



State of Texas

TEX-AN Next Generation

Capacity Management Plan

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1. INTRODUCTION

1.1. Purpose

The purpose of this Capacity Management Plan is to disclose methods for maintaining and enhancing the bandwidth of each connection at a level that fulfills associated Service Level Agreements (SLAs).

2. CAPACITY MANAGEMENT APPROACH

2.1. Capacity Management

tw telecom monitors network capacity based on the subscribed service bandwidth and actual utilization. Service volume cannot exceed a specified oversubscription level and is monitored based on service orders. Average utilization is measured on five minute intervals.

For all transport services the circuit capacity is completely dedicated to the customer for their exclusive use. tw telecom transport services guarantee the bandwidth for customer. tw telecom completes testing at turn-up to ensure the service/circuit meet appropriate service specifications.

From a core IP capacity standpoint, the tw telecom network is over engineered. tw telecom utilizes a 60% threshold upgrade policy, whereby once sampled rates on a given core link begin to exceed 40%, plans are put in motion to upgrade the link. This upgrade is typically in place by the time link utilization reaches 60%.

A scheduled maintenance notification will be sent out if DIR will be impacted by the upgrade. DIR will be notified via the mutually agreed to Change Management process.

As part of an ongoing effort to aid tw telecom's customers in monitoring their circuit utilization, for all services where tw telecom measures the current bandwidth on that circuit (i.e. Internet, some Metro Ethernet services, MPLS, and some voice services) tw telecom's Customer Interaction System includes automated alerts to notify service teams of potentially recurring issues such as outages or bandwidth over-utilization. For voice services, capacity can be analyzed by reviewing trunk group reports. This information will then be communicated to DIR during the regular meetings with your account team or on an ad-hoc basis as needed.