MNS MONITORING
SERVICE DESCRIPTION

FEATURES & BENEFITS	MANAGED WAN SERVICE OPTIONS		SNMP MONITORING	PING MONITORING SERVICE OPTIONS	
	MANAGED PLUS	MANAGED	CIRCUIT ONLY WITH REMEDIATION	CIRCUIT PING MONITORING WITH REMEDIATION	BASIC CIRCUIT PING MONITORING
	LEVEL 5 SKU# VMP22	LEVEL 4 SKU# VM21	LEVEL 3 SKU# VJ21	LEVEL 2 SKU# VA21	LEVEL 1 SKU# VB21
US-BASED NETWORK OPERATIONS CENTER (NOC)					
•24/7/365 Proactive Monitoring	√	√	√	√ *(Every 5 min. via ICMP Ping)*	√ *(Every 5 min. via ICMP Ping)*
•24/7/365 Support	√	√	√	√	N/A
INCIDENT IDENTIFICATION/VALIDATION					
•Fault Detection	√	√	√	√	√
•Network Performance Detection	√	√	√	√ *(Limited)*	N/A
•Security Event Detection (Meraki Only)	√	√	N/A	N/A	N/A
•Service Impact View	√	N/A	N/A	N/A	N/A
•Network Mapping	√	N/A	N/A	N/A	N/A
COMMUNICATIONS					
•Incident Notifications	√	√	√	√	√
•Automatic Customer Notifications	√	√	√	√ *(Via Email)*	√ *(Via Email)*
•Carrier Notifications	√	√	√	√	N/A
•Network Performance Notifications	√	√	√	N/A	N/A
PERFORMANCE MANAGEMENT					
•Incident Triage	√	√	√	√ *(Circuit Only N/A for IP Device)*	N/A
•Incident Resolution	√	√	√	√	N/A
•Device Change Management	√	√	N/A	N/A	N/A
•RMAs	√	√	N/A	N/A	N/A
REPORTING/METRICS					
•Near Real-time Device Metrics	√	√	N/A	N/A	N/A
•Network Performance Reporting	√	√	N/A	N/A	N/A
•Service Provider Reporting	√	√	N/A	N/A	N/A
VISUALIZATION					
•Secure Web Portal Access to Trouble Ticketing System	√	√	√	√	N/A
•Comprehensive Secure Web Portal Access	√	√	N/A	N/A	N/A
•Enhanced Dashboard	√	N/A	N/A	N/A	N/A

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LEVEL/DESCRIPTION	USE CASE	INCLUDES	NOT INCLUDED
Level 1 **Basic Circuit Ping Monitoring**	For Clients with IT and NOC Support Teams to drive resolution upon outage reporting. Designed for Carriers and Circuits not under our management, including those we are not re-billing.	24/7/365 Proactive Monitoring via ICMP Ping, Fault Detection and Automatic Customer Notification via email.	Triage or Remediation of any circuit or Customer IP Enabled Device.
Level 2 **Circuit Ping Monitoring with Remediation**	For Clients who need proactive remediation of circuit issues with standard reporting metrics. Designed for EnTelegent circuits or circuits under EnTelegent Management including re-billed circuits.	24/7/365 Proactive Monitoring via ICMP Ping, Fault Detection and Automatic Customer Notification via email. In addition, Clients receive Online Access to our Trouble Ticketing System (TTS) and Incident Resolutions.	Management of any Customer IP Enabled Device.
Level 3 **Circuit Only Monitoring with Remediation**	Clients looking for maximum insight into network incidents leveraging SNMP polling to obtain network and CPE performance metrics with proactive circuit remediation.	24/7/365 Proactive Monitoring utilizing ICMP and SNMP polling with trouble ticket resolution of a WAN circuit. Management includes the circuit and carrier modem, if applicable and NOC support for (1) circuit.	Troubleshooting or RMA of customer and/or Carrier provided Router, Firewall, SD-Wan Device, etc.
Level 4 **Managed Wan**	For Clients who need a turnkey or fully co-managed SD-WAN environment or managed infrastructure for existing or newly purchased CPE featuring comprehensive support - RMAs, MACD, Configuration Changes, Circuit Resolution and more across multiple Vendors.	24/7/365 Proactive Monitoring with NOC Support, Fault Detection, Carrier and Customer Notification, Incident Resolution, Network Performance Alerting and Reporting, Device Change Management, Comprehensive Customer Portal, Open API. One (1) Managed Device, up to three(3) Circuits per Device.	N/A
Level 5 **Managed Wan Plus**	For Clients who need a turnkey or fully co-managed SD-WAN environment or managed infrastructure with comprehensive support - RMAs, MACD, Configuration Changes, Circuit Resolution, Design, Deployment and more across multiple Vendors with enhanced features and analytics.	24/7/365 Proactive Monitoring with NOC Support, Fault Detection, Carrier and Customer Notification, Incident Resolution, Network Performance Alerting and Reporting, Device Change Management, Comprehensive Customer Portal, Open API. One (1) Managed Meraki Device, up to three(3) Circuits per Device.	NA