BANDWIDTH STATISTICS REPORTING

Introduction
Globix uses data collected from each client's network handoff (i.e. port) that serves clients to analyze trends, calculate billing, and to display actual traffic over client's handoff. From this data, Globix provides the following reports on TSWeb.

- The **Network Traffic Billing Graphs** displays actual bandwidth usage, calculated for billing for Dedicated Hosting, Colocation, and Burstable T-3 customers.
- **Historical Network Statistics** (port traffic) displays the bandwidth usage as it pertains to the client's individual handoff, not the Globix network. Please note that this only pertains to the handoff, and Globix does not monitor client's network beyond that point.

To view these reports associated with your account, go to https://tsweb.globix.net and enter your user name and password. If you do not have a user name or a password, call Customer Support to set up your login.

Purpose
This document will give you an overview of the bandwidth-statistics reports that Globix offers and what you can view online.

1. Explanation of Network Traffic Billing Graphs
After you log in to TSWeb, you will see a scrollable toolbar on the left side. Dedicated Hosting, Colocation, and Burstable T-3 customers can view their Billable Bandwidth by clicking on "Billable Bandwidth Graphs" under "Usage Reports".

That will bring you to a page where you select the month you want to view. Then it pulls the relevant billing information.   You will see the following information.

For Total Bandwidth (Data Transfer) clients*:
1. **Network Traffic Billing Summary**
2. **Billable Usage Trend Graphs**
3. **Network Traffic Graphs**
   a. **Cumulative Traffic**
   b. **Traffic**

* *Most Dedicated Hosting clients will fall into this category.*

Network Traffic Billing Summary shows an overview of the client's contracted for bandwidth. For Dedicated Hosting client, it should say Total Bandwidth as the "Service Type". "Total Bandwidth" displays the actual Month-To-Date (MTD) usage, as opposed to "Included Bandwidth" which displays the contracted for amount.
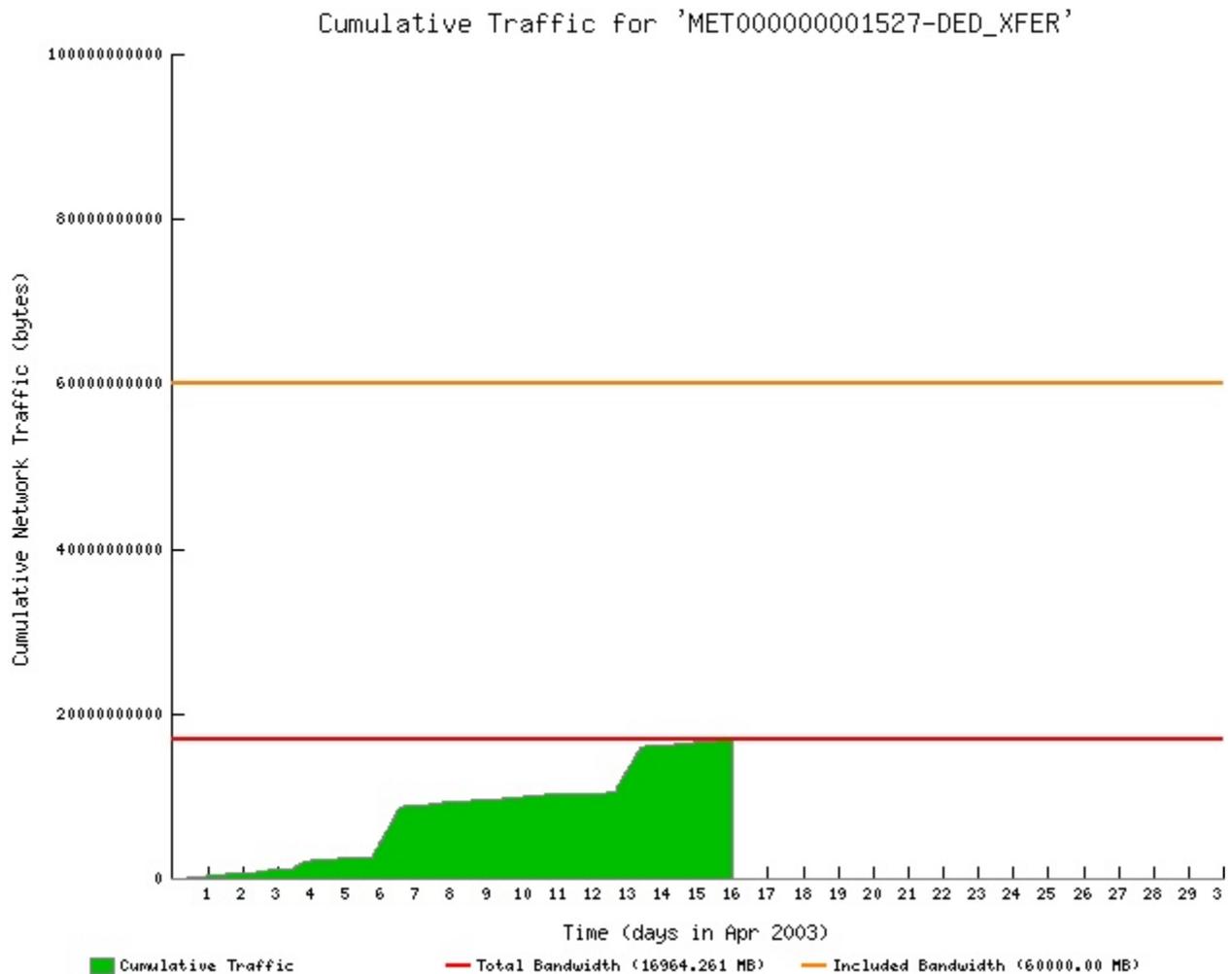
Network Traffic Billing Summary	
Service:	MET000000001527-DED_XFER
Product Code:	NS-NYC1-CLNT-DT60GOVERAGE
Service Type:	Total Bandwidth [?]
Physical Ports:	0011183:dist1-sw3.nyc1-3/20
Total Bandwidth:	17313 MB (Actual Usage 17312.737 MB)
Included Bandwidth:	60000.00 MB
Time Period:	Apr 2003 - *Current Month* [?]

Billable Usage Trend Graphs shows daily usage (yellow bars) combined with month to date billable usage (green bars). The graph also displays a blue line showing the client's "Included Usage" (so long as the MTD is under this line, overages should not occur), as well as an orange line for average daily usage. Most importantly, the red diagonal line gives a projected monthly usage so that clients can plan their needs accordingly.
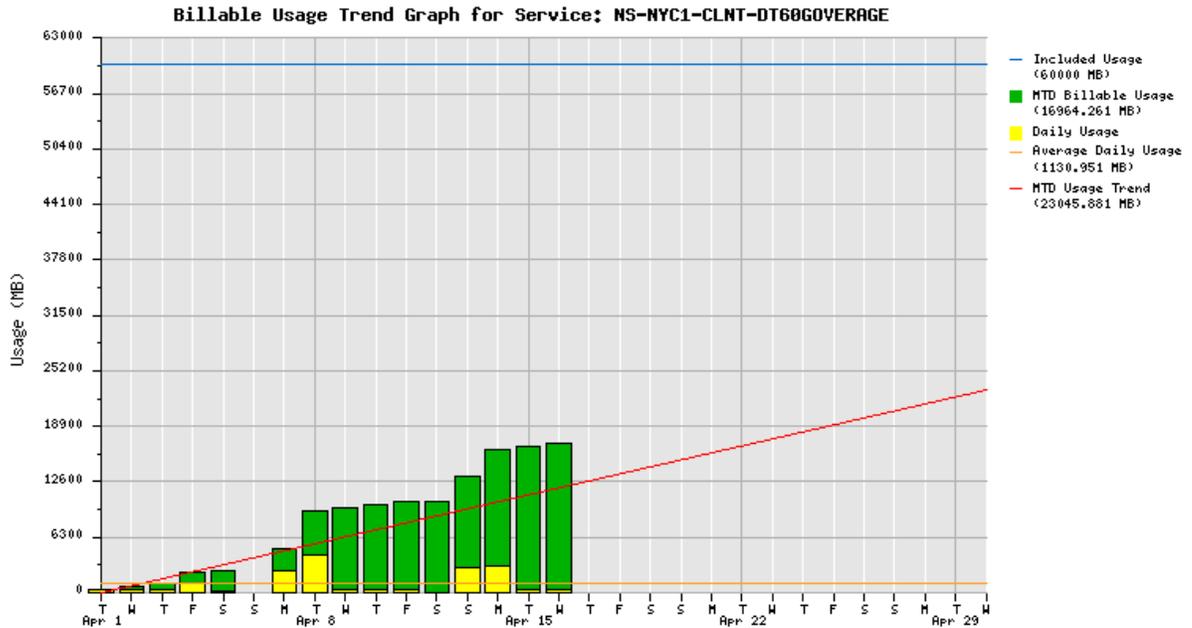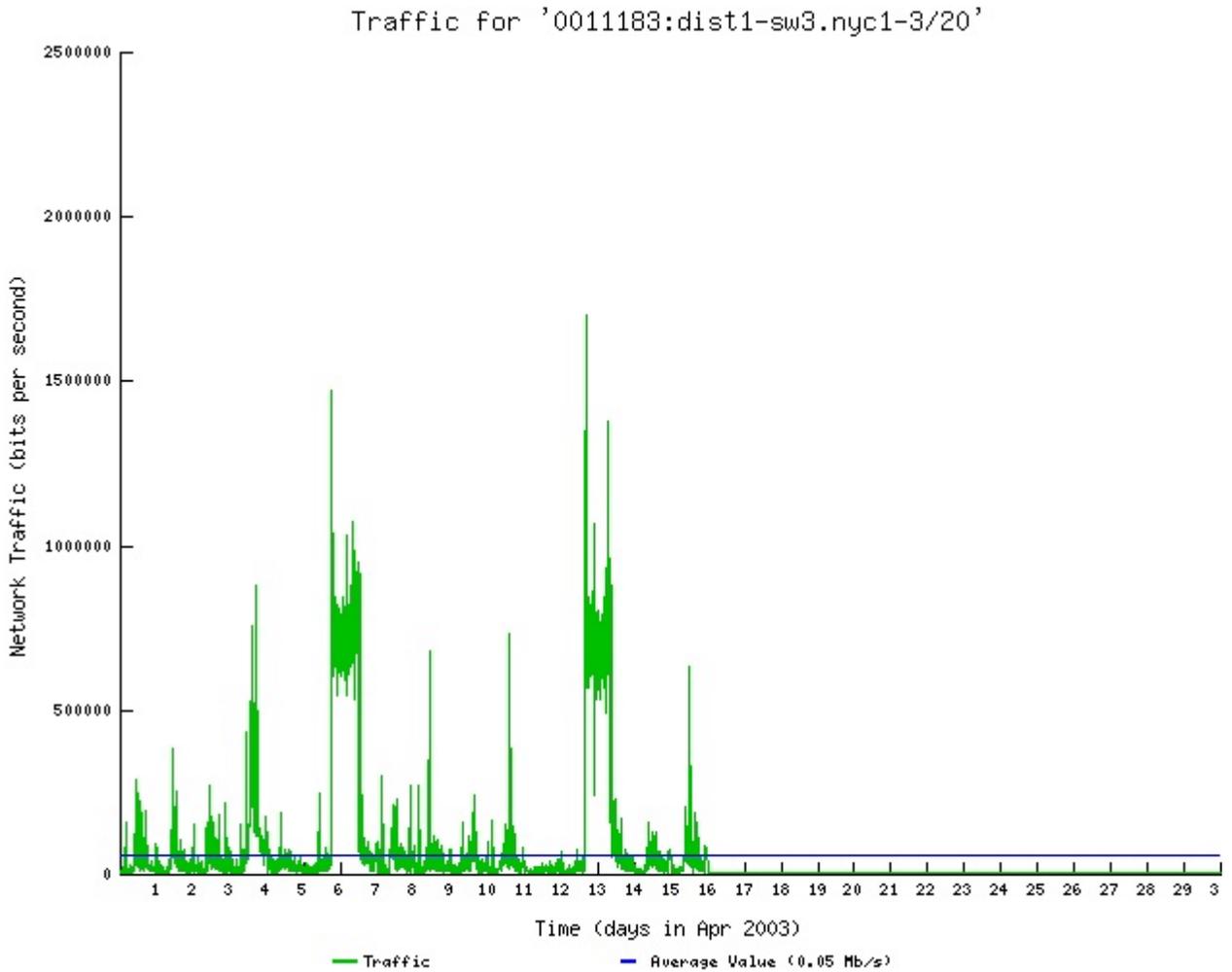
Network Traffic Graphs

Cumulative Traffic displays cumulative traffic passed over the specified period. The orange line shows the "Included Bandwidth" and the red line shows the total MTD. So long as total bandwidth (the red line) remains under included bandwidth (the orange line), client will not be invoiced for overages. Sharp and unexpected surges in usage indicate a major increase in bandwidth. These surges may be a result of a security violation, i.e., hacking. Please note that Globix does not provide network security for clients unless purchased.

Cumulative Traffic for 'MET000000001527-DED_XFER'

The Traffic graph is showing the speed measured in bits per second, i.e. how fast traffic is passing at any given time. This allows the client to see daily usage of bandwidth and to get a sense of the demand.

Traffic for '0011183:dist1-sw3.nyc1-3/20'

For CIR clients*:
1. **Network Traffic Billing Summary**
2. **Billable Usage Trends**
3. **Network Traffic Graphs** – Clients are billed as Aggregate or Load Balanced clients. This is not the client's option, but is determined by their network setup.
   a. **Aggregate** clients billing is calculated by taking the 95th percentile of each port and then totaling. The graphs depict the aggregate totals. *I.E., client purchases two or more network handoffs (ports) and the 95th percentile calculation is performed on the usage data from each handoff **then** added together.*
   b. **Load Balance** clients billing is calculated by totaling the ports and then taking the 95th percentile of the total. One graph depicts the total of all the ports, and the successive graphs show the traffic for each individual port. *I.E., client purchases two or more network handoffs (ports) and the usage data is first added for the handoffs and **then** the 95th percentile calculation is performed.*

95th Percentile is calculated by taking all the samples collected over the time frame and arranging them from highest to lowest. Then the highest 5% is dropped, and the next highest sample is the 95th percentile. For a more detailed explanation on 95th percentile calculation, please see http://www.sitespecific.com/about/95th_percent.asp.

* All colocation and burstable T-3 clients will fall into this category.

Network Traffic Billing Summary shows an overview of the client's contracted bandwidth. For colocation customers, it should display either Aggregate or Load Balance (see above for definitions) as the "Service Type". "Used Value" displays the actual usage, as opposed to "CIR Value" which displays the contracted for amount. CIR stands for Committed Information Rate.

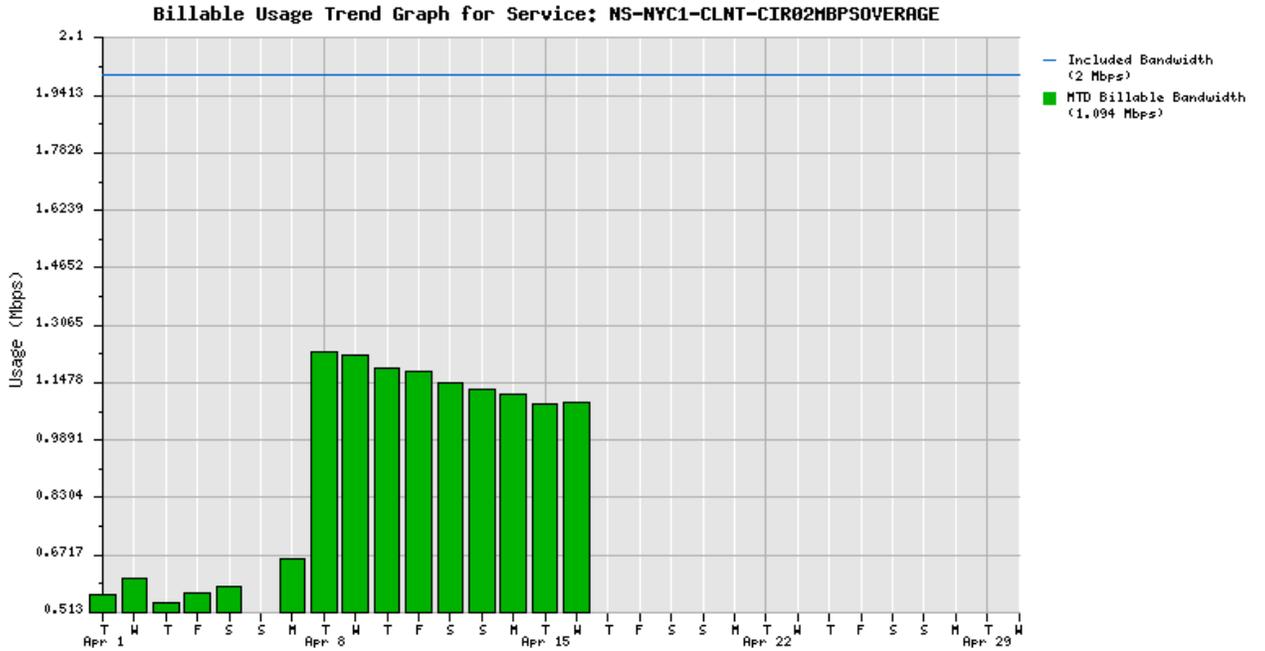| Network Traffic Billing Summary	
Service:	MET000000001103-COLO_95BR
Product Code:	NS-NYC1-CLNT-CIR02MBPSOVERAGE
Service Type:	Aggregate [?]
Physical Ports:	0009838:dist1-sw6.nyc1-3/1 *There is NO TRAFFIC for this port.* 0001887:dist1-sw7.nyc1-3/4
Used Value:	2 Mbits/sec (Actual Usage 1.121 Mbits/sec)
CIR Value:	2.00 Mbits/sec
Time Period:	Apr 2003 - *Current Month* [?]

Billable Usage Trend Graphs shows MTD 95th percentile for bit rate, on a daily basis.
The blue line represents the client's contracted CIR.

Billable Usage Trend Graph for Service: NS-NYC1-CLNT-CIR02MBPSOVERAGE

Legend:
— Included Bandwidth (2 Mbps)
■ MTD Billable Bandwidth (1.094 Mbps)

Network Traffic Graphs show the bit rate measured in bits per second, i.e. how fast traffic is passing at any given time. The red line represents the Billed Value or 95th percentile. Clients can view daily usage of bandwidth, getting a sense of the bandwidth demands and trending in regards to overages.

If the client is a Load Balance client, there will be one graph displaying the total traffic for all ports, and then a graph for each individual port's traffic.
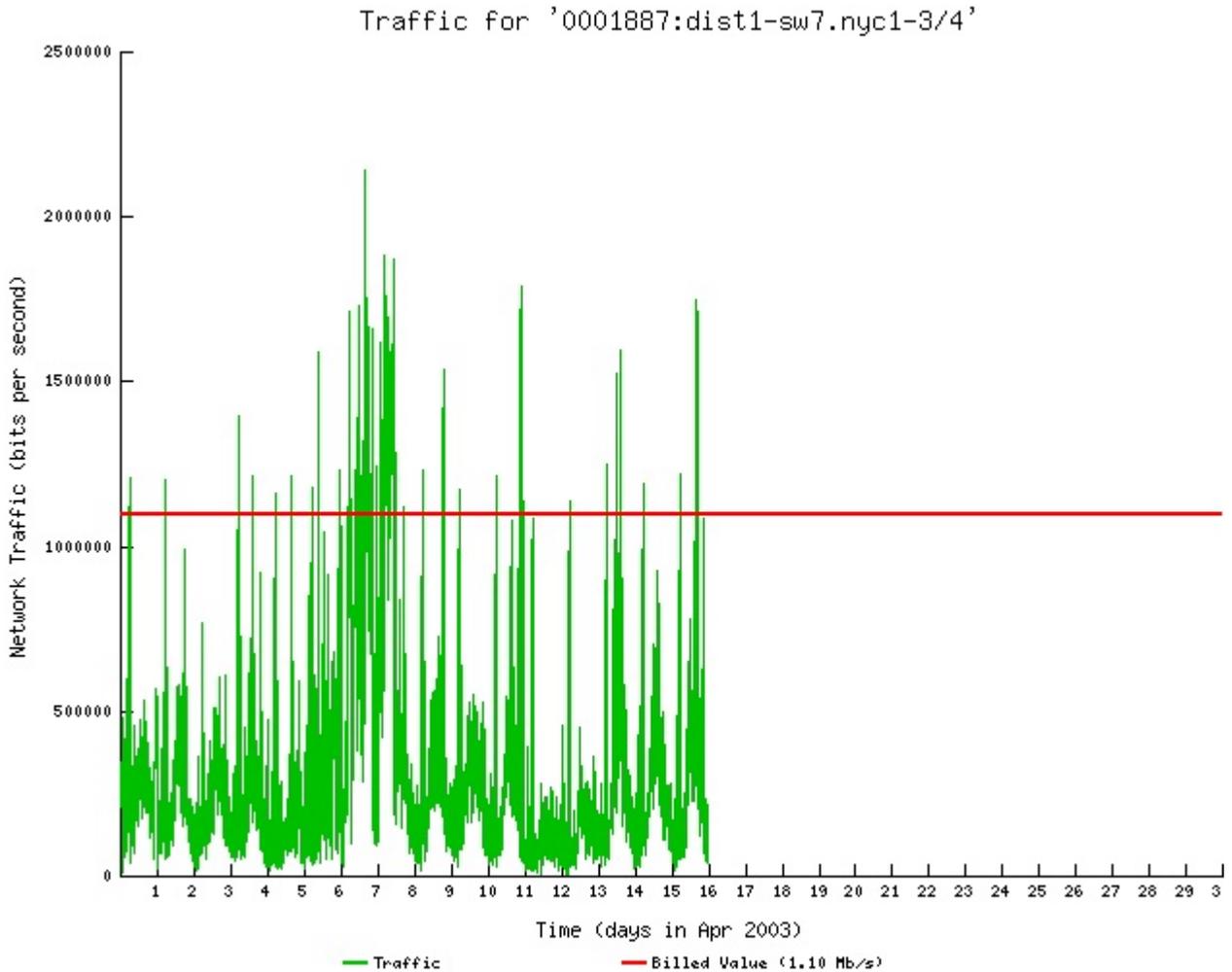
2. Overview of Historical Network Statistics

These reports give you network statistics as they pertain to the client's individual handoff, not the Globix network. Please note that Globix does not monitor client's network beyond that point.

This information is raw data showing actual in/out traffic for a specific time period. It displays the Megabits in and out separately (they are not additive) and has not been calculated for billing. This information is primarily used for troubleshooting

Accessing this information:
After you log in to TSWeb, you will see a scrollable toolbar on the left side. Customers can view the traffic over their ports by clicking on "Port Traffic" under "Usage Reports".

That will launch another browser window. Here you select the port you want to view. On the left side, click on the port you want to view, under "Active Ports". Then it will pull up the relevant information.   There are two views available:

- **At-A-Glance View** – which allows you to view by the selected time period
- **Historical View** – which allows you to view specific criteria over certain time frames

On the **At-A-Glance View** you can see the following information for specific time frames (previous day, previous week, previous month, previous year - you must select which time period you want to see):

1. Megabits In/Out
2. Megabits Total
3. Packets In/Out
4. Errors In/Out
5. Availability
6. Bandwidth Utilization

On the **Historical View** you can see the data displayed by the following time frames for the above criteria (Megabits In/Out, Megabits Total, Packets In/Out, Errors In/Out, Availability, Bandwidth Utilization - you must select which criteria you want to view):

1. Day (5 minute average)
2. Week (30 minute average)
3. Month (2 hour average)
4. Year (1 day average)