLA stats** report displays the Service Level Agreement of a mutually agreed upon type of performance between a customer and service provider. The report shown in Figure 21 displays the amount of one-way and two-way latency and jitter between points A-Z that must fall within the pre-determined level of acceptance within the defined time range.

Figure 21. **SLA Performance Report (sample)**

A **Packetloss Performance** report, shown in Figure 22, displays the ratio, expressed as a percentage, of the minimum and maximum number of test packets lost to the number of test packets transmitted from Point Z to Point A.

Figure 22. **Packetloss Performance Report (sample)**
A **Utilization Performance** report displays the minimum, average, and maximum data rate in Megabits per second (Mbs) of the traffic sent from System A to the Cox network on a single Ethernet Virtual Circuit (EVC). The Input EVC ratio, expressed as a percentage, displays the Input Accept Avg (System A) in relation to the total bandwidth of the circuit.

**Figure 23. Utilization Performance Report (sample)**

![Utilization Performance Report](image)

**Requested Reports**

EPMR runs time-consuming reports—such as those with a long date range or a significant amount of data—in the background. When the reports are done, they display in the **Requested Report** section of the Report Manager.

When you run a report, the EPMR portal alerts you as to whether or not the report is queued to run in the background. Once the report is completed, you receive a pop-up in the portal and an email with the report attached in an Excel format. The email also contains a link to where you can access the report in the **Requested Reports** tab of the Report Manager.

Requested Reports include the date and time the request was made, and the date range of when the data was collected. You can click a report to view it onscreen and print or export it to a CSV file format.

**Autogenerated Reports**

In addition to being able to run reports on demand, performance reports in the EPMR portal are pre-configured to run automatically. These reports are Autogenerated on daily, weekly and monthly intervals, based on the radio button that you select. Figure 24 displays Autogenerated reports that are produced on a daily, weekly and monthly basis.

The types of Autogenerated reports show the date range in which the data has been collected for Service Level Agreement (SLA) **Performance**, **Packetloss Performance**, and **Utilization Performance**.
Queue Manager

The Queue Manager function allows you to view reports that are processing or are in line to be processed.

**Note**: A maximum of three (3) reports can be “in queue” at the same time. Autogenerated reports do not affect this number.

With the exception of Autogenerated reports, you can click the **Remove** button to delete a pending report from the queue.
User Subscriptions

The User Subscriptions function enables you to activate or deactivate sign up for reports that will be emailed to you based on the timeframe that you select.

**Figure 26. User Subscriptions**

Use the following steps to subscribe and receive Autogenerated reports during a time range that you specify.

1. From the Report Manager menu, click the User Subscriptions link.
2. Place your cursor on the ON / OFF slider button under the Daily, Weekly, and / or Monthly column headers and click to activate and deactivate your subscription to receive emailed reports for the Utilization Performance stats.

**Result:** A confirmation message for either action displays above the Report Name menu bar.
Performance Reports

SLA Stats

You can retrieve statistics for the health and status of the circuit(s) within your domain through the SLA Stats report.

Figure 27. SLA Stats Report sample

Use the following steps to access the SLA Stats report.

1. From the Report Manager menu, select SLA stats from the Performance Reports sub-menu.
   **Result:** The SLA Performance window displays.

2. Click the SLA stats link. The health of the specified circuit displays on the right side of the screen.
   **Result:** The 1-way and 2-way latency and 1-way and 2-way Jitter (in milliseconds) display.
Packetloss Stats

The Packetloss Stats report displays the percentage of test packets lost (for a specific circuit ID) in relation to the Minimum Packet Loss and the Maximum Packet Loss allowed.

**Figure 28. Packet Loss Stats Report sample**

![Packetloss Performance Report](image)

Use the following steps to access the SLA Stats report.

1. From the Report Manager menu, select Packetloss stats from the Performance Reports sub-menu.
2. Click the Packet Loss stats link.
   
   **Result:** The percentage of a circuit’s packet loss from Point Z to Point A appears, as well as the percentages for Minimum Packet Loss and Maximum Packet Loss.
Utilization Stats

The Utilization Stats report provides information on a network’s traffic, including the minimum, average, and maximum throughput (accept rate) of a circuit in megabits per second (Mbps) over a specified time range.

The data gathered reflects the “A” site only. The last column, EVC%, takes the Accept Average Rate and divides by the bandwidth purchased to determine the utilization.

Example A:

For a given month with 100Mbs purchased:

**Input Accept Min** [rate] (System A): .008Mbs inbound/.224Mbs outbound

**Input Accept Avg** [rate] (Mbs) (System A): .16Mbs inbound/1.50Mbs outbound

**Input Accept Max** [rate] (System A): 5.3Mbs inbound/6.09Mbs outbound

**EVC% (System A)** = 84% inbound and 7.54% outbound

Figure 29. Utilization Stats Report (sample)

<table>
<thead>
<tr>
<th>Circuit ID</th>
<th>Input Accept Min (System A) [Mbps]</th>
<th>Input Accept Avg (System A) [Mbps]</th>
<th>Input Accept Max (System A) [Mbps]</th>
<th>Input EVC % (System A)</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.CUXX.000490..COXC.</td>
<td>In: 0.008</td>
<td>In: 0.16</td>
<td>In: 5.30</td>
<td>In: 0.84</td>
</tr>
<tr>
<td></td>
<td>Out: 0.224</td>
<td>Out: 1.50</td>
<td>Out: 6.09</td>
<td>Out: 7.54</td>
</tr>
<tr>
<td>21.CUXX.101035..COXC.</td>
<td>In: 0.158</td>
<td>In: 7.98</td>
<td>In: 149.85</td>
<td>In: 5.32</td>
</tr>
<tr>
<td>49.CUXX.000319.01F..COXC.</td>
<td>In: 0.006</td>
<td>In: 0.42</td>
<td>In: 92.91</td>
<td>In: 0.42</td>
</tr>
<tr>
<td></td>
<td>Out: 0.006</td>
<td>Out: 2.60</td>
<td>Out: 97.12</td>
<td>Out: 2.60</td>
</tr>
</tbody>
</table>

1. From the **Report Manager** menu, click the **Utilization stats** link to access the report.

2. (Optional) Click the **Export** button at the bottom of the page to view the metrics associated with the UNI for each circuit.
**Batch Reporting**

Batch reporting sends reports that exceed a pre-defined size and places them in a queue that runs in the background and processes them for the system. The queue can hold a maximum of three reports per user and ten reports in the system simultaneously. Autogenerated reports do not impact the maximum concurrent reports that can be queued at any given time.

When your report is complete, the system automatically emails you a notification that the report has processed. You can view the report when you log back into the application.

*Figure 30. Batch Process Flow*
Network Performance Measurement Points

Change Product Views with PMR

Should you wish to change the type of product you are currently viewing, click the link in the upper right side of the toolbar. A list appears that displays the services you are currently subscribed to in the portal.

Figure 31. Product View Drop-down Menu

Understanding Network Performance Measuring Points

Ethernet Performance Measurements

Ethernet performance statistics are measured between the Cox-provided demarcation devices, which is typically a router or a network interface device (NID).

Performance related statistics, such as Latency, Jitter, and DDR, are based on “two-way” or “round trip” measurements.

Figure 32. EPMR Performance Measuring depiction

Network Performance is described as the measurement from Point A in the Network to when Point B receives it, and returns it to Point A. This is also known as a “round trip” measurement.
Glossary

For more information about Ethernet Performance Management Reporting, contact the Cox Business Customer Support Center at 1-866-272-5777.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Committed Information Rate</td>
<td>Speed purchased by the customer based on their historical or anticipated bandwidth requirements</td>
</tr>
<tr>
<td>Circuit ID</td>
<td>The alphanumeric identifier of a circuit; e.g., Ethernet Virtual Connection (EVC) in a domain</td>
</tr>
<tr>
<td>DDR</td>
<td>Data Delivery Ratio: The ratio, expressed as a percentage, of the number of test packets received successfully in relation to the number of test packets transmitted (roundtrip)</td>
</tr>
<tr>
<td>Domain</td>
<td>A logical grouping of circuit for purposes of administration</td>
</tr>
<tr>
<td>EPMR</td>
<td>Ethernet Performance Management Reporting portal</td>
</tr>
<tr>
<td>EVC</td>
<td>Ethernet Virtual Circuit is a virtual path in the Cox network</td>
</tr>
<tr>
<td>Excess Information Rate (EIR)</td>
<td>See the Peak Information Rate definition shown below.</td>
</tr>
<tr>
<td>IPMR</td>
<td>Internet Performance Management Reporting portal</td>
</tr>
<tr>
<td>PMR</td>
<td>Performance Management Reporting</td>
</tr>
<tr>
<td>Packet Loss</td>
<td>The ratio, expressed as a percentage, of the number of test packets lost to the number of test packets transmitted (roundtrip)</td>
</tr>
<tr>
<td>Peak Information Rate</td>
<td>Refers to spurts or peaks of bandwidth consumption beyond the committed speed. Bursting is measured in increments of Megabits per second (Mbps)</td>
</tr>
<tr>
<td>RTD</td>
<td>Round Trip Delay (see Latency)</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>System A</td>
<td>Customer location – Typically the remote location</td>
</tr>
<tr>
<td>System Z</td>
<td>Customer location – Typically the main location</td>
</tr>
<tr>
<td>Two Way Jitter</td>
<td>Measures the average variation in the delay between consecutive Ethernet service frames over a specified time period (in milliseconds, round trip)</td>
</tr>
<tr>
<td>Two Way Performance</td>
<td>Network Performance measurements from Point A in the Network to when it is received at Point B and returned to Point A. This is also known as a “round trip” measurement</td>
</tr>
<tr>
<td>Latency</td>
<td>Measures Transmit Time from Point A in the Network to when it is received at Point B and returned to Point A (in milliseconds, round trip)</td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>UNIs</td>
<td>User to Network Interfaces is the access facility between a subscriber and a provided telecommunications service. Typically a router or modem port.</td>
</tr>
<tr>
<td>Utilization / Throughput</td>
<td>Data about a specific Ethernet Virtual Connection for both inbound and outbound throughput and usage to a particular User-to-Network Interface (UNI).</td>
</tr>
</tbody>
</table>

End of Document