

# **Quick Guide**

# **Service Performance Monitoring**

# Business Service Performance Monitoring (SPM)

Privatkunden   Geschäftskunden	Über Sunrise	Startseite   Kontakt   Jobs KEY+   KEY   DE   FR   IT   EN				
					Busine	ss <b>Sunrise</b>
About Business Sunrise	References	Mobile Services	Medium & corporate	enterprises	Contact & Support	Business account
Home	Welcom	e to your Bu	siness accour	nt		NEWS
Administration			September 2014 - New functions in the Business account			
Invoice						1) Manuals & News 2) New functions SBA
Reports & Documents	My accounts (SBA10)					
Service Management	my acce		/ /			
Mobile Self Service	Account No.	Name		City		Functions
<ul> <li>Voice direct configuration</li> </ul>	454900	Muster A	AG	Zürich		
1 Service Performance Monitoring (SPM)	494700	Muster A	AG	Zürich		
Support	501600	Muster A	AG	Zürich		Q ,> M
Logout	186001	Muster A	AG	Zürich		Q , 2 M
Logout						
A Print the page						

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#### Step by Step:

### 1 «Service Performance

Monitoring (SPM)»: Click on the menu item to start the "Account List" of the SPM

#### or

**2 Service Performance Monitoring:** Click on the icon to start the SPM "Service List"

#### Good to know:

For more information about Business Account or SPM, please see menu: Support ► Manual & information

# Account List

Privatkunden   Geschäftskunden	Uber Sunrise		Startseite	Kontakt   Jobs KEY+	KEY   DE   FR   IT   EN
				Busines	ss <b>Sunrise</b>
About Business Sunrise	References	Mobile Services	Medium & corporate enterprises	Contact & Support	Business account
Home	Service F	Performance I	Vonitoring		
Administration					
Invoice	Account List		2		
Reports & Documents	1 Site id			City	3 Dow - Up -
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Mobile Self Service	494700	Mus	ster AG	Zürich	$4^{0}_{0}^{12}$
<ul> <li>Voice direct configuration</li> </ul>	186001	Mus	ster AG	Zürich	0 2
<ul> <li>Service Performance Monitoring (SPM)</li> </ul>					
Support					
Logout					
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#### Step by Step:

#### 1 Column Search:

to search within a column, click on the "Site id" field on the top and type the «search-text» + «ENTER»

#### 2 Column Sort:

In order to sort the data in the column, you can click on the frame of the search field

#### 3 Column Filter:

Start the filter function with a click on the triangle

#### **4** Service Status per Account:

In this area, the overall status of all services within a network is listed

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#### Good to know:

Service Status Indicator:

Up = Customer Device reachable

Down = Customer Device not reachable

## **Service List**

rivatkunden   Geschäftskunden	Über Sunrise Startseite   Kontakt   Jobs KEY+   KEY   DE   FR	Startseite   Kontakt   Jobs KEY+   KEY   DE   FR   IT   EN		
	Business Sunris	se		
Angebote Referenzen	Partner Wholesale Online-Shop Mein Konto			
lome	Service Performance Monitoring			
dministration	454900 - Muster AG 🔹 Top 10 utilization [%] Bac	k to site list		
nvoice	Service List			
Reports & Documents	Service ID -Site A Site Z Alias Category Pri	2		
Service Management Voice Feature Configuration Performance Monitoring	B       SIPVPN11       Meiringen         B       SIPVPN11       Martigny         B       SIPVPN11       Lyss         B       SIPVPN11       Lyss         B       SIPVPN11       Luzern			
Support	B SIPVPN12 Lutry			
_ogout	B SIPVPN13 Lugano ● i			
Print the page	B       SIPVPN11       Locarno       1       LOCP004       Point of Sales         B       SIPVPN11       Liestal       Image: SipvPN12       Zürich       Image: SipvPN13       Eugano         B       SIPVPN13       Lugano       Image: SipvPN13       Bern       Image: SipvPN11       Lausanne         B       SIPVPN11       Lausanne       Image: SipvPN11       Lausanne       Image: SipvPN11       Lausanne         B       SIPVPN11       Lausanne       Image: SipvPN15       Lachen SZ       Image: SipvPN15       Lachen SZ       Image: SipvPN11       Lachen SZ       Image: SipvPN12       Image: SipvPN13       Image: SipvPN14       Image: SipvPN14       Image: SipvPN15       Image: SipvPN15       Image: SipvPN14       Image: SipvPN14       Image: SipvPN14       Image			

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#### Step by Step:

#### 1 Customize Service Information:

To add some additional service information, click on the service-line in this area

#### 2 Functions:

Status Indicator (UP) Service information

Trouble Ticket

Service Request

#### 3 Service per Page:

Increase or decrease the number of services listed on the page

#### 4 Top 10 utilization [%]:

List of the top ten services generating the most Utilization (sum IN + Out of Q95%) considered over a week

#### Good to know:

Service Status Indicator:

- UP; Customer Device reachable
- Down; Customer Device not reachable for 15 minutes

The services, with customized polling interval active will be highlighted (see "Service Details" slide, point 2

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### **Quick View**

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Angebote Referenzen	Partner Wholesale Online-Shop Mein Konto					
Home	Service Performance Monitoring					
Administration 3	454900 - Muster AG	Top 10 utilization [%] Back to site list				
nvoice	Service List					
Reports & Documents 2	Service ID Site A Site Z Alias Catego	gory Pri				
Service Management	SIPVPN15 Lachen SZ	• i 📼 🄑 🔶				
Voice Feature Configuration	SIPVPN11 Lachen SZ	• i 📼 🖉				
Performance Monitoring	SIPVPN15 Lamone	• 1 • /5				
Support	SIPVPN11 Langenthal					
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#### Step by Step:

#### 1 Quick View:

clicking on the icon shows quick information about the service

#### 2 Close Quick Views:

clicking on the icon closes all open quick views

#### **3** Account Navigation:

By clicking in the field, you can change the account

#### 4 Function:

Document downloads of the three charts

**5** Detail View: To open the "Service Detail", click on one of the three chart

#### Good to know: Quick View

- Throughput [Mbit/s]: Throughput of the last 24 hours

- Quality Parameter [ms]: Round Trip Time between the monitoring server (Zürich) to the customer device (best effort traffic) and back
- Utilization [%]: relationship between throughput and service speed

# **Service Details**



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#### Step by Step:

#### **1** Parameter Selection:

With the menu items "Slots", "Report period" and "Chart" ("Class"), the viewed parameters can be changed. With a click on "+" the chart will be shown in a new window

#### 2 Custom Polling:

Shorten the interval to 30 seconds by clicking on the bar

#### **3** Functions:



- Q95%: 95th percentile of the throughput (horizontal line)
- Quality of Service CPE out: Throughput per class from the customer device to the backbone
  - PE out: Throughput per class from the backbone to the customer device

# Business Sunrise

### **General Information**

#### Throughput

The standard polling interval for the throughput measurement is 5 minutes. The throughput value on the chart is the average throughput (arithmetic average) over 5 minutes. Single small peaks will not be visible on the throughput chart. To see the small peaks, the polling interval can be shortened to 30 seconds; only for three services at the same time and for a maximum duration of 24 hours.

#### **Quality Parameter**

Round Trip Time (RTT): RTT is the time a ping (ICMP) will take form the Service Performance Monitoring server – located in Zürich – to the service termination device (CPE) and back. Some peaks are normal. The granularity is finer than the throughput and a peak is an indication, that the throughput has a short peak at this time.



Quality of Service (QoS) parameters like Packet Loss and Throughput per Class are local measurements between Customer Device and Provider Edge Router.

Quality of Service (QoS) parameters like Delay, Jitter and Loss (called IP-SLA) are end-toend measurements. This means, all services with Quality of Service enabled has an end-toend measurement to the reference-point and back.



# Business **Sunrise**

Welcome to your Business account