



CAPACITY MANAGEMENT PLAN

TW Cable's Capacity Management Plan discloses its methods for maintaining and enhancing the bandwidth of each connection at a level that fulfills associated Service Level Agreements (SLAs).

Time Warner Cable Business Class performance monitoring ensures our core network is up and operational with full scalability at all times. Time Warner Cable Business Class measures upgrade criteria on fail over capacity to ensure in failure scenarios, bandwidth is always available. Service Level Assurance (SLA) monitoring allows Time Warner Cable Business Class to react to network issues rapidly, often before our customers are aware. This same monitoring capability can be applied to a per circuit construct. Time Warner Cable leverages SevOne appliances as its monitoring solution. Need to further understand Capacity Management Plan. How do you assure adequate Bandwidth for services and exactly how is this monitored.

TWC core links are triggered to alarm or "flag" at 40% average peak utilization. Once the trigger is identified, TWC will begin upgrade plans to augment bandwidth before the 50% mark is reached. On service links (customer circuits) the trigger is 90%. Once average peak utilization reaches 90%, reports are generated and sent to Sales and Sales Engineering to reach out to the customer for education and opportunity for bandwidth augments.