

The background of the slide features a complex financial visualization. It includes a candlestick chart with orange and red bars, a line graph with a white and blue line, and various numerical data points such as '3671', '77.75', and '100'. The overall aesthetic is high-tech and data-driven, with a blue and orange color palette. The FiberCop logo is positioned in the top left corner.

FiberCop

WNAM

Wholesale Network Advanced Management

For a network with guaranteed E2E quality

The Advanced Assurance service is designed to manage connectivity services flexibly with differentiated SLAs.

Features of the service

Cloud-based Web Console	Assurance Competence Centre	Advanced Assurance SLAs
You can: <ul style="list-style-type: none">• Configure: the service for 'self-provisioning';• View: the progress of Trouble Tickets and access the reporting related to the subscribed SLAs."	Professional team always your disposal 7/24	Availability guaranteed From 99.85% annually Up to 99.97% quarterly"

Who it's aimed at

The Network Advanced Management service is primarily designed for Operators who offer solutions to the business market (private companies and Public Administrations) that have high reliability connectivity needs, whose levels of quality must be managed with advanced methods and in line with the requirements expressed by the individual end customer.

Propaedeutic Services

GEA, GigaNet, GigaWave, FTTO, Backhauling Fisso Over Ethernet, Backhauling Mobile Over Ethernet

Service Description

WNAM is the new Advanced Assurance service, which allows the flexible management of connectivity services with differentiated SLAs, ensuring measurable and documentable end-to-end service quality through specialized systems, processes, and personnel with the guarantee of the highest level of expertise.

With the WNAM offering, you can:

- Configure the service in Self Provisioning mode, differentiated for each connection in terms of SLAs on restoration times and guaranteed availability.
- Access real-time tracking of trouble tickets and SLA reporting. All of this is ensured by the Assurance Competence Center organized according to a Full Maintenance service model capable of providing Fault Management services both on an evolved reactive and proactive basis.

The WNAM service is available for advanced connectivity services such as GEA, FTTO, Fixed BH, Mobile BH, Gigawave, Gigawave Kit, Giganet, IP Services, Dark Fiber.

Once you have acquired both the WEB Console and the NAM Base option - which enables advanced reactive Fault Management service, trouble ticket tracking, and SLA reporting - you can avail yourself of the service on all connections to which you decide to associate the NAM Base option.

You are also provided with additional options:

- Proactive Fault Management:** You can optionally and independently choose the connections you wish to manage proactively. With this functionality, the performance of Advanced Reactive Fault Management, included in the WNAM base option, is enhanced with the possibility of FiberCop opening the Trouble Ticket and notifying you of the service disruption. The Ticket is managed according to the SLAs subscribed to on the specific connection. By subscribing to this service for a minimum number of connections, equal to 10, the National Service Manager is available to conduct biannual meetings aimed at assessing your network and your needs.
- Enhanced evolving SLAs** compared to those included in basic connectivity, with a wide range of choices in terms of restoration times and levels of guaranteed availability.

Description			
Option Name	Blocking fault recovery times	Availability	Observation period
H24_4H_Year	H4_24H	Target Data	Annual
Description			
Option Name	Blocking fault recovery times	Availability	Observation period
Sat_8H_Av_Year	8 H_Mon-Sat 8-20 in 100% of cases	99,85%	Annual
Sat_8H_Av_HalfYear	9 H_Mon-Sat 8-20 in 100% of cases	99,85%	Semester
Sat_8H_Av_Quarter	10 H_Mon-Sat 8-20 in 100% of cases	99,85%	Quarter
H24_8H_Av_Year	8H in 100% of cases H24	99,85%	Annual
H24_8H_Av_HalfYear	8H in 100% of cases H25	99,85%	Semester
H24_8H_Av_Quarter	8H in 100% of cases H26	99,85%	Quarter
Description			
Option Name	Blocking fault recovery times	Availability	Observation period
H24_4H_Av_Year	H4_24H	99,90%	Annual
H24_4H_Av_HalfYear	H4_24H	99,90%	Semester
H24_4H_Av_Quarter	H4_24H	99,90%	Quarter
Description			
Option Name	Blocking fault recovery times	Availability	Observation period
H24_4H_AvUP_Year	H4_24H	99,95%	Annual
H24_4H_AvUP_HalfYear	H4_24H	99,95%	Semester
H24_4H_AvUP_Quarter	H4_24H	99,95%	Quarter
H24_4H_AvUP+_Year	H4_24H	99,97%	Annual
H24_4HAvUP+_HalfYear	H4_24H	99,97%	Semester
H24_4HAvUP+_Quarter	H4_24H	99,97%	Quarter

Availability Overall: This service is primarily intended to meet the needs of End Customers who also require guaranteed availability calculated on groups of connections. You can define subnets in self-provisioning mode by grouping connections of any type, provided that each of them is associated with an SLA with guaranteed availability. Connections belonging to the same subnet must have associated homogeneous SLA packages.

The **WEB Console** also provides you with important Network Automation tools.

- Connectivity Test:** You can autonomously verify the status of a line, understand the cause of any service disruption reported by your End Customer, and address the solution optimally.

- Performance Monitoring:** You can check the performance of connections against the values established by the MEF standard for the 3 fundamental parameters: Jitter, Packet Loss, and Round Trip Delay.

- Bandwidth on Demand:** Configure temporary bandwidth boosts in self-provisioning mode to meet the emerging needs of your End Customers to have an upgrade in speed for a limited period of time.

The WNAM offering also provides APIs for building your own Console.

You have access to 16 APIs that allow you to build your Console according to your needs. These APIs make the same information available as the WNAM WEB Console, but you can represent them as you see fit.

NetworkAutomation	
GetKPIData	Self-diagnosis tools to obtain connection performance data and to carry out connectivity tests
CheckCircuit	
changeBandwidht	To configure a temporary bandwidth upgrade, already acquired via Web Tools, on a given circuit

Inventory	
GetInventory	To build the inventory of connections with all their characteristics
GetCircuit	
GetPlans	To build the inventory of all BandWidht WNAM options (plas) with Demand acquired via Web Tool
GetFunctionstatus	
GetNotifications	

Network Advanced Management (they act on the WNAM options subscribed via Tool Web)	
manageNMPacket	To associate/disassociate WNAM options with connections and to build reports of existing associations
getTDLListPerPocke	
getCircuitNMOptio	
managesubnet	To configure/modify/delete subnets (Availability Overall) and build reports of active subnets
getallsubnet	
getsubnetdetails	
getsubnetonTD	
getTickets	To help track Trouble Tickets

The value of service ... not only Assurance

Marketing/Sales



You can articulate your offer by offering differentiated levels of service quality to your customers. Features at your disposal to differentiate yourself from your competitors

Progettazione/Sales



It allows you to customize the quality of service of your customers by responding to their needs

Assurance



Complete visibility of what is happening on your network from the backbone to your customers' solutions. It fosters a relationship of trust with your customers

Pricing

The pricing is modular and depends on the functionalities subscribed to at the time of the request:

For the Entry Level + Base Option, currently offered in a promotional period without additional costs, the following functionalities are included:

Inventory

Tracking Trouble Ticket

Quality Monitoring and Connectivity Testing *

Scheduled Maintenance Notifications

Reactive Fault Management

Reporting SLA

The Premium option, currently on a 50% discount, includes additional features such as:

Inventory

Reactive Fault Management

Quality Monitoring and Connectivity Testing *

Billing occurs gradually for each individual option starting from the moment the Self Provisioning operation is performed on the individual connection. This allows subscribing to the contract with all the options of interest and starting to pay from the moment each individual option is activated on the individual connection.

Regulatory Conditions

The service is aimed at:

- Operators holding an individual license or a general authorization for networks and telecommunications services for public use pre-existing the entry into force of legislative decree August 1, 2003, no. 259, containing the "Electronic Communications Code" (referred to in Article 38 of the Code), as amended, most recently, by legislative decree May 28, 2012, no. 70;
- Companies holding a general authorization for networks and electronic communication services pursuant to Article 25 of legislative decree August 1, 2003, no. 259, as amended, most recently, by legislative decree May 28, 2012, no. 70.

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