



PacketPortal Voice, Video, and Data Troubleshooting with the Viavi Solutions Triple Play Analyzer



Quickly Segment, Isolate, and Resolve Triple-Play Quality of Experience (QoE) Issues All the Way to the Network Edge

Pinpointing the exact location where QoE has degraded in a triple-play network is a major challenge. Unresolved performance issues drive up troubleshooting costs, hinder customer satisfaction, lead to the unnecessary return of equipment, increase churn, and negatively impact both revenue and profitability.

It is not economical or practical to install probes everywhere in a triple-play network, especially at every edge DSLAM or OLT—so, most service providers have blind spots between the core and the subscriber’s home, making it difficult to troubleshoot and ensure QoE.

PacketPortal Lets Operators See the Network the Way Customers Experience It

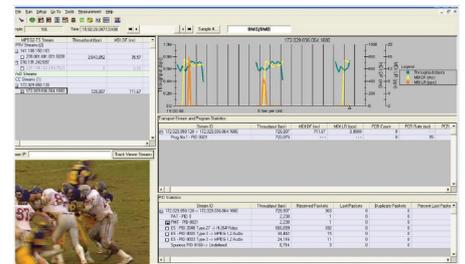
PacketPortal addresses this problem by providing immediate visibility and reach right to the network edge. It provides unprecedented visibility into critical signaling and user traffic from the network core all the way to the edge DSLAM or OLT.

PacketPortal is a new, breakthrough technology that makes it possible for any optical transceiver in the network to analyze packets. Intelligent, PacketPortal-enabled SFP transceivers called SFProbes™ remotely examine packets at full line-rate speeds and then time-stamp, copy, and forward, via PacketPortal software, selected packets to centrally located analysis applications like the industry-leading Viavi Triple Play Analyzer (TPA). This delivers on-demand access to critical network information from multiple points in the network including the video edge.

The TPA software application can resolve the most complex and difficult-to-find video-, voice-, data-, and QoE-impacting issues. When used in conjunction with PacketPortal, users extend those capabilities and see the network the way customers experience it.

Benefits

- Quickly isolate and fix customer IPTV, VoIP, and data issues and network errors before they significantly interrupt service
- Monitor quality metrics remotely without deploying a technician
- Eliminate the cost and need for external taps and SPAN ports
- Optimize the customer experience
- Reduce churn and lower operational expenses

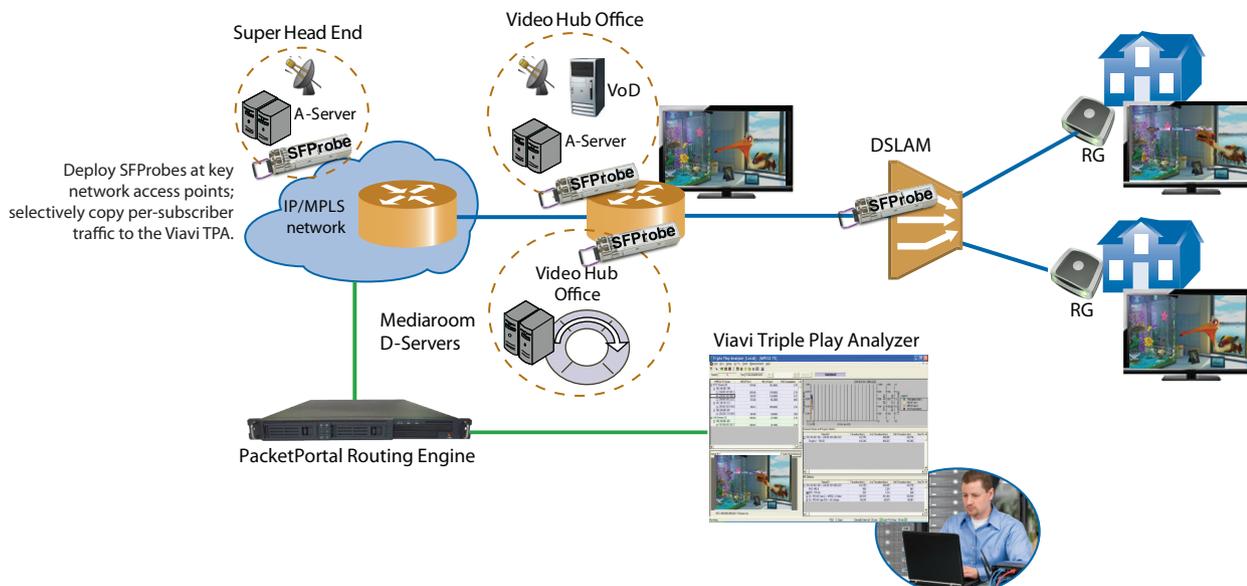


Viavi Triple Play Analyzer



PacketPortal™
ENABLED

PacketPortal and the TPA quickly segment, isolate, and resolve key issues such as no video service, poor video and voice quality, on-demand content not accessible, and slow channel changes. Operators can view any subscriber's QoE, dramatically reduce MTTR and minimize dispatches, cost-effectively validate the problem at the edge, and quickly isolate complex multi-segment network issues.



Centralize costly analysis equipment, applications, and expert personnel.

PacketPortal Analysis with the Triple Play Analyzer Package (Part #JPS-TRIPLEPLAY)

This Package Includes:

- All software elements of the PacketPortal solution
 - System manager and platform software
 - Activation entitlements for SFProbes
 - One filter bank activated per SFProbe
- Triple Play Analyzer software
 - Base software
 - Video QoE measurement
 - Voice QoE measurement
 - PacketPortal integration licenses
- Deployment services
 - Installation and provisioning of software and hardware
 - Deployment completed at single site or remotely
 - Minimum 10 percent of SFProbes activated during deployment
 - User-and administrator-training classes
 - >100 SFProbes = 1-day course
 - <100 SFProbes = 2-day course
 - Project management included for 100+ SFProbe deployments

- Standard PacketCare solution for 12 months
 - 8x5 phone and email support
 - Software update subscription service
 - Software update installation service (SUIS)
 - Remote hardware support and replacement

Customers must select the following when ordering:

- IPTV implementation (MS Mediaroom or Standard)
- Number of probe licenses desired (1 to N)

Solutions containing over 1,000 probes require a Statement of Work and Contract.



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