



Chorus Network Events Portal Overview & Functionality Highlights

Network Events Portal Overview

The Network Events Portal delivers detailed customer specific information about Chorus planned and unplanned network events, coupled with the impact that these events have on services provided by Chorus.

In the event of any service impacting planned or unplanned (network alarm triggered and 200+pair cable events) network events, the portal will provide access to;

- **Event details**
 - *What, when, why and where*
 - *Progress updates and remediation activities (unplanned events)*
- **High-level and in-depth direct service impact information**
 - *Specific to your own organisation*
- **Indirect service impact information**
 - *Services impacted as a result of a direct event impact to a Handover link service*

Network Events Portal Overview cont...

This information can be used to support your own internal network operations and manage your customers' expectations. It is delivered via a flexible user-friendly interface offering;

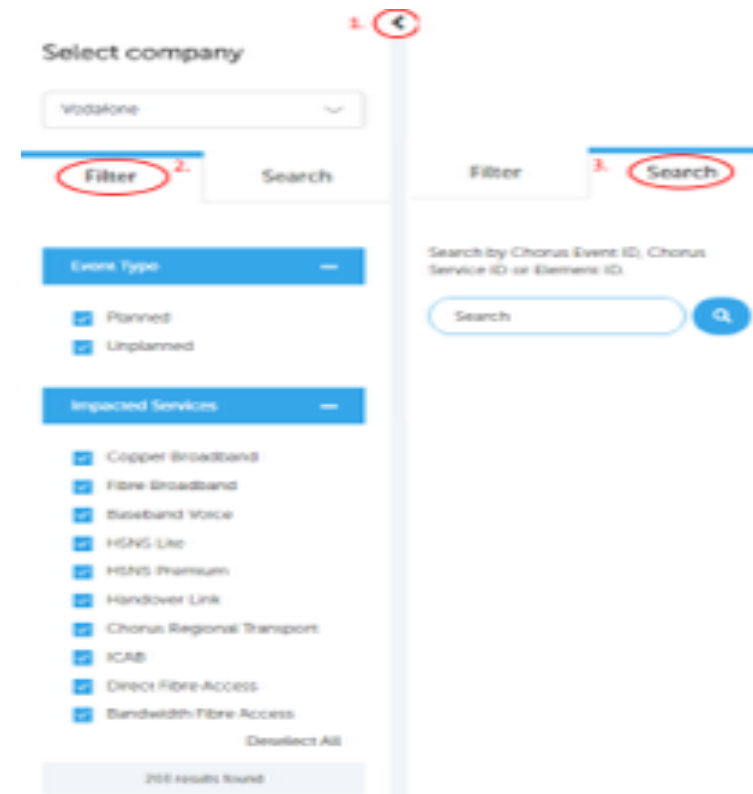
- Interchangeable Views - *Calendar & list*
- A variety of filter options - *Event type & service types*
- Dynamic Search functionality - *Service ID, Event ID, Chorus Network Element ID*
- Real-time updates feed
- Downloadable service impact files - *Universal CSV format*
- Downloadable event details - *PDF format for ease of sharing*

Ultimately providing you control over how Chorus network event information is presented, shared and consumed across your organisation.

Network Events Portal Functionality Highlights

Filter & Search Panes

1. Show/Hide Filter - Toggle visibility of the Filter & Search pane
2. Filter Pane - Apply filters to the information visible within the view pane
3. Search Pane - Search for events to display within the view pane



Network Events Portal Functionality Highlights Cont..

View Pane

1. View Options - Toggle between Calendar view or List view
2. Calendar View Navigation Buttons - Allows the chronological scrolling of the calendar view pane
3. Search Pane - Search for events to display within the view pane
4. Status Key - Toggle the Event Calendar Status Key

The screenshot displays the Network Events Portal interface. At the top, there are two view toggle buttons: 'Calendar view' (circled in red with a '1.' annotation) and 'List view' (circled in red with a '2.' annotation). To the right of these buttons are navigation arrows (left, right, and double arrows) also circled in red with a '2.' annotation. Below the view options is a calendar for May 2018, showing events for each day. The events are represented by colored boxes: green for 'Planned', yellow for 'Updated', red for 'Cancelled', grey for 'Original Event', and blue for 'New'. Below the calendar, there is a search pane with a 'Filter results' input field and a table of filters for Event Type, Status, Last Changed, and Start. At the bottom, a status key legend is shown, with a red circle around the 'Status Key' label and a '4.' annotation.

Event Type	Status	Last Changed	Start
Planned	Updated	04/05/18 12:45	24/05/18 23:00
Unplanned	Updated	04/05/18 12:45	27/04/18 19:29

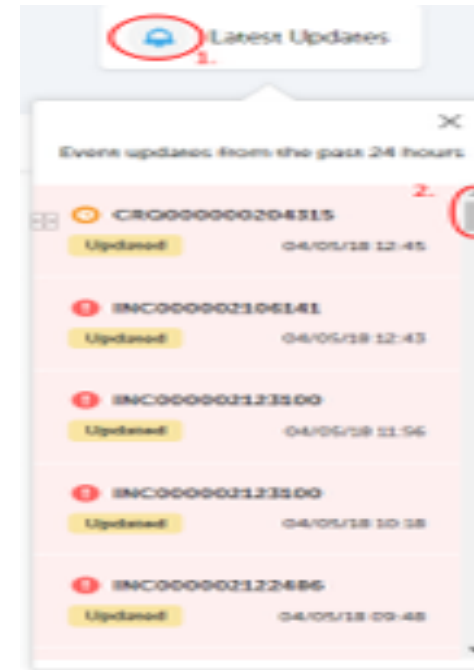
Legend:

- Completed/Closed
- Updated
- Cancelled
- Original Event
- New

Network Events Portal Functionality Highlights Cont..

Real-Time Updates Feed

1. Latest Updates Feed Button - *Toggle the displaying of a “past 24 hour” real-time updates. Bell icon colour represents;*
 - Grey - No new updates since last viewed
 - Red - New updates available since last viewed
2. Chronological List Scroll - *Allows the chronological scrolling of the last 24hours worth of event update information.*



Network Events Portal Functionality Highlights Cont..

Downloadable Service Impact Files

1. Download Impacts Button - *Initiates the downloading of service impact files (.csv format)*
2. Service Impact file name versions;
 - *Direct - Services directly impacted by the event*
 - *Indirect - Services indirectly impacted as a result of a direct event impact to a Handover link service*
 - *Date/Time - Represents the date/time the service impact file was generated - aligned to when service impacts are initially identified and/or updated*

The screenshot shows a 'Planned Event' window with a close button (X) in the top right. It is divided into two main sections: 'Event Details' and 'Impacted Services'.

Event Details

CRQ000000204067 Ref number	New Status
11/05/18 01:00 Start Date	11/05/18 06:00 End Date
110 mins Outage Duration	

Impacted Services

Baseband Voice	301
Copper Broadband	6758
Handover Link	1

At the bottom of the 'Impacted Services' section, there are two buttons: 'Download Impacts' (circled in red with a '1.' next to it) and 'Download Event'. Below the buttons, two file names are listed: 'CRQ000000204067IndirectSpark Digital_2018-04-24T02_41_28.csv' and 'CRQ000000204067DirectSpark Digital_2018-04-24T02_41_28.csv', both with their respective parts circled in red.

Network Events Portal Functionality Highlights Cont..

Downloadable Event Details

1. Download Event Button - *Initiates the downloading of Event details (.pdf format)*
2. Downloaded Event details - *Contains all the Event Detail as seen within the Network Events Portal for ease of sharing internally.*

The screenshot displays two views of event details for reference number CRQ000000204067. The left view is a 'Planned Event' modal, and the right view is a full-page event detail page. Both views show event details and impacted services.

Planned Event Modal:

- Event Details:**
 - Ref number: CRQ000000204067
 - Status: New
 - Start Date: 11/05/18 01:00
 - End Date: 11/05/18 06:00
 - Outage Duration: 110 mins
- Impacted Services:**
 - Baseband Voice: 301
 - Copper Broadband: 6758
 - Handover Link: 1

Full Event Detail Page:

- Event Details:**
 - Ref number: CRQ000000204067
 - Status: New
 - Start Date: 11/05/18 01:00
 - End Date: 11/05/18 06:00
 - Outage Duration: 110 mins
- Impacted Services:**
 - Baseband Voice: 301
 - Copper Broadband: 6758
 - Handover Link: 1
 - HSNS Lite: 52
 - HSNS Premium: 7
- Network Element:**

Element	Location	Exchange	Impacted Services

At the bottom of the modal, there are two buttons: 'Download Impacts' and 'Download Event'. The 'Download Event' button is circled in red and labeled with a red '1.'. The reference number 'CRQ000000204067' is labeled with a red '2.'.