EtherVision® Client Guide

March 2019

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Introduction

GTT's EtherVision client portal provides many features and functions to help you manage your services with GTT, including:

- Real-time monitoring and alerts
- Dashboard for overall service health
- Location performance management
- Support ticket management
- New service quote management
- Open order management
- Service inventory management
- IP address requests
- Billing management

Accessing the Portal

You can access the GTT EtherVision portal by pointing your web browser to:

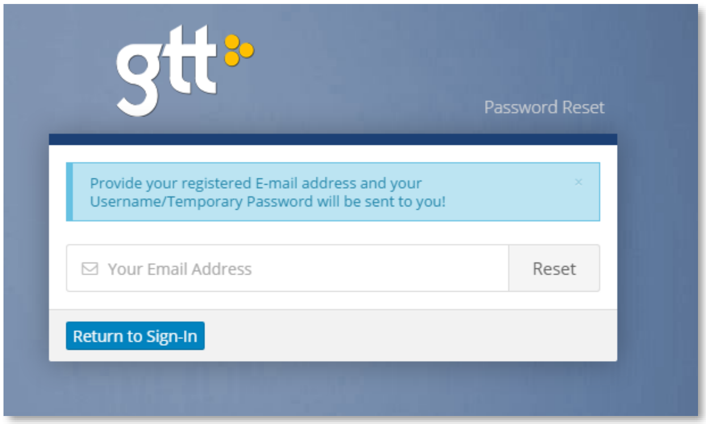
https://ethervision.gtt.net/sign-in

GTT will provide your login credentials. Once your administrative user account is set up, this person will be able to utilize the administrator features of EtherVision to add more users and set appropriate permissions.

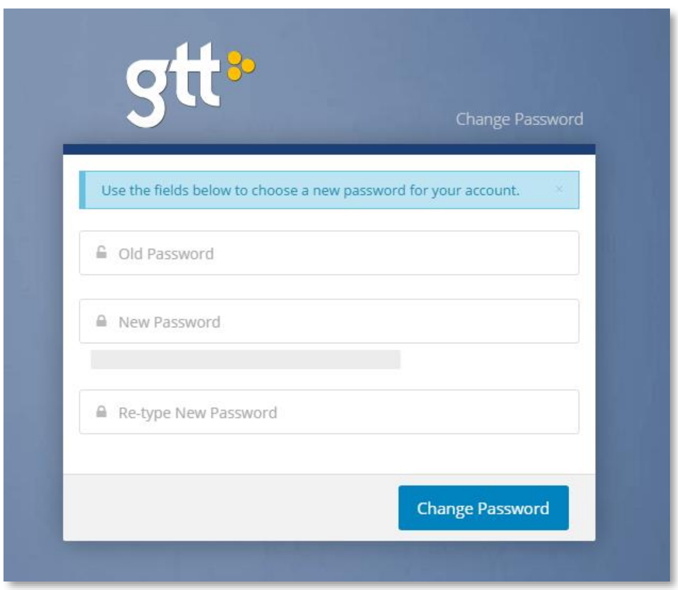
From this screen, you may opt to have your browser remember your username.

Password Reset

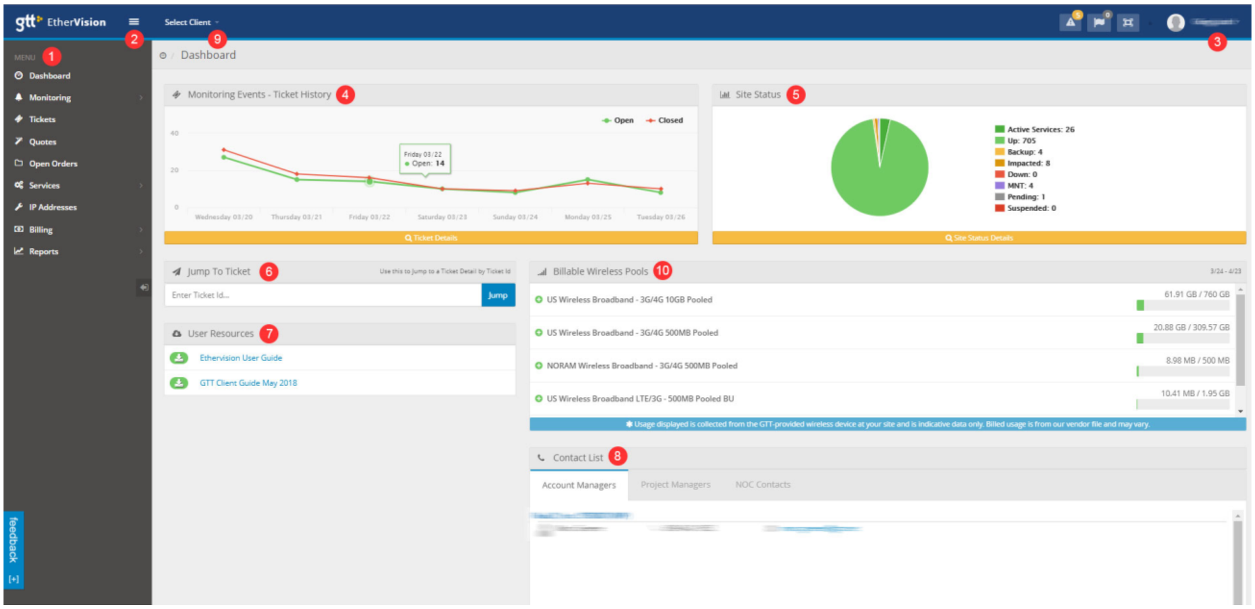
If you lose your password, you may click the Forgot Username or Password link. This link will take you to a webpage that will request the registered email address that GTT has on file for your contact profile. If this email address needs to be updated to enable you to access the portal, please contact your account manager to update your profile. GTT is committed to protecting users' security and will permit only authorized individuals to access or modify profiles.



The password reset email will come from webmaster@gtt.net. **Please make sure this address is not blocked by a spam filter.** Included in this email will be your username and a temporary password so you can log in to EtherVision. Your initial login will take you to the Change Password screen. For security reasons, you will need to immediately change your password to a unique one that has not been previously used with GTT.



The Dashboard



The first screen that you see will be a dashboard representing the overall status of your network. From this screen, you will be able to manage your services and overall account.

1. **Menu**: The panel on the left side of the screen lists the menu items that will allow you to manage your services.
2. **Menu Panel Hide/Reveal**: By clicking on the three horizontal lines in the upper left or the arrow in the lower left, you can hide/reveal the left-side menu panel.
3. **Profile Information**: Your profile information will be in the upper right corner. From here, you can modify your profile by selecting My Profile. You will be directed to the User Details screen, where you can edit contact information. You can also toggle across tabs to set user permissions email notification preferences. For more information, see the Profile section below.
4. **Monitoring Events – Ticket History**: This line chart shows you the status of your tickets and indicates whether the ticket is open or closed. The green line indicates open tickets, and the red line indicates closed tickets.
5. **Site Status**: This feature will take you to the monitoring status of your sites.
    - **Up** – GTT is able to reach the LAN IP address.
    - **Down** – GTT is unable to reach the LAN IP address.
    - **Backup** – GTT is able to reach the LAN IP address, but the IP address of the primary WAN interface is unreachable. Example: The primary circuit at the site is down, but the site itself is up on backup wireless.

- **Active Service** – GTT has a record of the site but does not have any IP addresses to monitor. Example: Sites with voice services and no data services, only layer 2 services, or unmonitored "wires-only" data services.
- **Pending** – GTT has added an address to monitoring, but it has not registered 60 minutes of uptime. This is usually because this is a new service and is not yet active at the new site.
- **Impacted –** GTT is unable to reach one of the WAN IP addresses to a site with a multiple-circuit service. Example: An SD-WAN site with two circuits providing service, with one of the circuits unresponsive. The site is still active, but there is an item impacting the service that results in a reduction in functionality.
- **Suspended –** GTT has suspended a service for nonpayment. To reinstate service, please contact your GTT account manager to make payment.

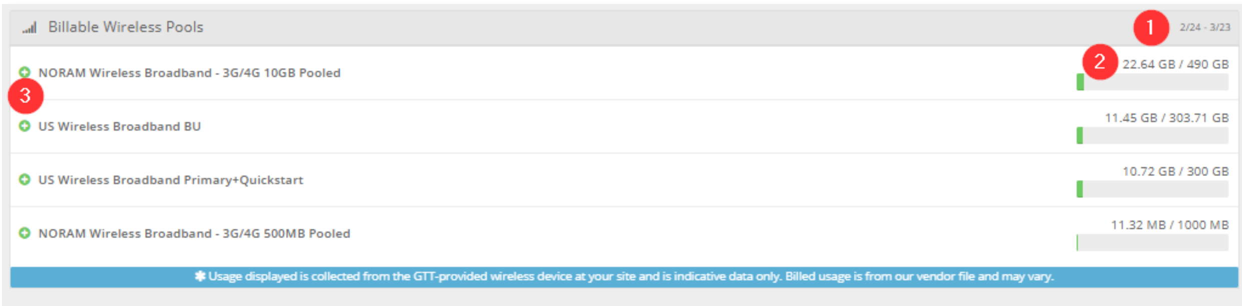
6. **Jump to Ticket**: This easy-to-use feature allows you to quickly find the ticket you are searching for by entering the ticket ID in the search field.
7. **User Resources**: In this section, you will find a copy of this EtherVision User Guide. Below the EtherVision User Guide is the GTT Client Guide, which is an important document for new clients. The New Client Welcome Guide provides information on account management, EtherVision access for clients, an overview of the service delivery process, Network Operations Center (NOC) contact information, and specifics on billing and invoices.
8. **Contact List**: On the lower right side of the screen, you will find your GTT contact list. This includes the names and contact information for your account manager, project manager and other GTT staff members that are associated with your account.
9. **Select Client**: On the upper left of the screen, there is a drop-down option to select which client you wish to view. For accounts that have multiple sub-accounts, you will see those sub-accounts listed below. If you have one client with multiple sites but no parent/child account structure, you will only see the primary client listed.
10. **Billable Wireless Pools**: In this section, you will find the wireless broadband pool or pools to which you have subscribed and the to-date data usage.

Broadband Wireless Usage

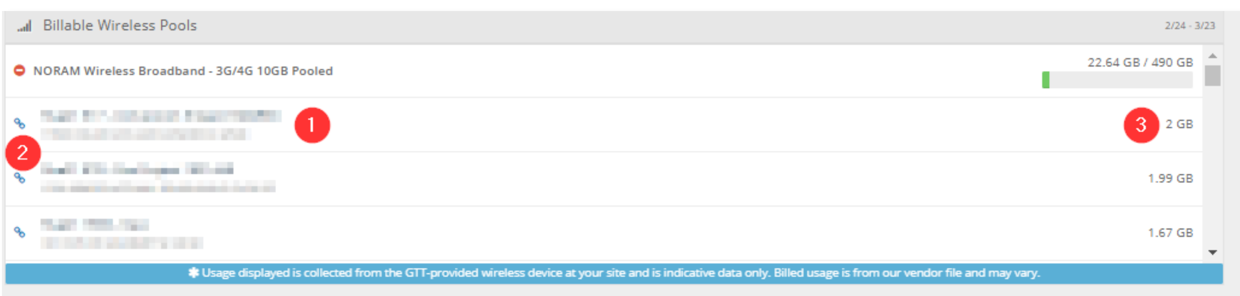
If you have broadband wireless services with GTT, you will have an additional section of Billable Wireless Pools on your dashboard.

If available, GTT provides usage reporting from the wireless modems installed at your sites. The dashboard displays each pool that you have subscribed to and the to-date pool usage. Please note that actual billing may vary, as we bill from our vendor usage file, not from the modem usage data. The portal shows wireless usage reporting for sites with modems in monitoring. Note that any sites without modems active in monitoring will not be displayed, and their usage is not included with the total pool usage. Therefore, if you have several sites inactive in monitoring, you may exceed your pool without notification.

Please contact your GTT account manager to review any sites not showing in your wireless usage reports.



1. The active billing period appears at the top right of the dashboard widget.
2. The data used and pool total are displayed for each pool. GTT sends notifications to the email address on file for wireless usage billing at each threshold.
    a. From 0% to 50% usage of the data pool, the bar will be green.
    b. From 50% to 75% usage of the data pool, the bar will be blue.
    c. From 75% to 90% usage of the data pool, the bar will be yellow.
    d. When you reach 90% and above usage of the data pool, the bar will be red.
3. Click anywhere in the row to expand the billable wireless pool and view a list of your sites.

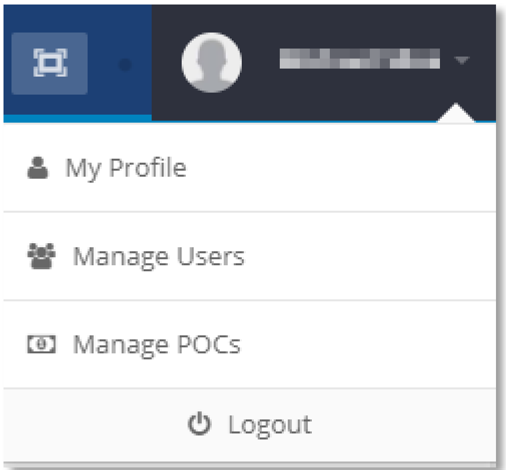


When you click on the pool and expand the list, you will see all of the sites in the pool ranked from highest to lowest usage.

1. Site alias and address
2. Link to active service view for that site
3. Data used in the current billing period

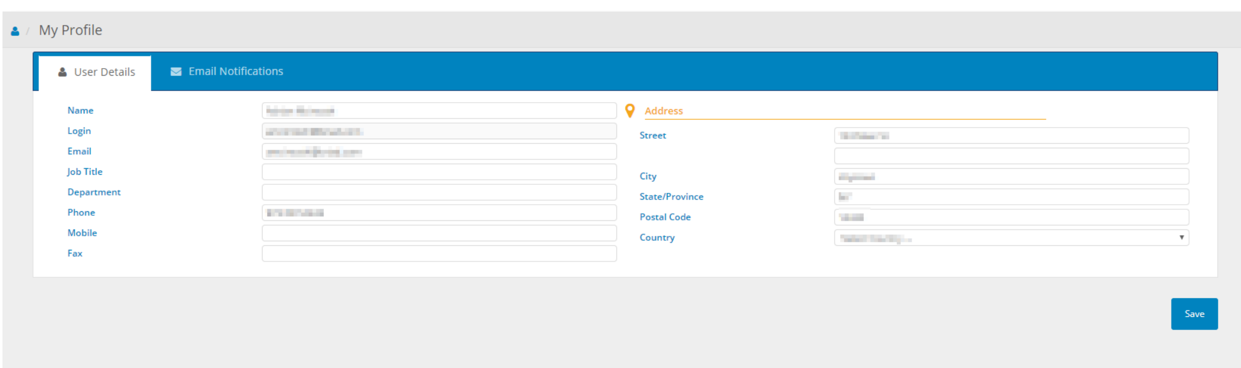
If you are a broadband wireless client and do not see the expected usage monitoring on the dashboard view, please contact your GTT account manager.

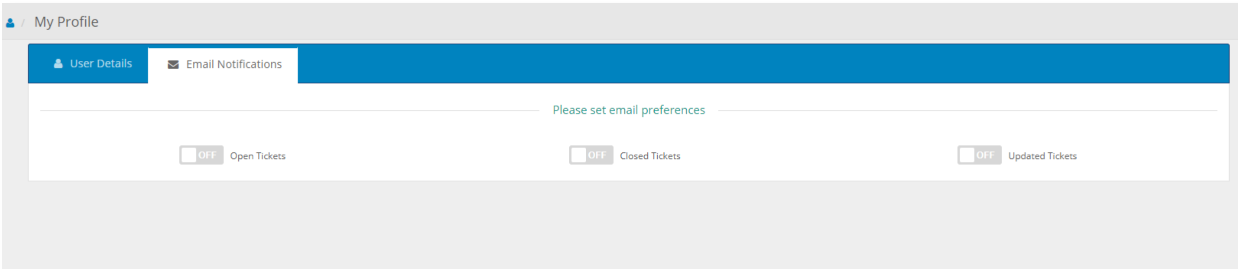
Profile Information



By clicking My Profile underneath your login ID, you will be able to update your contact settings. Please verify these settings during your initial login, as these settings are tied directly to the GTT system and may impact timely notifications. Please save any changes when you are finished. The Email Notifications tab allows users to elect to receive email notifications for open, closed and updated tickets.

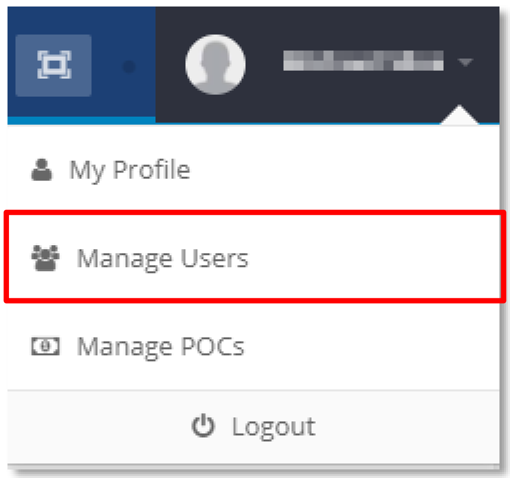
If you are the administrator for your organization, you will have an administrative option under your name that will allow you to add users and to set permissions for each user.



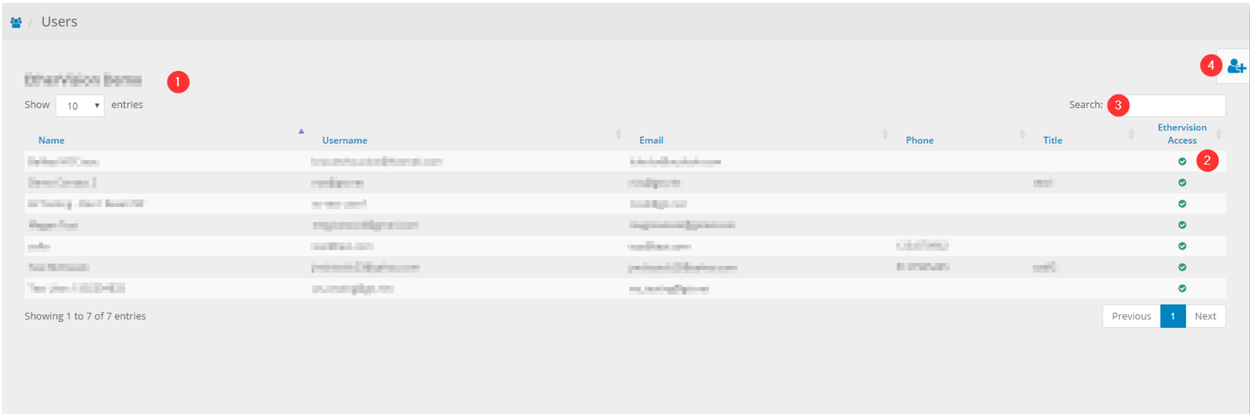


Manage Users

Authorized users will be able to manage other users from EtherVision. From the profile option, select Manage Users.



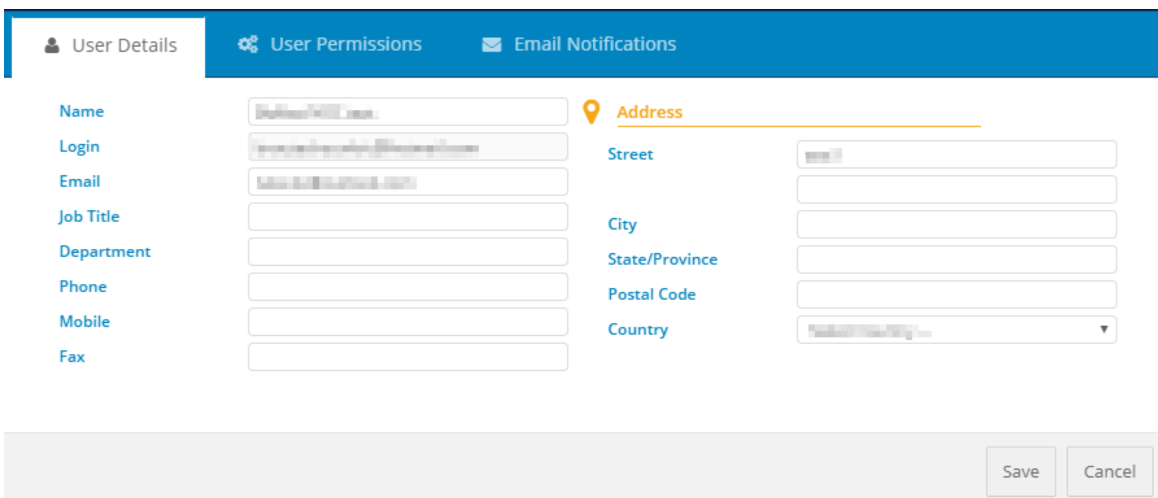
You will be taken to a screen that will show the users and the accounts that you are able to administer.



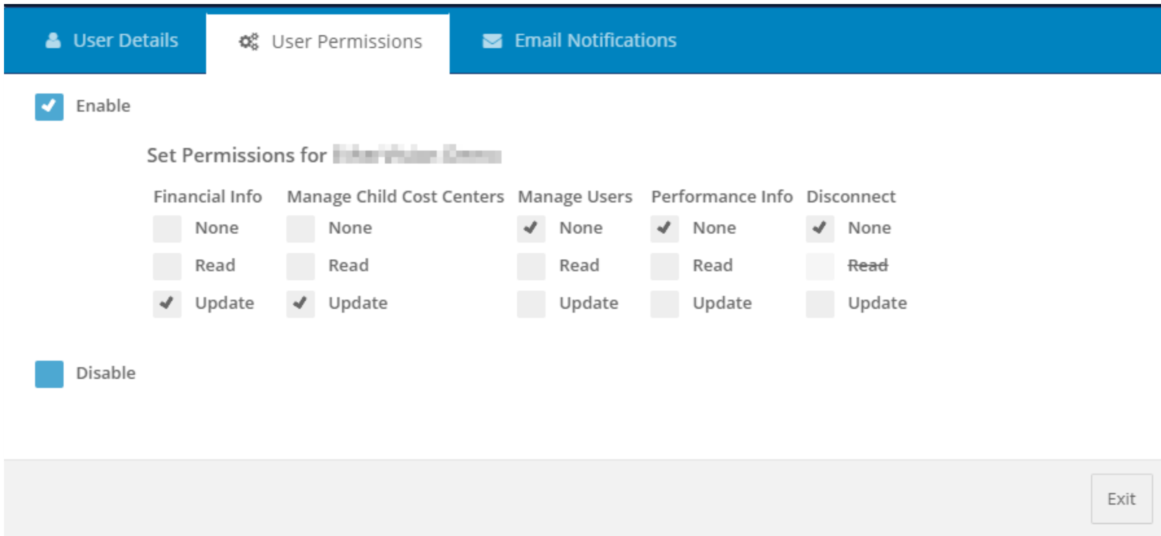
1. This is the account name. If you have multiple accounts, this screen is divided by account. The users are assigned to the accounts and given permission to access those accounts.
2. On the far right, you will see a column of check marks. Click on the check mark to set permissions for each user.

   When you open the user record, you will see three tabs: User Details, User Permissions and Email Notifications.

   - Update a user's email address, job title, phone number or address from the User Details tab.



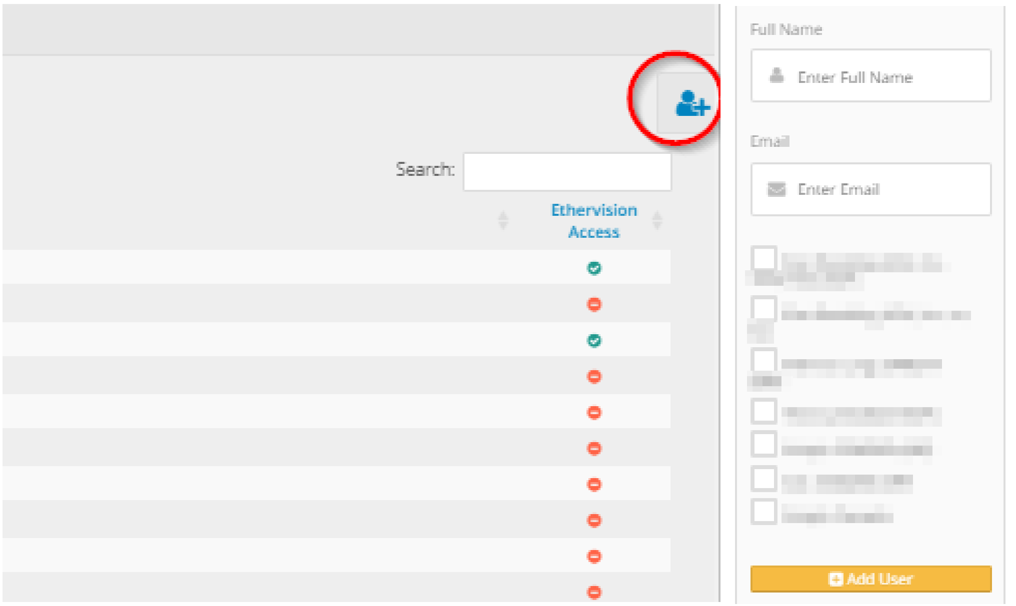
- Update or disable user access in the User Permissions tab.



  - Place a check mark by the level of permissions the user will have. The options are None, Read, or Update. None means the user cannot access this data, Read means the user can see the data but not edit and Update means the user can both see and update the data.
  - If you would like to disable this user's access to EtherVision completely, place a check mark in the Disable box. Selecting this box means the user will no longer be able to log in.

3. The search field will allow you to quickly find either a user or an account.
4. This button allows you to add users. Please follow the instructions in the Adding a User section below.

Adding a User



To add a user, click the button circled above. You will see the following fields:

1. Enter the full name of the user. This will be the name that will appear in the name column.
2. Enter the user's email address. This will be the user's login ID when logging into EtherVision.
3. Click Add User.

The user will be given default read access to monitoring information. To increase the level of access, locate the user on the Users screen and click on the name you would like to edit.

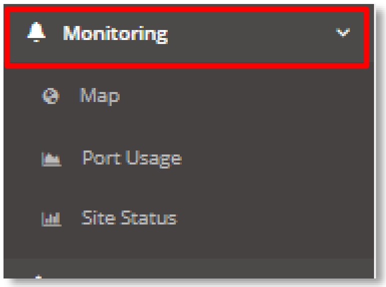
Manage POCs

To update billing point of contact (POC) details for a billing account number, select Manage POCs from the drop-down menu. Users with update permissions will be able to update the billing POC email address and billing address and add additional email addresses that will receive billing communications from GTT.

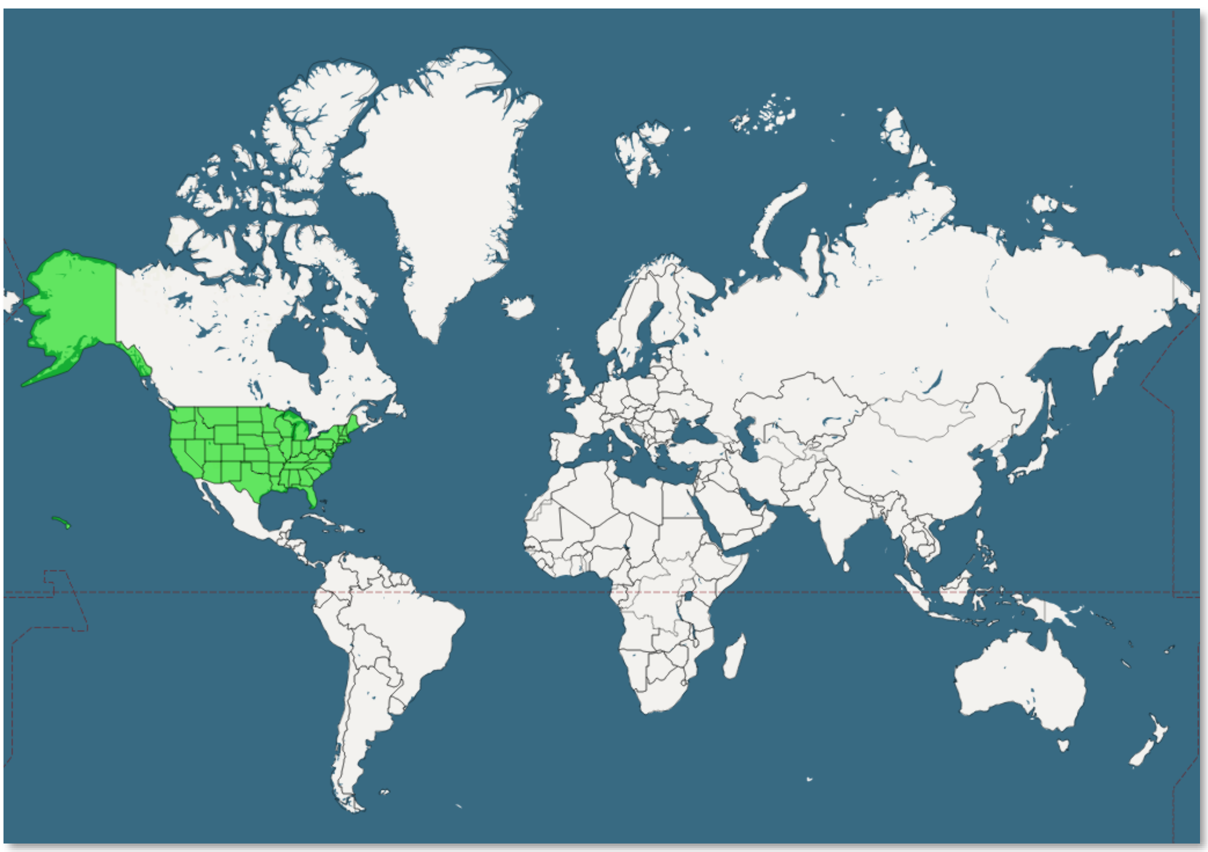
Monitoring

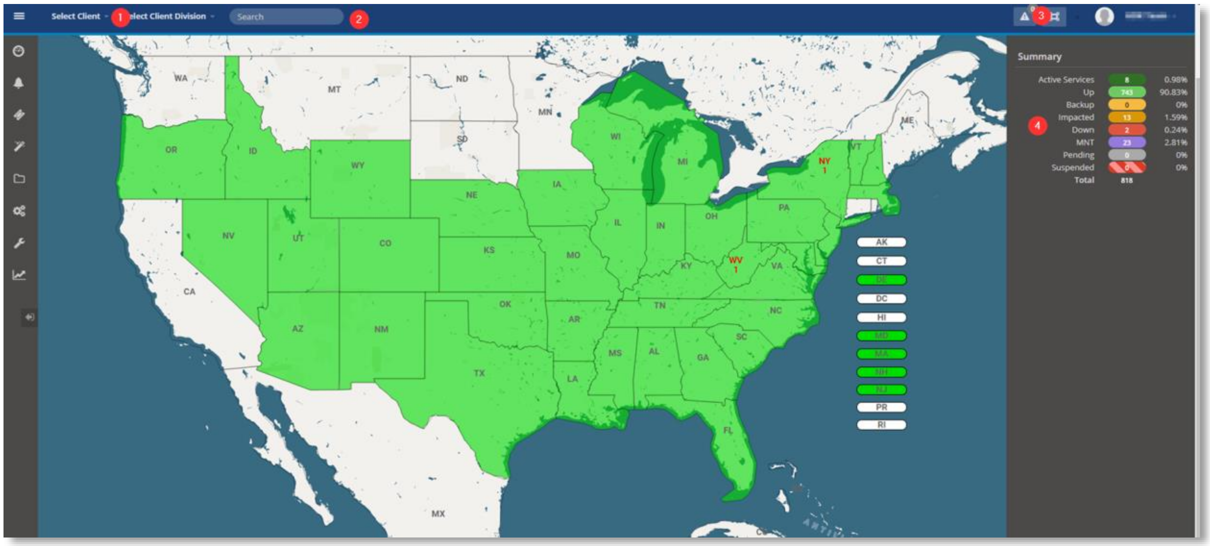
The Monitoring screen will allow you to look at site status via map view, port usage or list site status view. GTT uses monitoring data for proactive ticketing and site performance assurance and provides the information to you to monitor the health and stability of your site.

GTT uses varied ping sources for latency and availability monitoring and provides utilization metrics via direct SNMP requests and API integration with vendor network management platforms. GTT identifies an issue and opens a trouble ticket if GTT cannot successfully poll the CPE utilizing a multi-minute polling cycle. The severity and scope of the failure can negatively impact GTT's ability to notify the client within the target time frame.



Monitoring – Global Map View





By selecting Monitoring and then selecting Map, you will see a map of your locations with the monitoring status of each site. The global view provides summary data about each state (within the US) and country where you have services with GTT.

1. **Select Client**: If you do not see the location you are looking for or do not see any locations, use the Select Client view to select your account from the drop-down list. Only sites within a specific account will be visible. Your user profile dictates the accounts that you will be able to see.

   Please contact your account manager if you are not seeing the locations you expect to see.

   Once you have selected the correct client account, you will see a map with both the status of the locations by state/country and the count of locations by state/country.

2. **Search**: If you would like to see the status of a specific site and you know the name of the site you wish to view, you can search for that site by using the search box in the upper left corner of the map page. You can search by entering the GTT PON, the site address or the unique site name that you have provided to GTT that is stored as the Customer Purchase Order Number (CPON).

   The search is contextual and will only search the fields within the site records of the locations that are currently visible. For example, if you click into a state/country to view only the locations in that state/country, then the search function will search only those locations.

3. **Maintenance Notifications**: If there are maintenance notifications against any of your sites, you will see a notice here. These can be scheduled maintenance notifications (more than 10 calendar days' notice) or emergency maintenance notifications (less than 10 calendar days' notice). These will include the reason, duration and location affected. If you have questions about this, please open a NOC ticket in EtherVision. For more details, see the Trouble Tickets section below.

4. **Summary**: The Summary section shows a count of the number of locations that are reporting the indicated status. Like the search function, this section is contextual and will show only the status of the sites currently available for viewing. For example, if you click into a state/country to view only the locations within that state/country, then the summary counts will change to show what is applicable to that state/country.

    - **Up** – GTT is able to reach the LAN IP address.
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    - **Backup** – GTT is able to reach the LAN IP address, but the IP address of the primary WAN interface is unreachable. Example: The primary circuit at the site is down, but the site itself is up on backup wireless.
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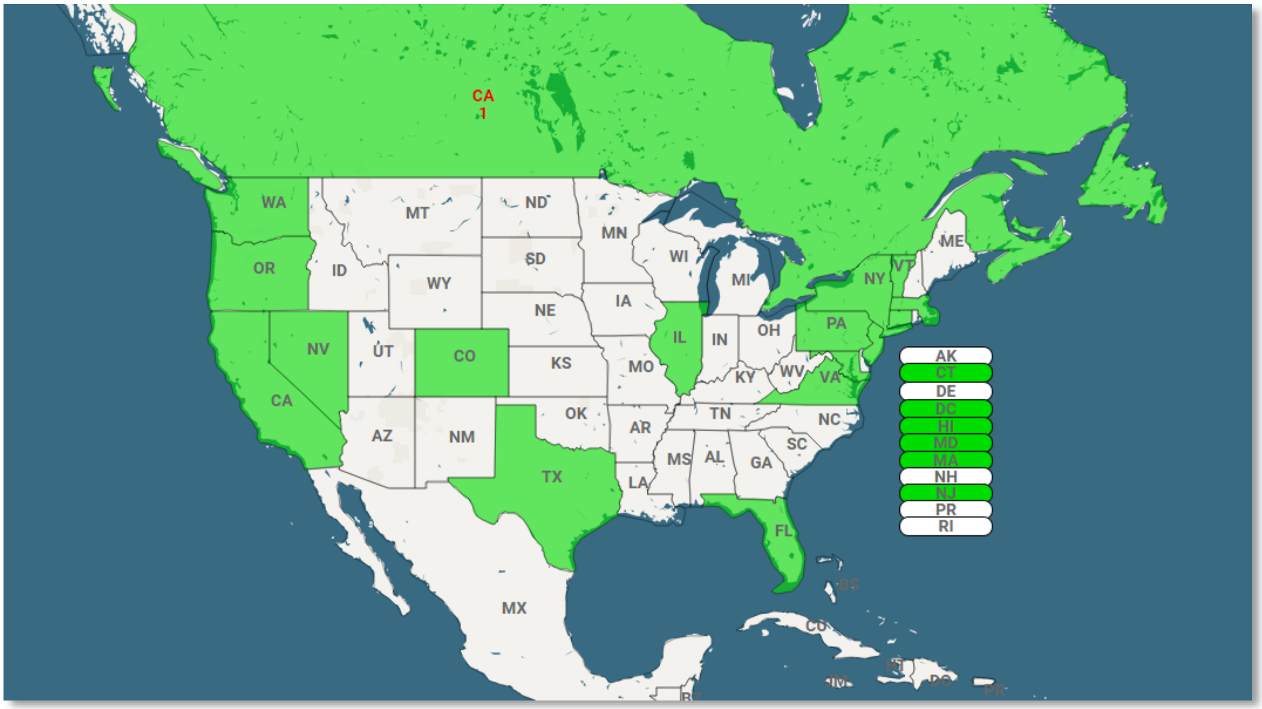
    - **Impacted –** GTT is unable to reach one of the WAN IP addresses to a site with a multiple circuit service. Example: An SD-WAN site with two circuits providing service, with one of the circuits as unresponsive. The site is still active, but there is an item impacting the service that results in a reduction in functionality.
    - **MNT (Monitored, No Ticket)** – This is used when you notify GTT that you do not want auto-ticketing active at an individual location. This option is often used for locations being remodeled or for locations taken down for a long period of time. GTT will continue to monitor this location but will only generate a ticket if you call us.
    - **Suspended –** GTT has suspended a service for nonpayment. To reinstate service, please contact your GTT account team to make payment.

Color Legend



The GTT map view provides information about the status of your sites within a state/country based on the fill color of the territory and the red numbering below the state/country abbreviation. If you do not have locations in a certain state/country, that region will remain white.

Green – A state/country will remain green if fewer than 175 locations are currently monitored and fewer than five locations are down. If GTT is monitoring more than 175 locations in a state/country, the state/country will remain green if less than 2% of the locations are down.

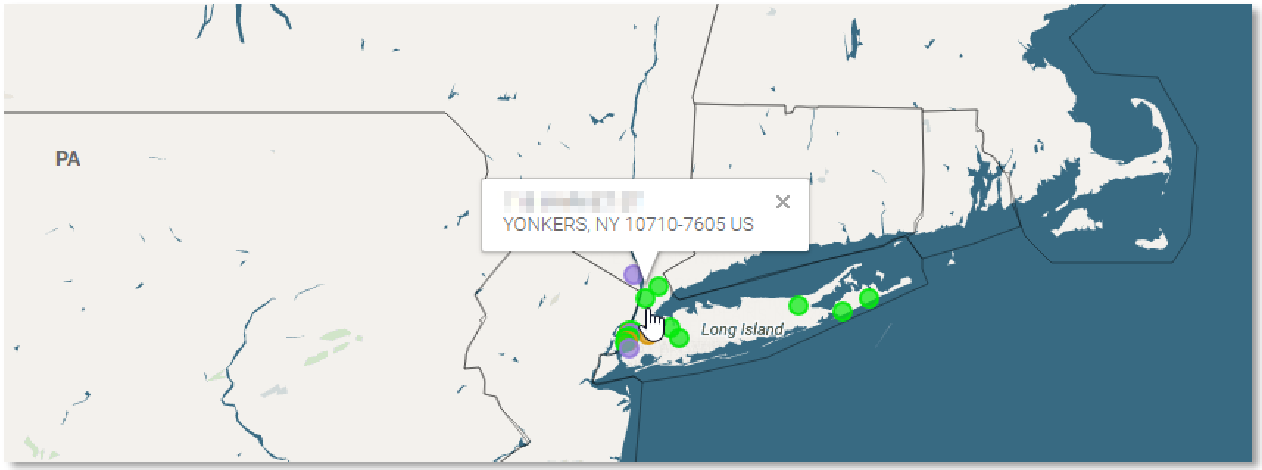
Yellow – A state/country will change from green to yellow if fewer than 175 locations are currently monitored in the state/country and five to nine locations are down. If GTT is monitoring more than 175 locations in a region, that region will remain green until approximately 2% of the locations are down.

Red – A state/country will change from green/yellow to red if GTT is monitoring fewer than 175 locations and 10 or more locations are experiencing a complete outage. If GTT is monitoring more than 175 locations, then the color will change to red when approximately 4% of the locations are experiencing a service-impacting event.

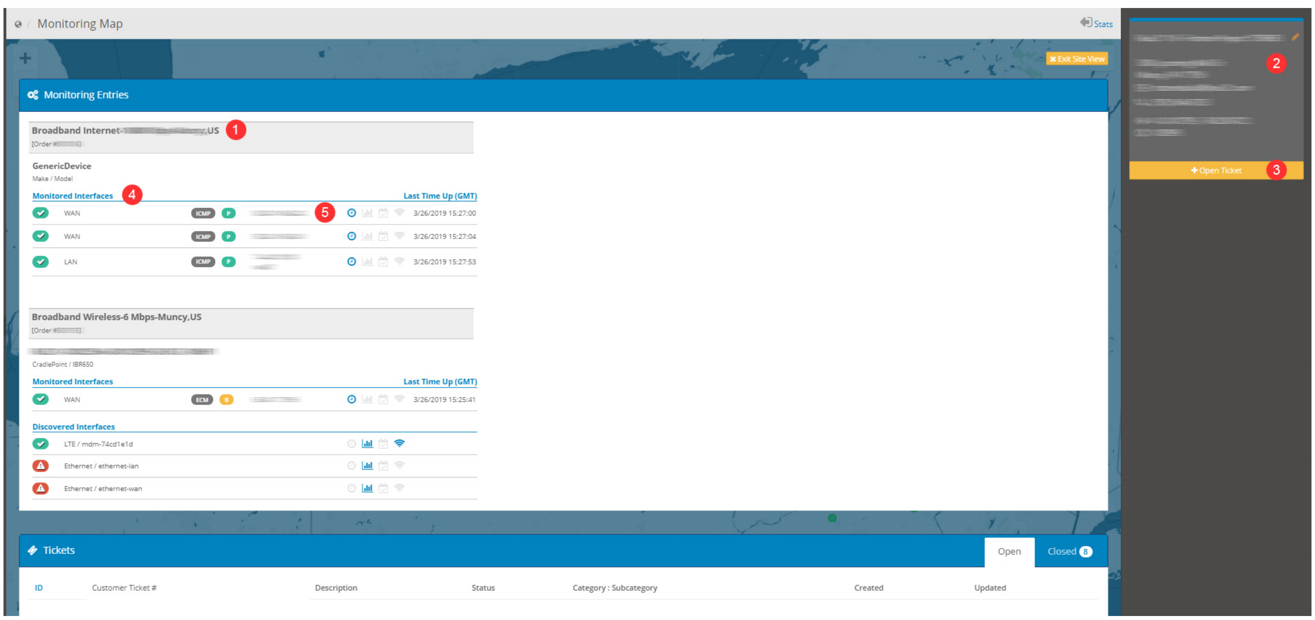
Red Number – The red number within a state/country lets you know how many locations within that state/country are down. The red number presents the total number of down sites regardless of the state/country fill color.

Monitoring Map View – Detail

Click on a specific state/country to drill down and see a more specific view of your locations. Hovering your mouse over a colored dot will pop up the specific site address for an individual location on the map.

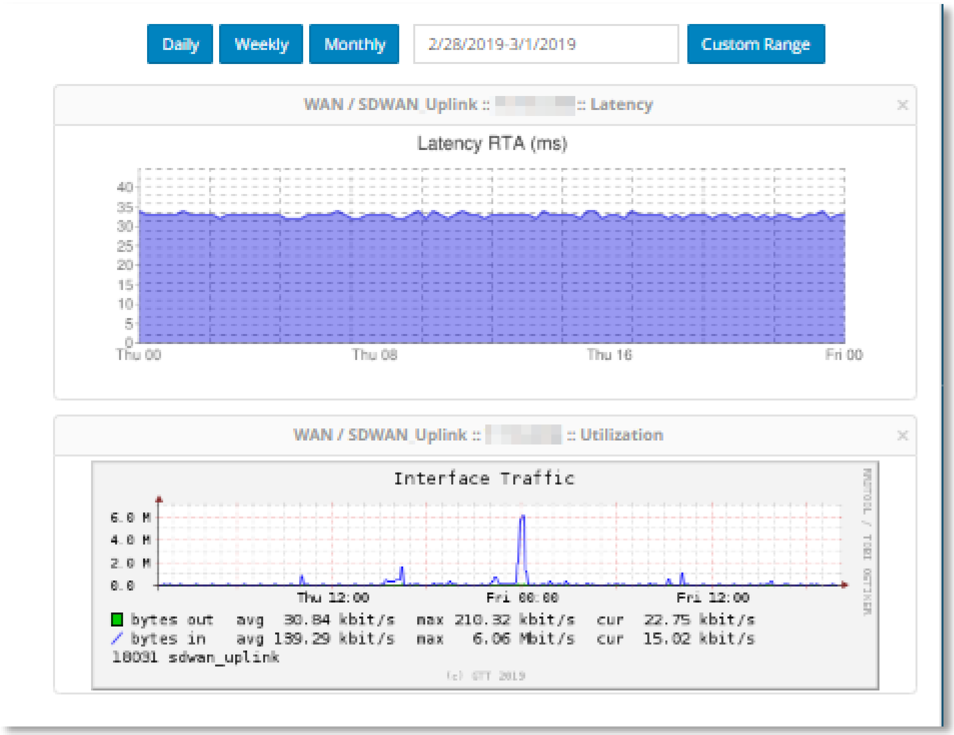


Click on a site to select it, and a window will open with service-specific monitoring details.



1. Hostname and GTT PON
2. Site address
3. Open ticket button
4. List of all monitored interfaces for the site

5. Latency (clock icon) and utilization graphing (bar graph icon) are available to the right of the interface description. Utilization graphing is only available for certain products; if you have any questions about performance monitoring, please contact your GTT account team.

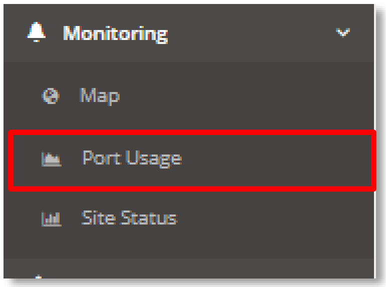


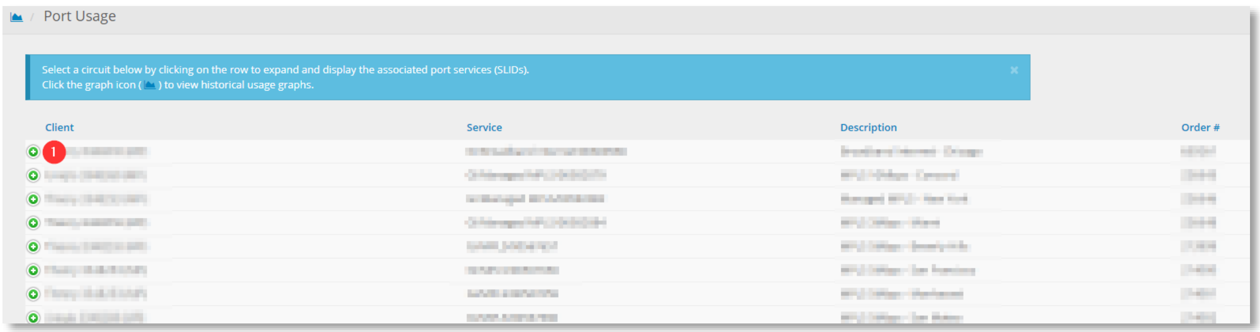
6. If your site is configured for SNMP monitoring, the portal will also display any discovered interfaces for information purposes only. Only monitored interfaces are considered for proactive ticketing.

7. Site ticket history is available below the monitoring elements. The Tickets window defaults to the Open Tickets tab; please select Closed to see the site historical ticket record.

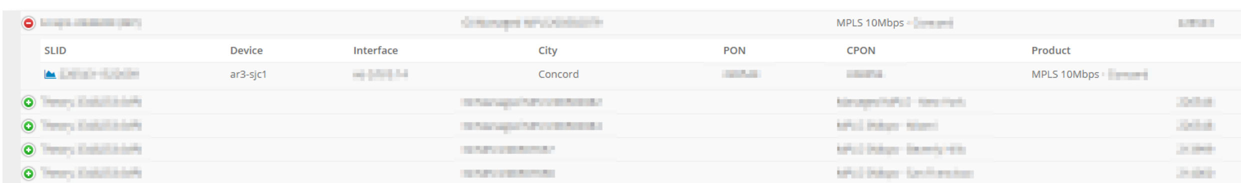
Monitoring Port Usage

This feature is only available for some on-net circuits, including specific DIA and IP Transit services.

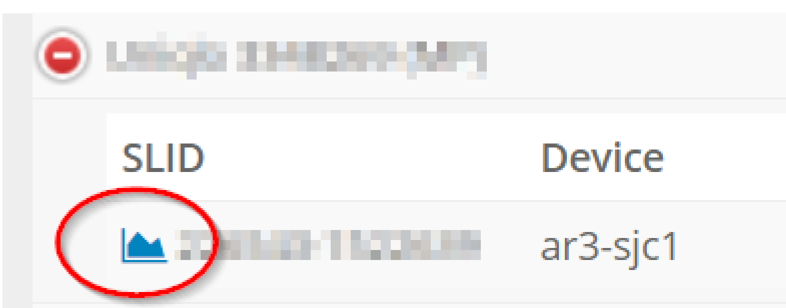




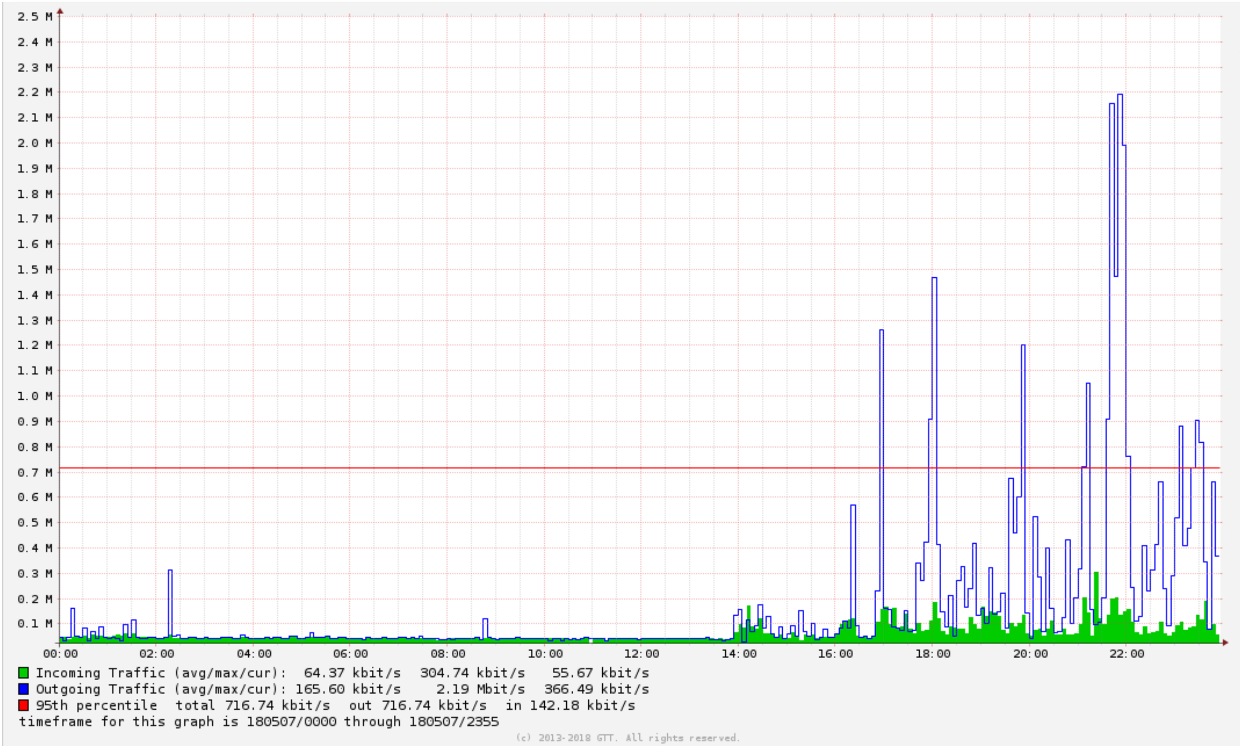
1. Green Plus Sign: Click on the green plus sign to expand the port usage information. In this view, you will see the circuit and the associated port services.



To view the historical usage graphs, click on the solid-blue line chart to the left of the service level ID (SLID).

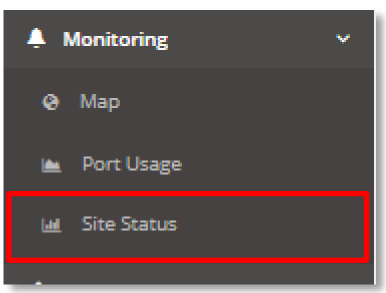


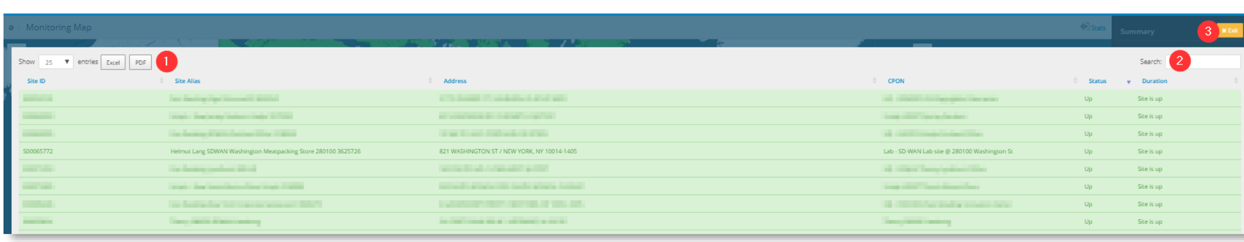
If information is available, you will see a usage graph:



Monitoring – Site Status

By clicking Site Status, you will be able to view a list of sites and their current statuses.



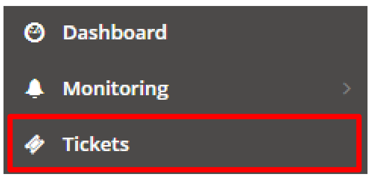


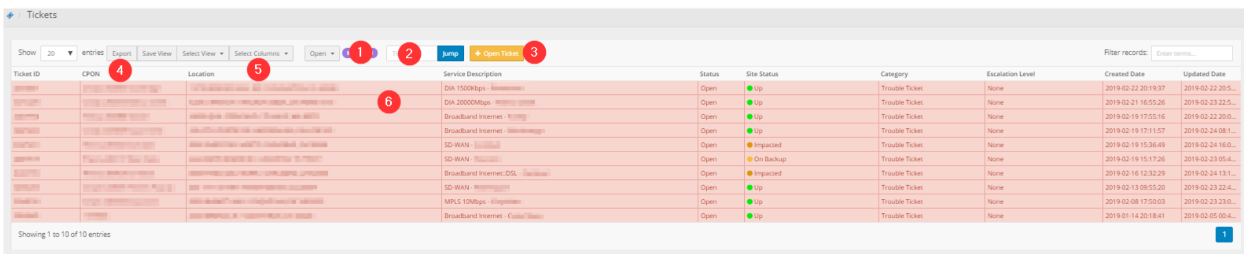
1. You can export the data in Excel or PDF format.

2. You may narrow the list by using the Search function.
3. Exit by clicking the yellow Exit button at the top right of the screen.

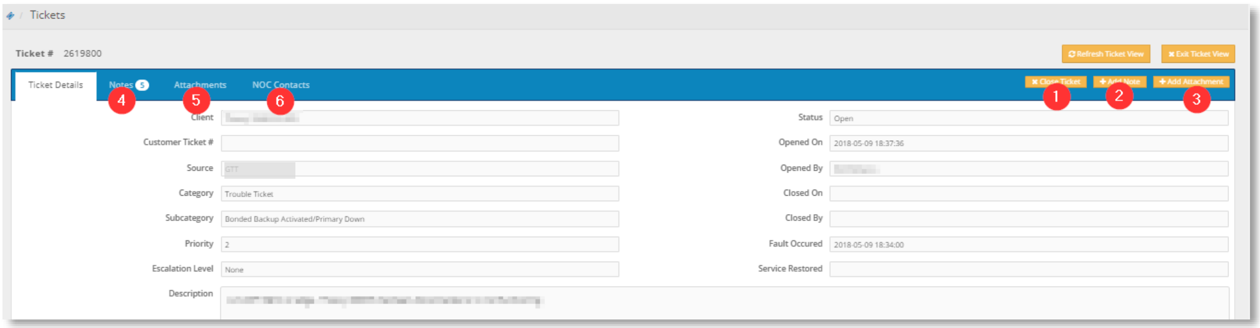
Trouble Tickets

You can open tickets to report issues at sites, receive updates on current tickets and update and close tickets.





1. The ticket view defaults to Open; click on the drop-down menu to select Closed or All Tickets. This screen will show a maximum of 1,000 tickets.
2. If you know the ticket number, you can enter it in the Ticket # field to the left of the blue Jump search bar.
3. Use the Open Ticket button to create a new trouble ticket for one of your services.
4. Ticket lists can be exported in Excel or PDF formats.
5. Set up a custom ticket grid view using the Select Columns menu and selecting the columns you would like included in the report. Once you have set up your customized columns, select Save View and choose a distinctive name. To view your custom grid view, select the name of the view from the Select View drop-down option to the left.
6. By clicking on the ticket row, you will be taken to a detailed view of that incident.

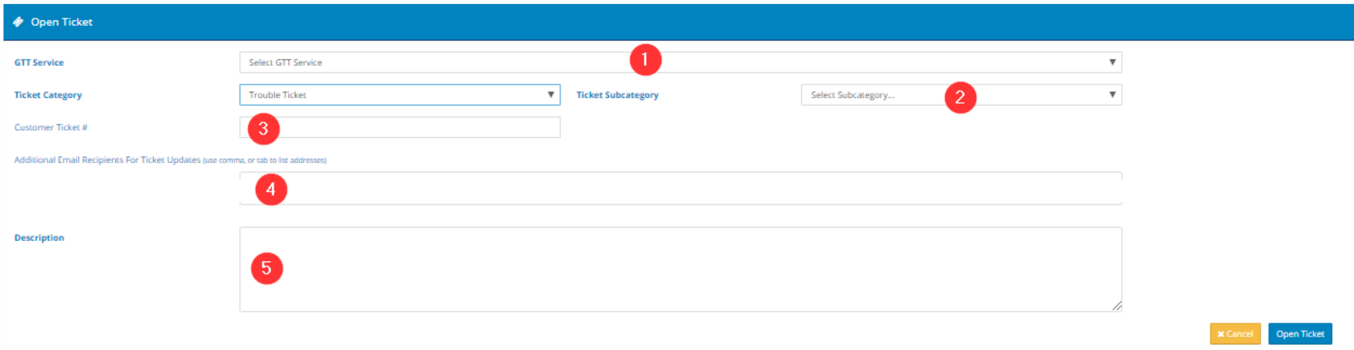


1. If you want to close an open ticket, click on the yellow Close Ticket button in the upper right of this screen. You would close a ticket to indicate the issue has been resolved internally. Example: You discovered a power outage at a site location, and the issue is resolved when the power is restored.
2. On this screen, you can update your ticket by adding a note.
3. If you have an attachment, you can add it to the ticket in this screen. You can upload a PDF, Word, text and/or Excel file.
4. By clicking on the Notes tab, you will be taken to the detailed notes from the GTT ticketing system. Here, you will be able to see the history of the ticket and the external communications.
5. From the Attachments tab, you will see attachments that have been added to this ticket.
6. From the NOC Contacts tab, easily access your NOC contact list, including escalation contacts from the ticket.

Opening Trouble Tickets

You may open a trouble ticket in the following locations:

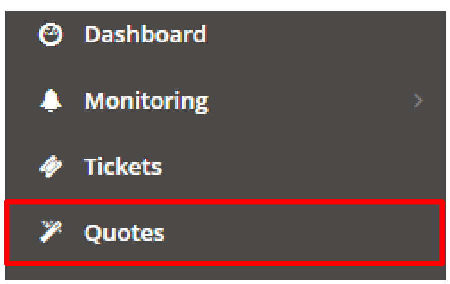
- In the Tickets section, click on the yellow Open Ticket button.
- From the Active Services page, select the Tickets tab and choose the Open Ticket button.
- On the Monitoring Map, drill down into the state/country of your location, click the colored dot on the map that represents your location, and then choose the Open Ticket button on the menu at the right of the screen.



1. Select the GTT service from the drop-down menu (required).
2. Select the ticket subcategory from the drop-down menu (required).
3. If you would like to include an internal ticket ID from your ticket system, please include it in the Customer Ticket # field (optional).
4. Add additional email contacts for this ticket (optional).
5. Please provide details of your request or site issue in the Description field (required).

Quotes

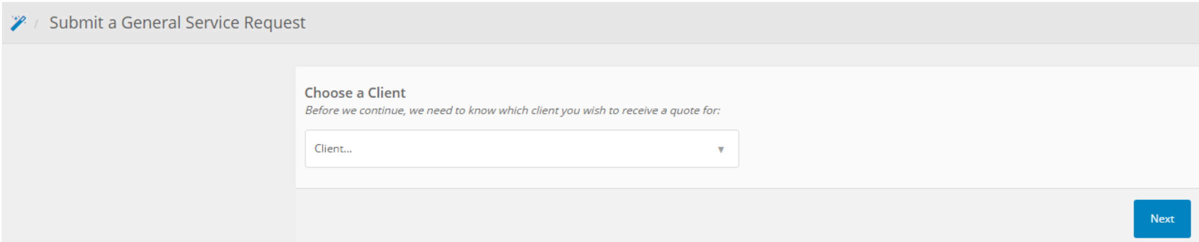
EtherVision can be used to request a quote for new services at a new site or additional services for an existing site.



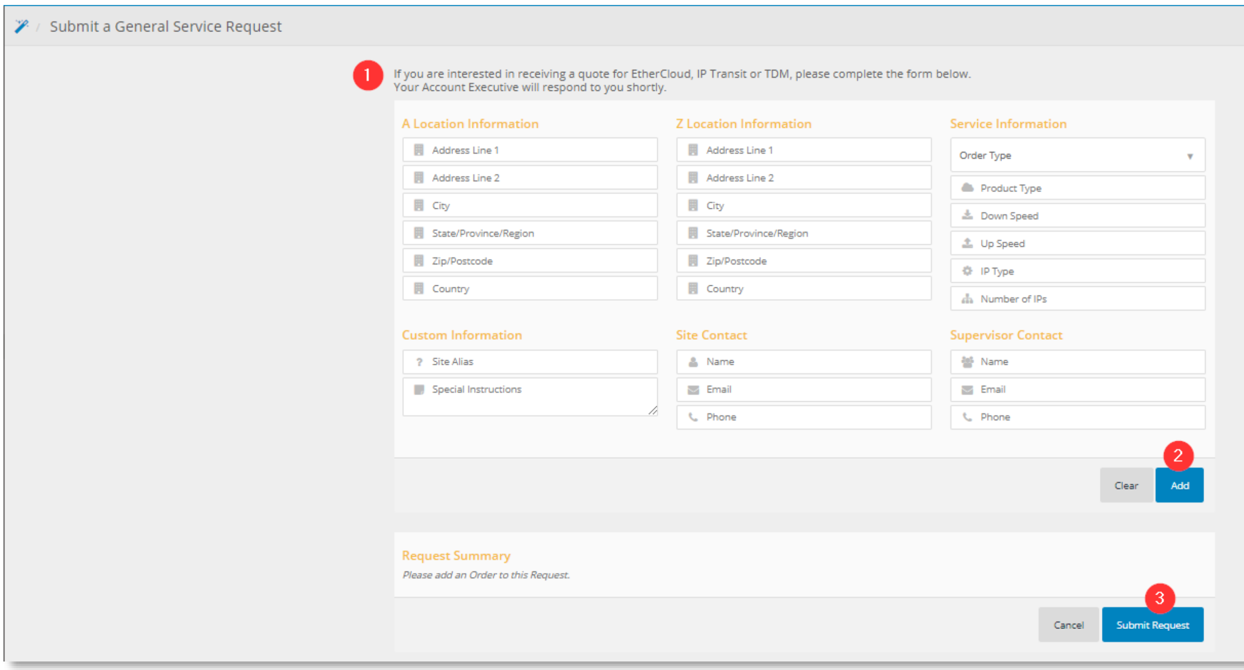
This form will generate an email to your account manager, who will respond to you with pricing for your requested quote.

To request a quote, select the client from the drop-down screen and click Next.

If you do not have multiple clients associated with your account, you will be taken directly to the request form.



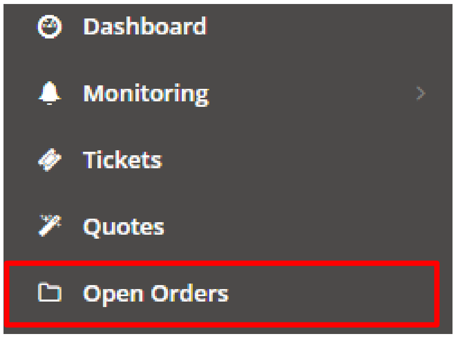
Request form:

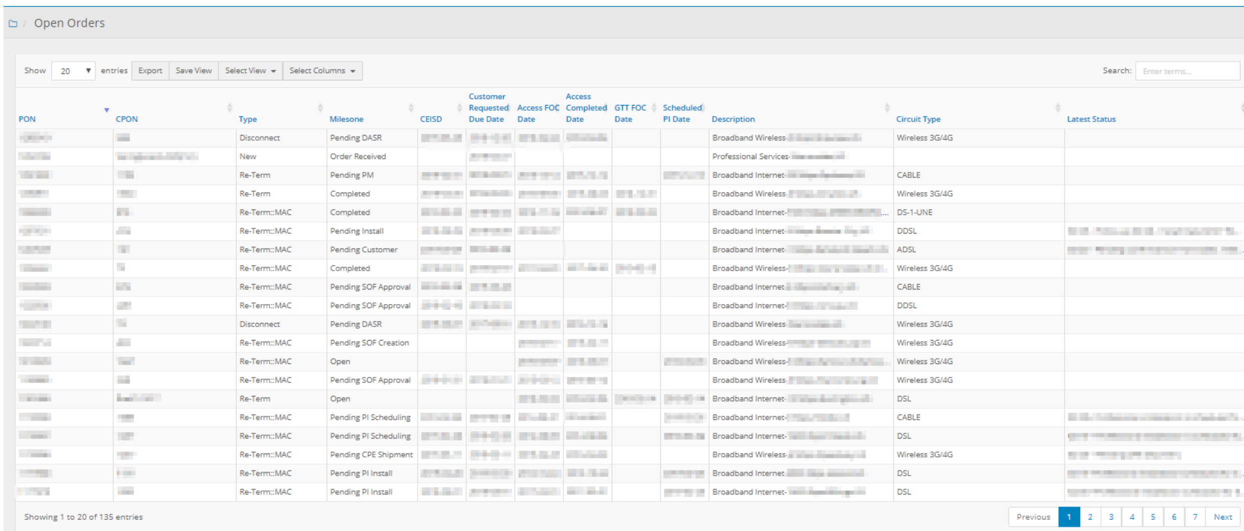


1. Complete the information in the screen below for each quote you would like to receive.
2. If you want to receive multiple quotes, simply click Add and complete the information for each quote.
3. When you have completed all the quote requests, hit the Submit Request button.

Orders

On the Open Orders screen, you can view all open orders, order milestones, current estimated in-service dates (CEISD), firm order confirmations (FOC), scheduled professional installs (PI) and other information about your orders.





Open Orders

Show 20 entries | Export | Save View | Select View | Select Columns — Search: Enter terms...

PON	CPON	Type	Milesone	CEISD	Customer Requested Due Date	Access FOC Date	Access Completed Date	GTT FOC Date	Scheduled PI Date	Description	Circuit Type	Latest Status
		Disconnect	Pending DASR							Broadband Wireless-	Wireless 3G/4G	
		New	Order Received							Professional Services-		
		Re-Term	Pending PM							Broadband Internet-	CABLE	
		Re-Term	Completed							Broadband Wireless-	Wireless 3G/4G	
		Re-Term::MAC	Completed							Broadband Internet-...	DS-1-UNE	
		Re-Term::MAC	Pending Install							Broadband Internet-	DDSL	
		Re-Term::MAC	Pending Customer							Broadband Internet-	ADSL	
		Re-Term::MAC	Completed							Broadband Wireless-	Wireless 3G/4G	
		Re-Term::MAC	Pending SOF Approval							Broadband Internet-	CABLE	
		Re-Term::MAC	Pending SOF Approval							Broadband Internet-	DDSL	
		Disconnect	Pending DASR							Broadband Wireless-	Wireless 3G/4G	
		Re-Term::MAC	Pending SOF Creation							Broadband Wireless-	Wireless 3G/4G	
		Re-Term::MAC	Open							Broadband Wireless-	Wireless 3G/4G	
		Re-Term::MAC	Pending SOF Approval							Broadband Wireless-	Wireless 3G/4G	
		Re-Term	Open							Broadband Internet-	DSL	
		Re-Term::MAC	Pending PI Scheduling							Broadband Internet-	CABLE	
		Re-Term::MAC	Pending PI Scheduling							Broadband Internet-	DSL	
		Re-Term::MAC	Pending CPE Shipment							Broadband Wireless-	Wireless 3G/4G	
		Re-Term::MAC	Pending PI Install							Broadband Internet-	DSL	
		Re-Term::MAC	Pending PI Install							Broadband Internet-	DSL	

Showing 1 to 20 of 135 entries — Previous 1 2 3 4 5 6 7 Next

Use the Select Columns drop-down menu to create and name your own customized view, which can be saved for future use and later accessed by searching for the name of your custom view in the select view drop-down menu.

Orders – Open Orders

When you select Open Orders from the menu, you will see a screen with a list of all orders that are currently in process and are not yet billing. Any order that GTT is installing at a new location will be classified as a new order. This classification also includes move orders where the circuit has been relocated to a new address, as well as circuit upgrade orders that require the vendor to install a new circuit. You can click Export to export the current view to PDF or Excel. The search field will allow you to filter this screen to any value typed in, as it is not tied to just one column. You can search by partial or full order number, partial or full location details, etc.

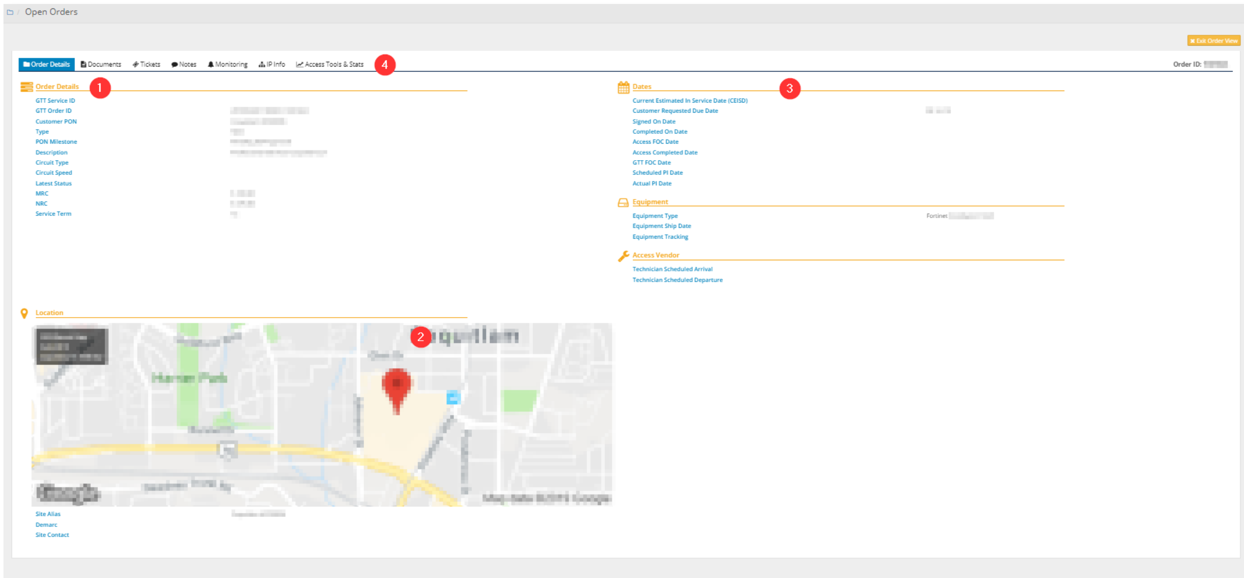
Note that your view may not match the above screenshot exactly, as the fields will vary based on your services and user permissions. The list below highlights some of the information you will be able to review on this screen.

- **PON (Purchase Order Number)**: This is the GTT order number. If you click on a row in the Open Orders list, you will be taken to an Order Details screen.

- **CPON (Customer Purchase Order Number)**: This is a free text field that is populated in the GTT system at your direction, allowing you to choose what information is displayed here. Clients typically populate this field with an internal reference number like a store number. Please contact your account manager to have this modified.
- **Circuit Type**: This is a short description of the service being provided.
- **Description**: This is a longer description of the service being provided.
- **Order Placed**: This is the date that your account manager processed your order within the GTT system.
- **FOC Date (Firm Order Commitment Date)**: This is the confirmed final installation date. Generally, the FOC date is received by GTT within five business days. On some higher-capacity circuits, this date may be delayed until the vendor completes a site survey.
- **Actual FOC Date**: This is the actual date that the underlying access provider was able to provide service to GTT for the delivery of services.
- **IW Date (Inside Wiring Date)**: In some cases, the access provider will need to extend the circuit wiring inside the building to an interior suite or to an extended telephone closet. This date is referred to as the IW date. This field is the initial date provided by the vendor to GTT and is a forward-looking date.

  After the completion of the FOC date, the vendor will provide an IW date within approximately two business days. The IW will generally take between five and 10 business days to complete.
- **Actual IW Date**: This is the actual date on which the vendor completed the IW.
- **Scheduled PI Date (Professional Install Date)**: If your service includes Professional Installation, your project manager will contact you to schedule the installation within two business days of receiving notification from the local access provider that the circuit has been installed. The GTT technician will place the equipment at your direction and verify that the service is up and operational. This field represents the date that this technician will be on-site.
- **Actual PI Date**: This is the actual date that the GTT technician performed the installation.
- **Equipment Shipped Date**: This is the date that the equipment required to provide service for your location was shipped. We will ship the equipment within two business days after GTT has been notified that the access circuit is active. The equipment will arrive prior to the PI date. It is important that the contact GTT has on file to receive the equipment be notified so that the equipment is not refused or lost.
- **Equipment Tracking Number**: Once the equipment has been shipped, this field will be updated with the tracking number. You will be able to look at the shipper website to see the current status of your package. Details vary by provider.

Order Details Screen

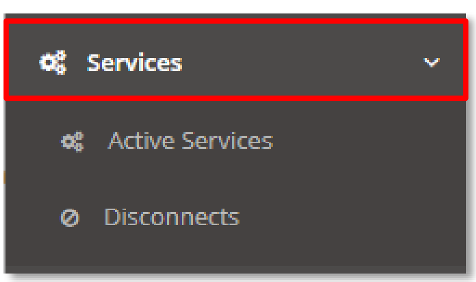


The Order Details screen provides you with information regarding your new order.

1. The top portion of the screen provides you with the details of the order, including Service ID, Order ID, CPON, Service Description and other information.
2. The location is the address to which we are delivering the service.
3. This section lists important dates regarding the delivery of your service.
4. The top navigation bar allows you to view documents associated with this order, view a trouble ticket for this order, add notes, view monitoring entries for the circuit and view any IP addresses allocated to this service.

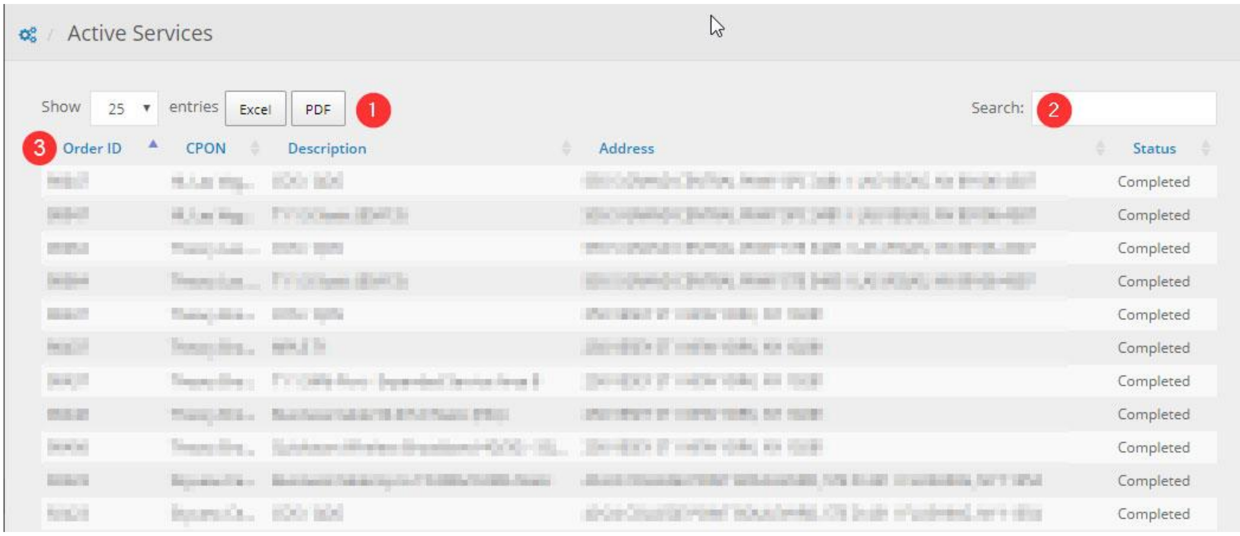
Services

The Services section of the portal displays all services that are currently up and active on your account. Both active and disconnected services will be displayed here.



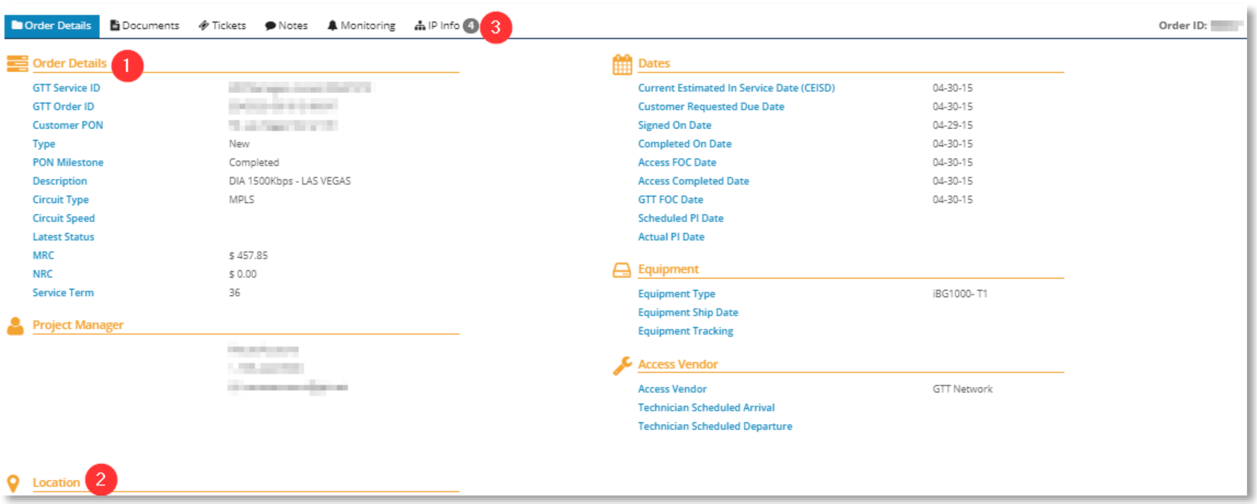
Services – Active Services

All active services will be displayed in this section and can be exported.



1. From this screen, you can export the current view to PDF or Excel.
2. The search field will allow you to filter this screen to any value typed in, as it is not tied to just one column. If you know your order number, type it here. If you know the city, you can type it in this field. Your view will be filtered by the criteria.
3. Service Details: Note that your view may not match the above screenshot exactly, as the fields will vary based on your services and user permissions. The list below highlights some of the information you will be able to review on this screen.
    - **Order ID**: This is the Purchase Order Number (PON) that GTT uses to identify your order for this service.
    - **CPON**: This is the Customer Purchase Order Number (CPON) or location identification that you provided to your account team when you ordered this service.
    - **Description**: This is the description of your order at the order level. This description applies to the order and includes all services installed at your location.
    - **Address**: This is the address of the circuit.
    - **Status**: This is the status of your service.

By clicking on the individual service, you will be able to view additional details.



This screen provides you with information regarding your active services.

1. The top portion of the screen provides you with the details on the order, including Service ID, Order ID, CPON, Service Description, and other information.
2. The A location is the address to which we are delivering the service.
3. The top navigation bar allows you to view documents associated with this order, open a trouble ticket, add notes, view monitoring entries for the circuit and see any IP addresses allocated to this service.

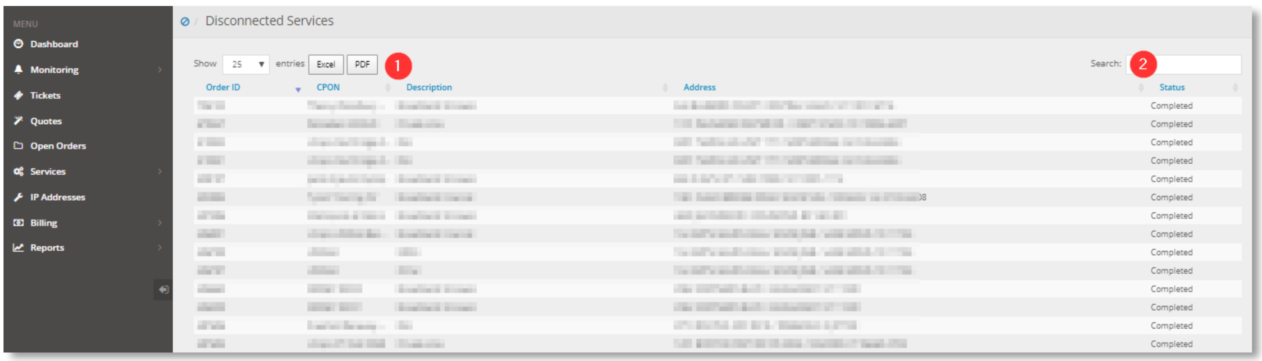
You can open a trouble ticket for an active service location by selecting the Tickets tab. When you click on the location that requires a trouble ticket, you will come to the below screen. Click the Open Ticket button, and then follow the instructions in the Trouble Tickets section of this document.

Services – Disconnects

As you deactivate services with GTT, the disconnect orders will be displayed here.

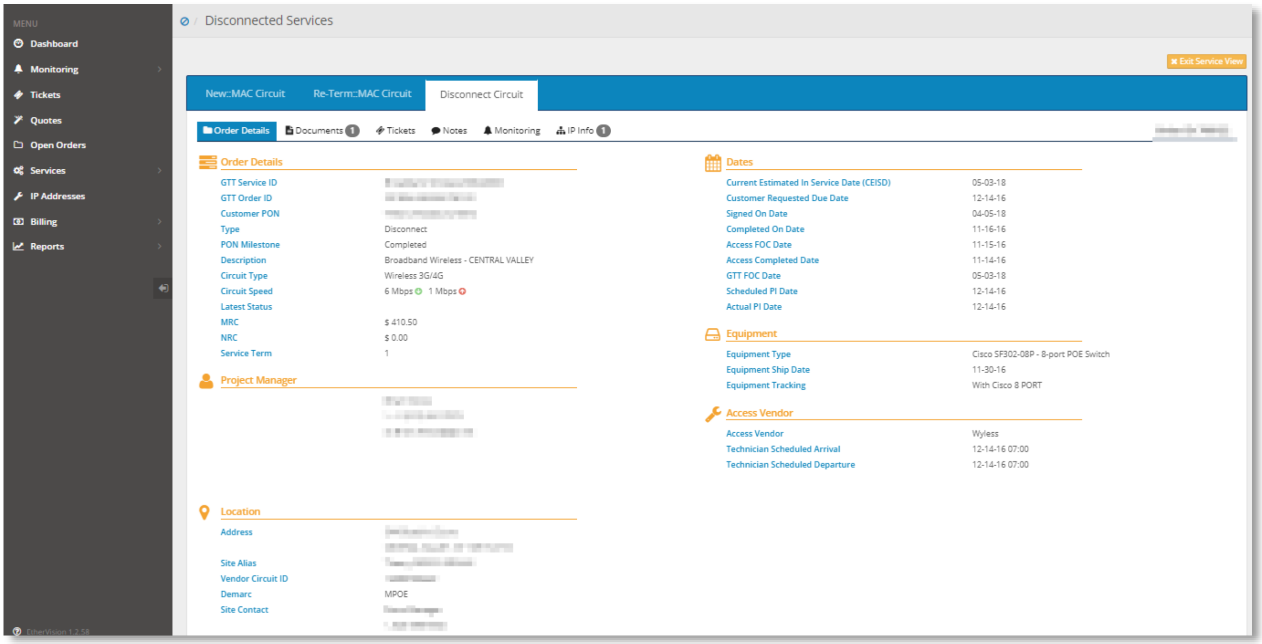
When GTT upgrades a service, your account manager will build the order as a change order. If you request parallel service, GTT will create a new order as well as a disconnect order.

Disconnected orders will be shown in this Disconnected Services screen.



1. From this screen, you can export the current view to PDF or Excel.
2. The search field will allow you to filter this screen to any value typed in, as it is not tied to just one column. If you know the city, you can type it in this field. Your view will be filtered by the criteria.
    - **Order ID**: This is the Purchase Order Number (PON) that GTT uses to identify your order for this service.
    - **CPON**: This is the Customer Purchase Order Number (CPON) or location identification that you provided to your account team when you ordered this service.
    - **Description**: This is the description of your order at the order level. This description applies to the order and includes all services installed at your location.
    - **Address**: This is the address of the circuit.
    - **Status**: This is the status of your disconnected services.

By clicking on the individual service, you will be able to view additional details of the service.

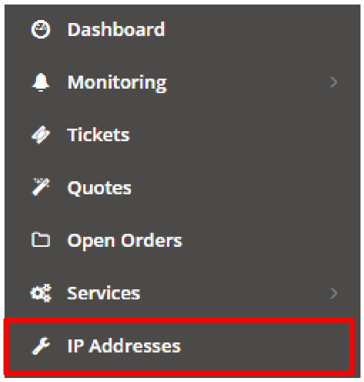


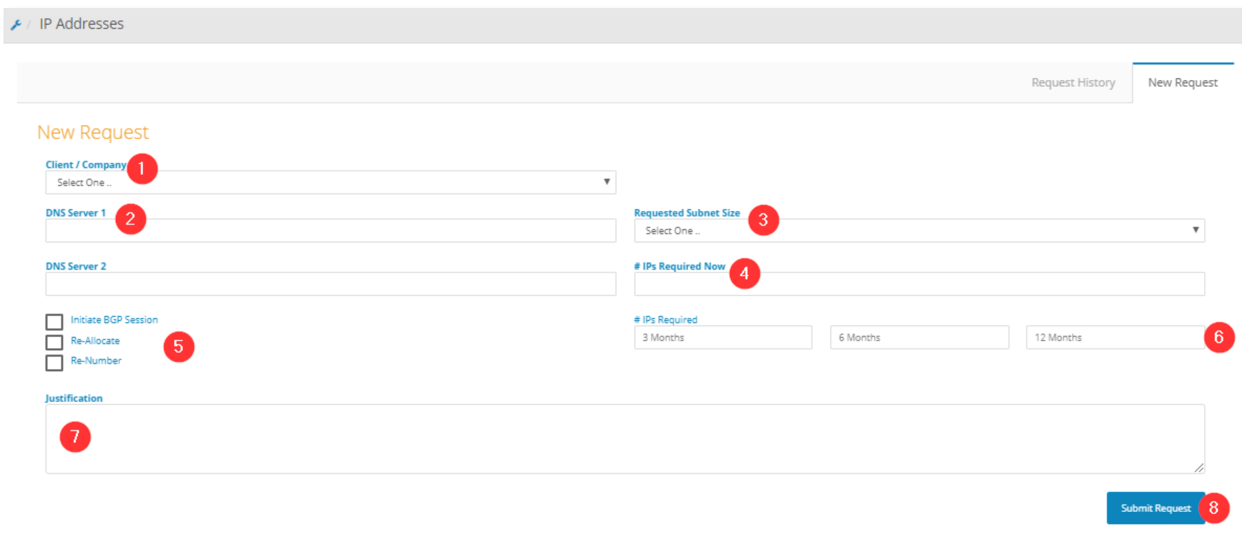
Based on the type of service, there may be multiple tabs at the top of this page representing the disconnected and new services.

1. New MAC Circuit: This provides information about when the service was originally installed.
2. Re-Term: MAC Circuit: This shows a Move/Add/Change order for this service.
3. Disconnect Circuit: This shows information on when the disconnected service was completed.

IP Addresses

The EtherVision client portal allows you to request additional IP addresses in the default New Request tab or to view the history of prior requests in the Request History tab.





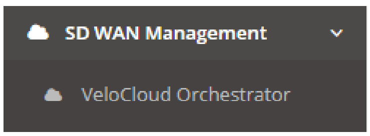
Click on IP Addresses. This will take you to the screen shown above where you can submit your request. Note that all fields are mandatory. Follow the instructions below:

1. Select the company name.
2. Indicate the DNS servers for delegation of reverse records (PTR).
3. Request the subnet size from the options provided in the drop-down menu.
4. Add the number of IPs required.
5. Click the appropriate box.

6. Indicate the requested length of time. This is for planning purposes for your needs over the next three, six and 12 months.
7. Provide justification for why you are requesting the IP addresses. If you have any questions, please contact your GTT account team.
8. Click the Submit Request button when you are ready to submit your request.

SD-WAN Management

Depending on your services and user permission level, you may have access to the SD-WAN Management menu item.

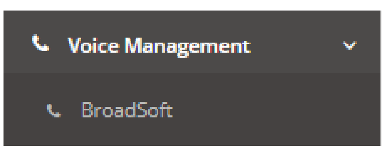


This screen will open a new page. Click the button to open a new browser window to log in to the SD-WAN management portal, which will allow you to view your SD-WAN service performance.

The SD-WAN portal uses different credentials than your EtherVision account. Please contact your account manager if you require login credentials for the SD-WAN portal.

Voice Management

Depending on your services and user permission level, you may have access to the Voice Management menu item which allows you to access your voice services portal. Your portal may differ from the one shown below.

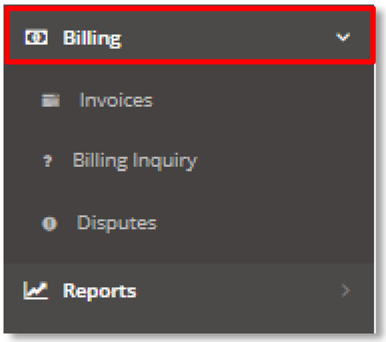


This screen will open a new page. Click the button to open a new browser window to log in to the GTT online voice portal, which will allow you to view and manage your voice services.

The voice portal uses different credentials than your EtherVision account. Please contact your account manager if you require login credentials for the voice portal.

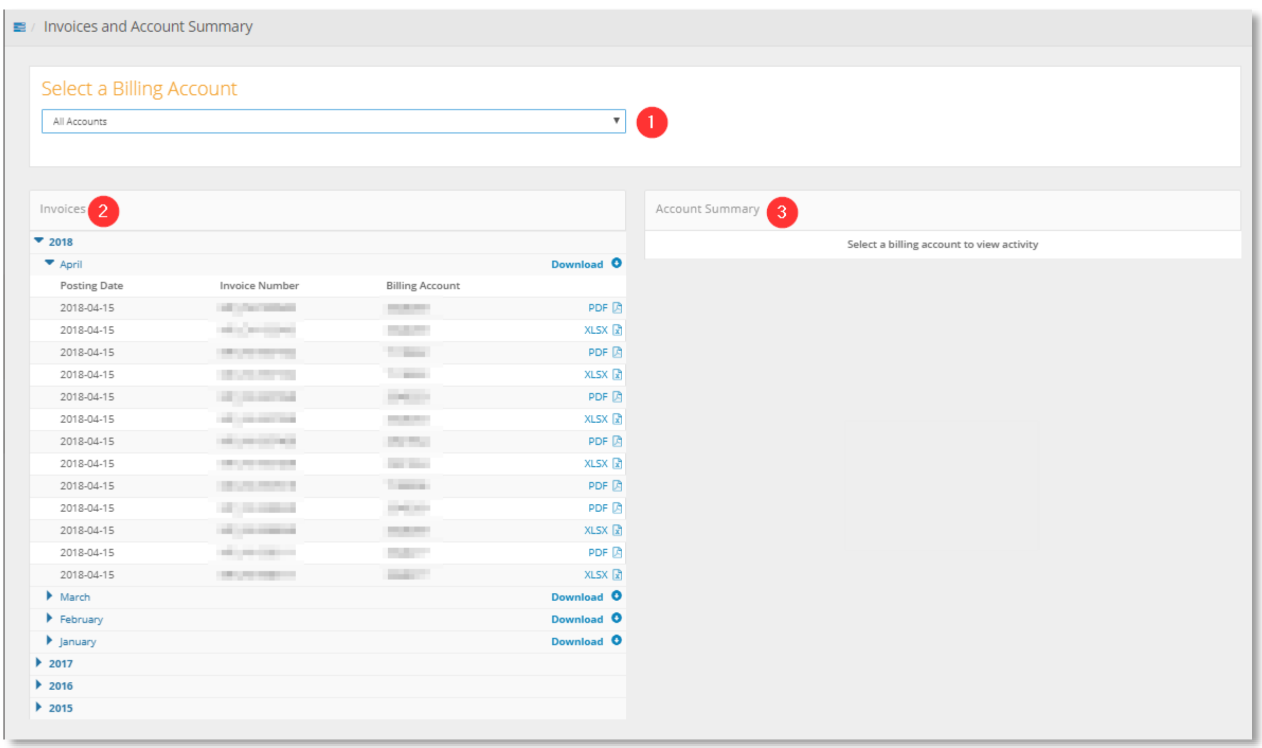
Billing

This section of the portal will allow you to download your invoices, submit a billing inquiry or view the status of any billing disputes on the account. Note that this section is available only to users who have the appropriate billing permissions.



Billing – Invoices

The Invoices screen will list the current invoices that have been sent from the GTT billing system, organized by date. These are available in Excel or PDF format. This screen is only available to users with "read or update financial info" permissions.

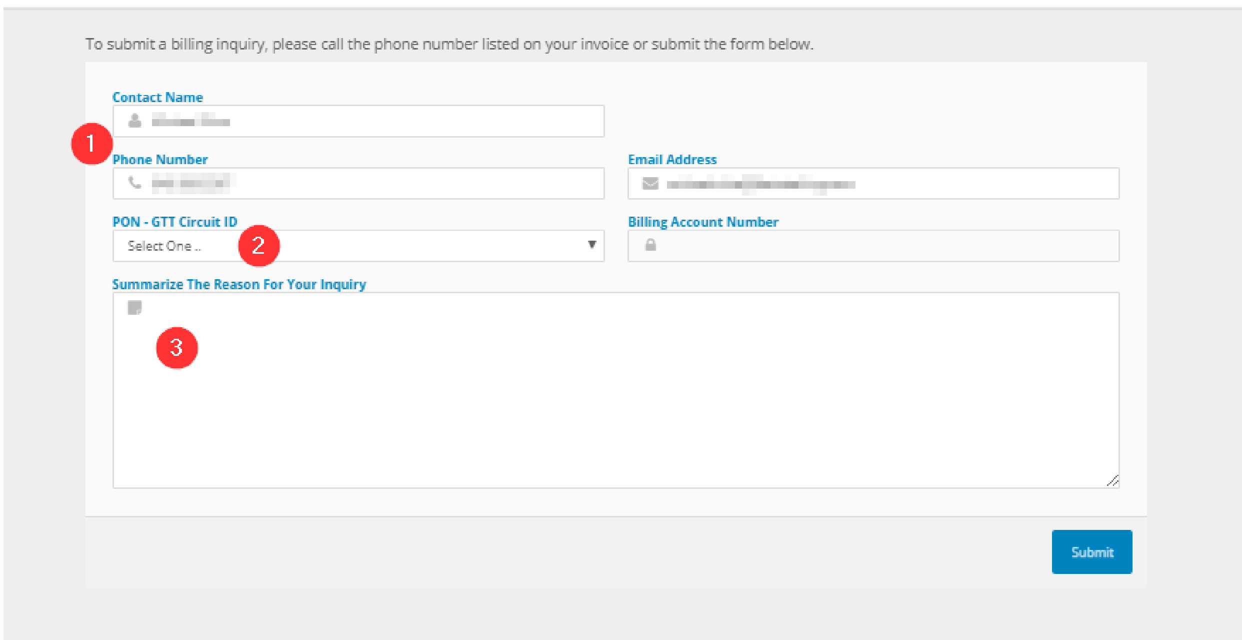


1. Select a billing account number (BAN) to view the invoices associated with an individual BAN and see an account summary.
2. All invoices associated with all BANs are listed in the invoices tab.
3. The Account Summary field shows a record of past invoices, payments and credit memos.

If you have the appropriate permissions, you will be able to use the upper tabs on this screen to make a payment against an invoice via credit card, add a credit card in the Payment Methods tab, see if your account is enabled for auto-payment in the Auto-Pay Settings tab, and view and manage the billing contacts for your organization in the Billing Account Details tab.

Billing – Submit Billing Inquiry

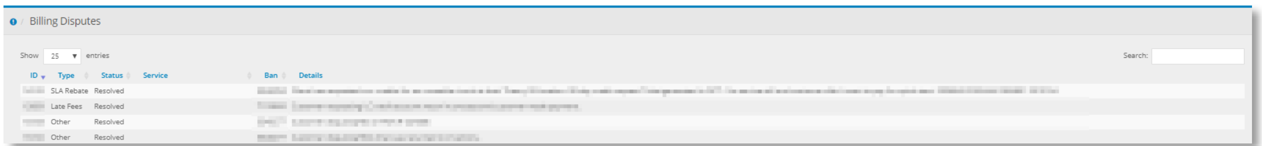
From the Billing Inquiry section of the portal, you will be able to submit a billing inquiry to GTT's billing team.



1. Your contact information is pre-populated.
2. Select the GTT PON about which you would like to inquire.
3. Summarize the reason for your inquiry, including as much detail as possible.

Billing – Disputes

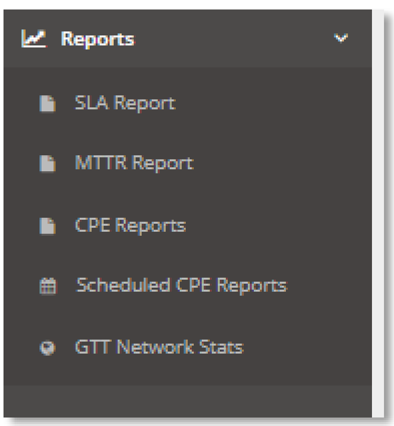
From the Disputes section of the portal, you will be able to view any billing disputes. Information includes dollar amount, details and dispute status.



Reports

The Reports section provides the ability to run reports on the network performance of several elements of GTT's network. You can view the reports online or download them in Excel format.

Depending on your services and level of permissions, you may have access to some or all of these reports.

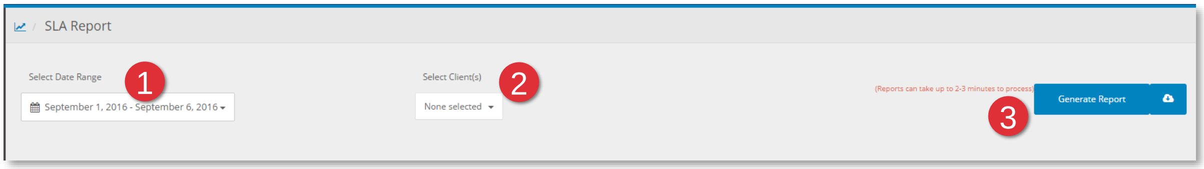


SLA and MTTR Reports

The SLA report shows the calculated availability for a service based on events from GTT's network monitoring and ticketing platforms.

The MTTR report tells you the length of time to bring the service back online.

Both reports contain the same fields.

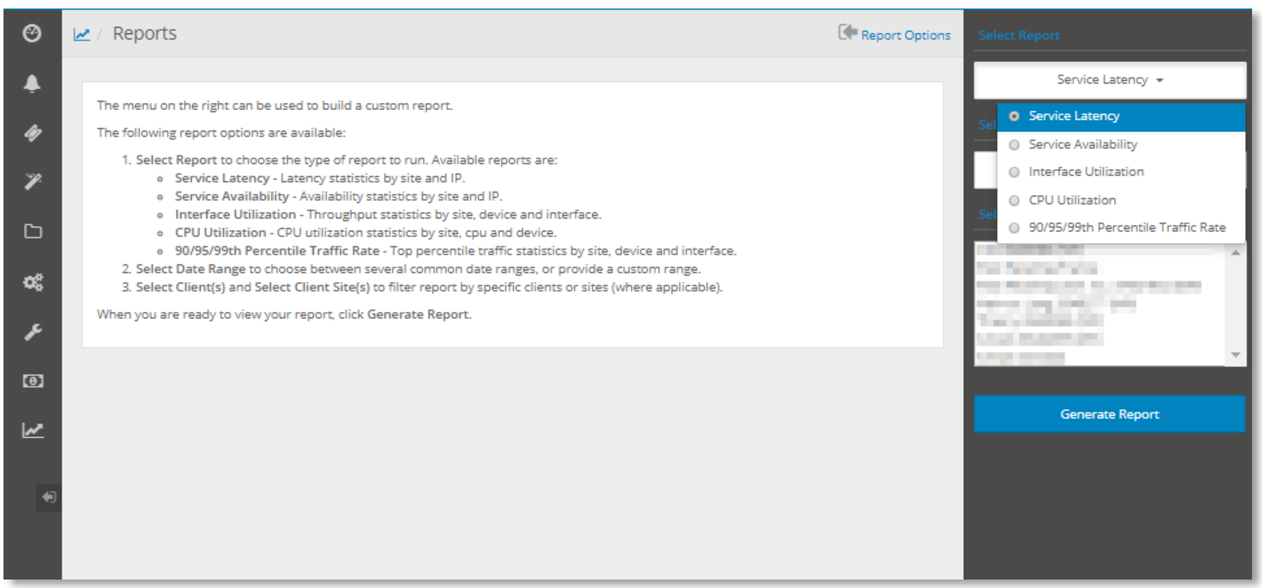


1. Select the date range for which you want to generate a report.
2. Select the client or sub-client.
3. Generate the report.

Please note that these reports may take two to three minutes to generate due to the large volume of data being processed.

CPE Reports

Under the CPE Reports menu item, you can create a custom report detailing performance of your services based on CPE at your site(s).



The menu on the right can be used to build a custom report.

The following report options are available:

- **Service Latency**: Latency statistics by site and IP
- **Service Availability**: Availability statistics by site and IP
- **Interface Utilization**: Throughput statistics by site, device and interface
- **CPU Utilization**: CPU utilization statistics by site, CPU and device
- **90/95/99th Percentile Traffic Rate**: Top percentile traffic statistics by site, device and interface

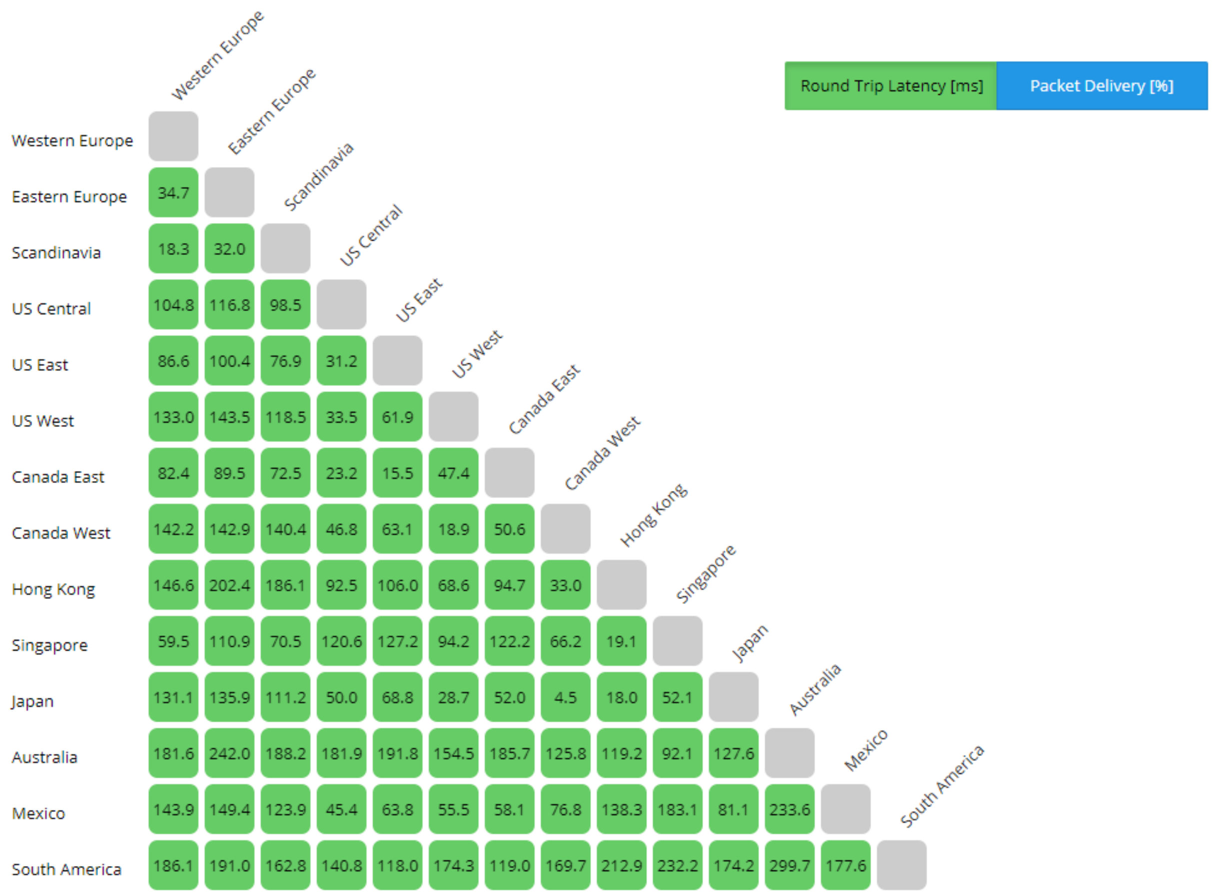
The Select Date Range field allows you to choose between several common date ranges or to specify a custom range.

The Select Client(s) and Select Client Site(s) fields allow you to filter the report by specific clients or sites (where applicable).

When you are ready to view your report, click Generate Report.

GTT Network Stats

GTT Network Stats display the reach and health of the GTT core network. When the page first loads, you will see network stats by region. Drill down on any of the green squares for a more detailed view.



	Western Europe	Eastern Europe	Scandinavia	US Central	US East	US West	Canada East	Canada West	Hong Kong	Singapore	Japan	Australia	Mexico	South America
Western Europe														
Eastern Europe	34.7													
Scandinavia	18.3	32.0												
US Central	104.8	116.8	98.5											
US East	86.6	100.4	76.9	31.2										
US West	133.0	143.5	118.5	33.5	61.9									
Canada East	82.4	89.5	72.5	23.2	15.5	47.4								
Canada West	142.2	142.9	140.4	46.8	63.1	18.9	50.6							
Hong Kong	146.6	202.4	186.1	92.5	106.0	68.6	94.7	33.0						
Singapore	59.5	110.9	70.5	120.6	127.2	94.2	122.2	66.2	19.1					
Japan	131.1	135.9	111.2	50.0	68.8	28.7	52.0	4.5	18.0	52.1				
Australia	181.6	242.0	188.2	181.9	191.8	154.5	185.7	125.8	119.2	92.1	127.6			
Mexico	143.9	149.4	123.9	45.4	63.8	55.5	58.1	76.8	138.3	183.1	81.1	233.6		
South America	186.1	191.0	162.8	140.8	118.0	174.3	119.0	169.7	212.9	232.2	174.2	299.7	177.6	

Example detail view:

Canada East, Western Europe:

	AMS	ANR	BCN	BRU	DUB	DUS	FRA	HAM	LON	MAD	MAN	MIL	MRS	MUC	PAR	ROM	TRN	VIE	ZUR
MTL	62.2	45.6	102.6	83.8	71.5	74.4	57.6	63.0	60.2	89.0	82.7	74.8	92.3	94.2	84.9	99.9	110.9	99.5	63.9
TOR	71.6	40.6	113.8	74.1	79.1	56.6	69.8	79.5	66.5	111.4	90.5	77.2	97.6	90.4	93.2	108.8	95.6	44.5	89.6

Conclusion

This document outlines the features currently available in EtherVision. GTT is continuously working to expand the functionality and usefulness of our client portal. We welcome any feedback or suggestions to improve EtherVision's effectiveness in helping you to manage your services. Please provide any suggestions to your account manager or by using the feedback form, which is located on the bottom left of the menu options.