

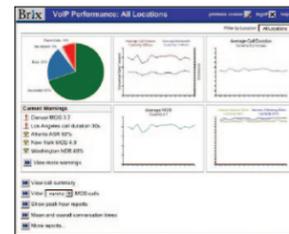
## BrixWorx

The BrixWorx correlation and analysis software engine completely controls all aspects of the Brix System operation—from the specification and verification of service level objectives, to scheduling of BrixCall simulated tests and live call monitoring options, configuring settings of Brix Verifiers, and creating detailed, actionable information and performance reports.

For CSPs, BrixWorx generates a host of reports and provides deep drill-down capabilities for all levels of their organizations to continually ensure service quality and performance. Example reports include the following:



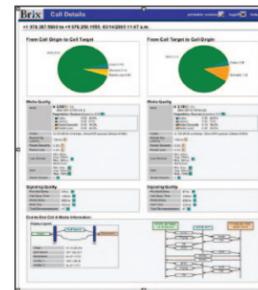
Core VoIP History Report: KPIs



VoIP Performance Report



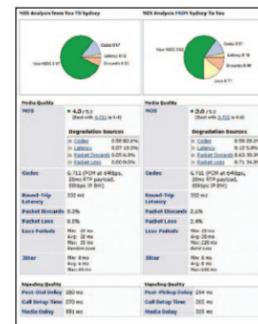
Call Failure Analysis and Trending Report



Live Call Detail Report



Executive Dashboard View

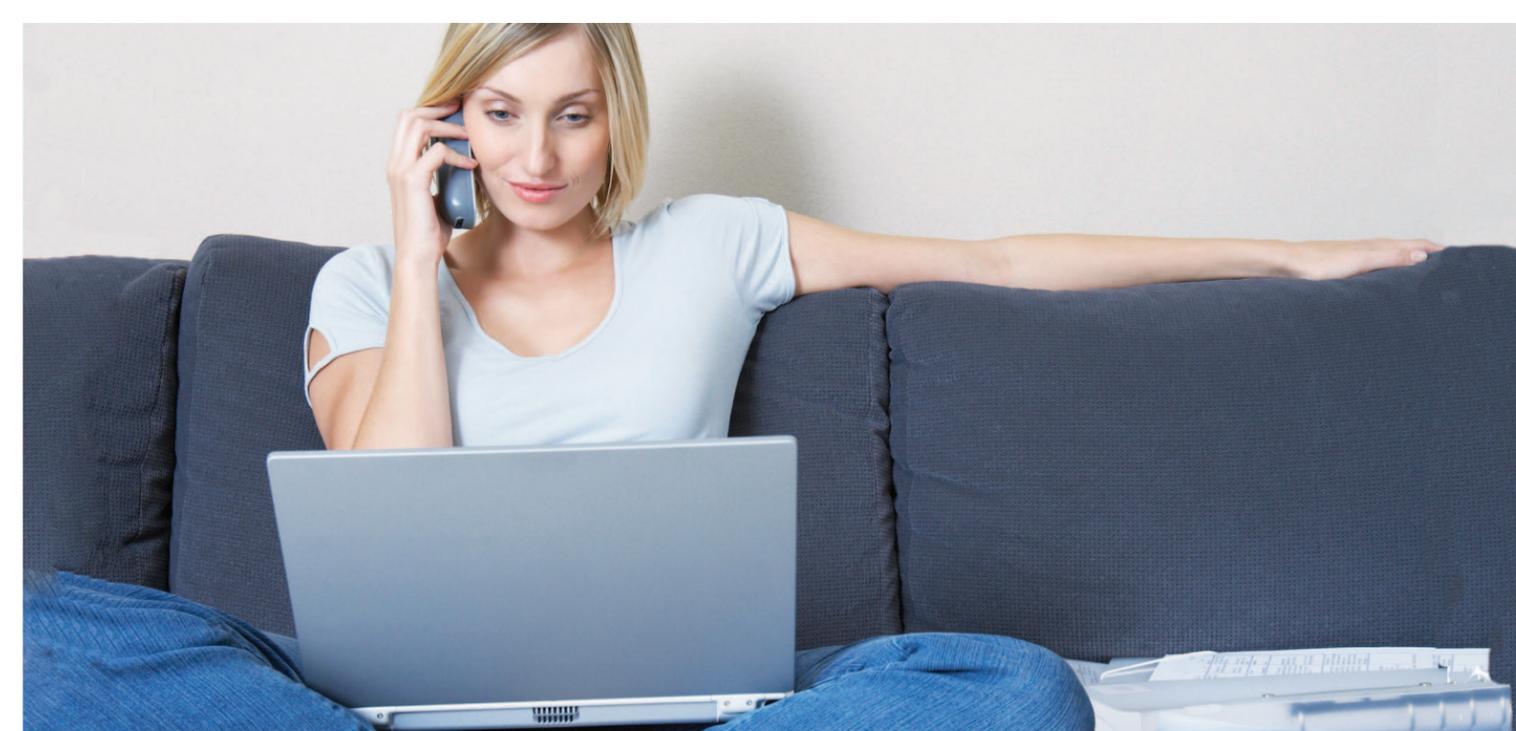


Endpoint Call Quality Report

The actionable information generated by our converged service assurance solutions is valuable to all levels of a provider's organization to continually improve operational efficiencies, verify performance and quality levels, and ensure the overall success of a voice service.

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## BrixCall Service Assurance Solution for Voice

With continued expansion of voice-over-Internet protocol (VoIP) services combined with high user expectations, communication service providers (CSPs) face the challenge of how to best deliver their services and build a reputation based on quality. To consistently deliver quality services that ensure success and increase average revenue per user (ARPU), it is imperative that carriers implement an end-to-end service quality assurance solution.

By implementing EXFO Service Assurance's, CSPs constantly monitor the performance of their VoIP networks and their subscribers' service quality. The BrixCall solution performs active (on-demand) testing and passive (live) call monitoring to provide servicewide visibility and performance metrics. With BrixCall, providers effectively manage, troubleshoot and monitor their VoIP networks.

BrixCall allows service providers to:

- Validate network performance for service readiness
- Simplify subscriber turn-up and the service installation verification process
- Monitor network and service performance and quality continuously
- Identify, isolate and proactively resolve problems
- Satisfy demands for service-specific, verifiable service level agreements (SLAs)
- Enable Help Desks to quickly and effectively resolve user-related issues



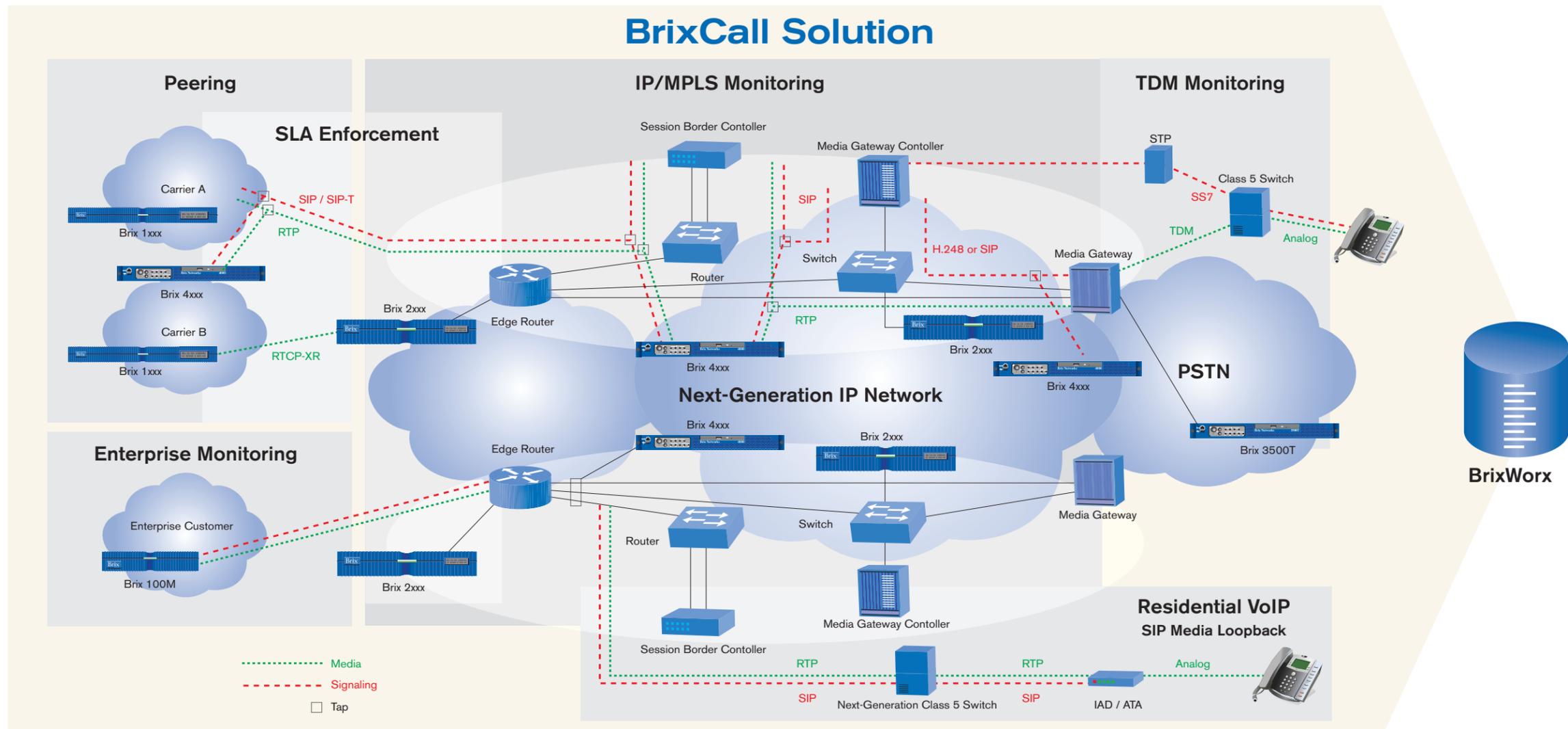
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Next-Generation Network Assessment



# BrixCall Solution



## IP/MPLS Core Testing and Monitoring

Service assurance starts at the core. By placing Brix Verifiers at strategic locations throughout the network to the provider edge, providers can initiate and measure continual simulated tests, as well as monitor real-time IP traffic as it traverses the IP or MPLS network. This is especially important for the quality delivery and performance of real-time VoIP services that can be affected by minute network performance issues.

## Peering Assurance

With service quality requirements heightened by customer expectations, CSPs must implement automated, proactive performance management solutions that continuously verify service levels across partner networks. By installing Brix Verifiers across service provider and peering networks in IP and MPLS cores, data centers, PoPs and at the edge, providers can manageably segment their networks to more easily localize problems, identify root causes of service and network performance issues, and maintain service levels. Providers can also leverage secure RTCP-XR information collaboratively to isolate trouble between peers, speed the time to resolution and enforce mutual SLAs.

## SLA Monitoring

With the BrixWorx™ correlation engine collecting critical data from strategically deployed Brix Verifiers, CSPs can quickly establish customer/partner-specific key performance indicators (KPIs), such as latency, packet loss, jitter, and more, and constantly run tests against service-specific thresholds to verify SLAs are met. Additionally, the BrixWorx Subscriber Portal allows service providers' customers to see their own SLA information and provides the ability to compare actual performance data with the contracted performance. By offering their customers visualization into their SLA performance, CSPs can differentiate themselves from the competition by demonstrating their commitment to service quality.

## PSTN/TDM Monitoring

Installed on the public switched telephone network (PSTN) portion of a service provider's network, the Brix 3500T™ Verifier measures traditional telephony performance and voice quality. The Brix 3500T creates a PSTN demarc for VoIP offerings, such as a long-distance offload network, a business or residential service with a PSTN initiation or termination point, or any IP service with an IP-to-time division multiplexing (TDM) media gateway.

## Residential IP Service Assurance

By leveraging standards, such as SIP, RTCP-XR, TR-069 and SIP Media Loopback, EXFO Service Assurance provides a standard-based means for monitoring endpoint quality and IP service performance. CSPs can automate the loopback testing process and conduct smart scheduling for proactive performance monitoring or run on-demand tests as needed to cost-effectively troubleshoot problems. Additionally, our unique "Golden Phone" testing provides call quality metrics to ensure successful service turn-up and assist in problem troubleshooting.

## Enterprise Monitoring

For enterprise customers, CSPs can place Brix Verifiers on-site to proactively monitor service performance and quality, and rapidly diagnose whether problems are on the enterprise or provider network to reduce mean time to repair (MTTR). And by establishing performance metrics, warning thresholds, and test schedules, BrixWorx enables CSPs to verify SLAs and share the information with enterprise customers to validate service levels are met.