

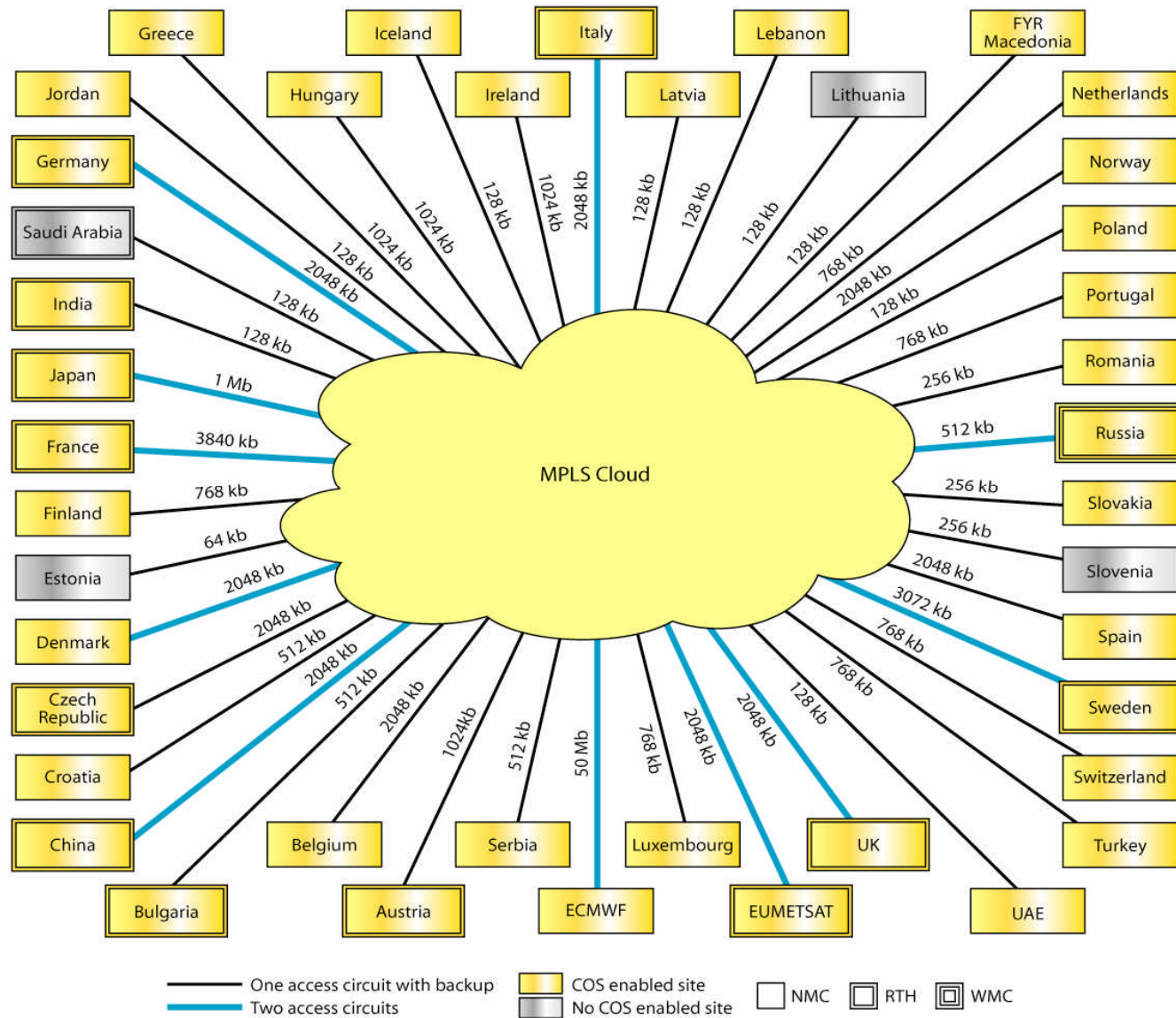
RMDCN Status: Configuration

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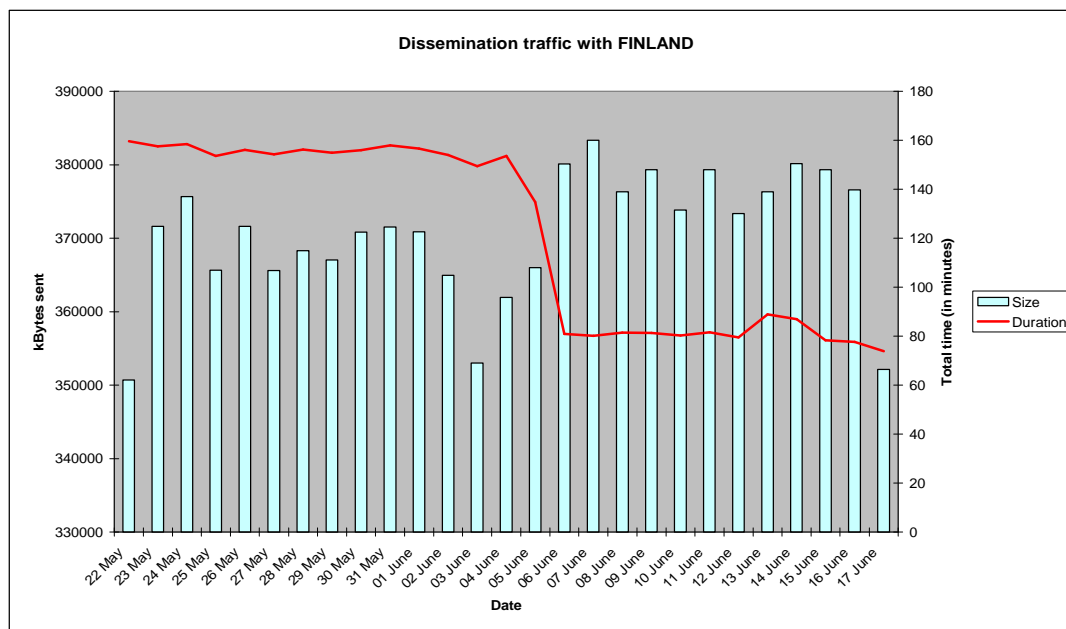
RMDCN – Regional Meteorological Data Communication Network

(June 2007)



RMDCN Configuration

- 1 extra enhanced (dual access lines; single router)
- 29 ISDN NAS Backup
- 1 site no Backup (SA)
- 11 Mission Critical Sites
- Doubling IP throughput
- Better Backup
- Better SLA



Configuration Changes

- **New site in Netherlands (Disaster Recovery)**
- **Luxembourg change location**
- **Israel wants to join, however OBS does not have a license to invoice in Israel (expected to change end 2008)**
- **Montenegro wants to join (OBS does not have a presence yet)**
- **South Africa is keen on joining**

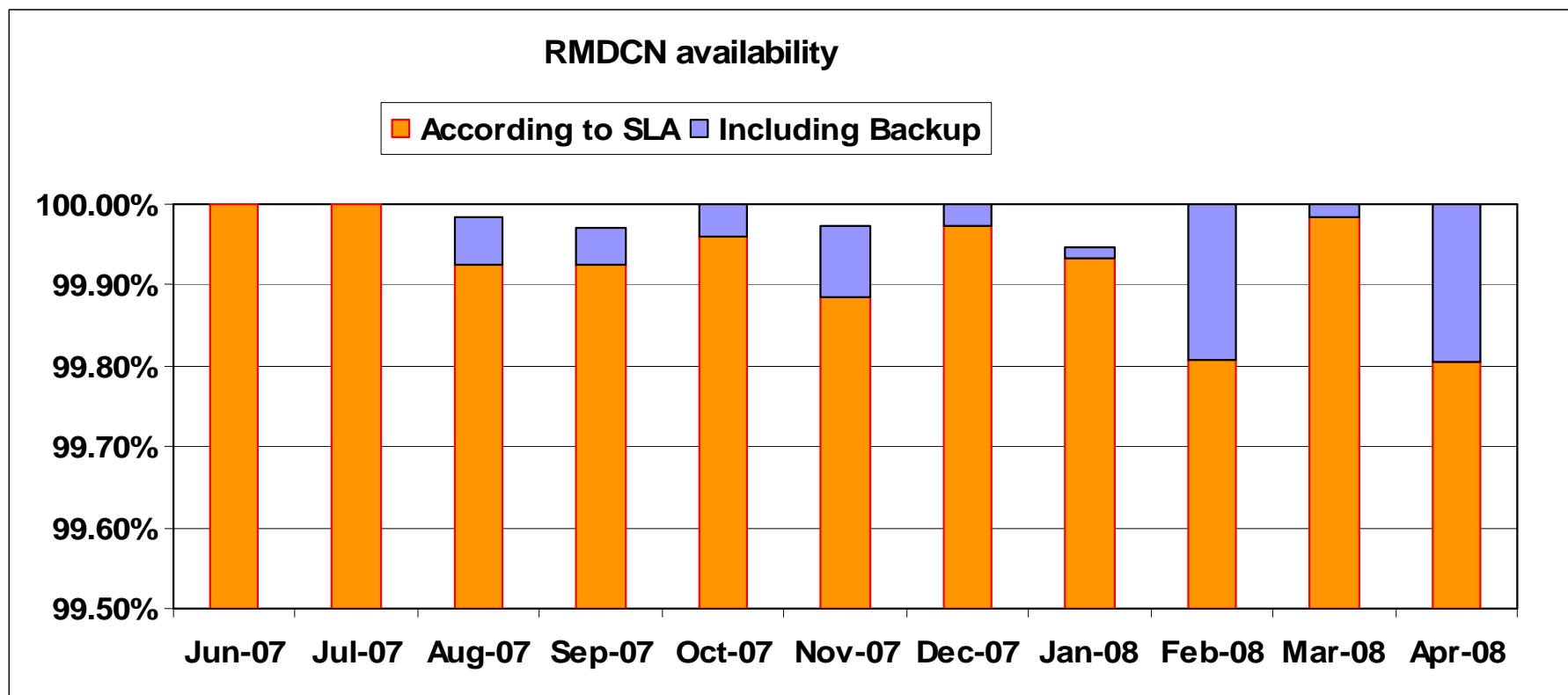
Service Metrics and Help Desk

- **SLA 99.9% (100% for Mission Critical sites)**
- **Now Site Availability (used to be PVC availability)**

- **Pro-active monitoring**
 - 24 User Sites
 - Only English language
 - OBS Help Desk in New Delhi (**English accent problem**)

- **Re-active monitoring**
 - 18 User Sites
 - Local Language (**not always**)

RMDCN - Availability



Service Problems

- **Audits**

- Diversity access circuits (Italy Problem)
 - Highlighted problems within OBS Backbone for Germany, Sweden, Denmark, Japan
- Diversity of ISDN NAS Backup (Norway Problem)
- Ownership of ISDN connection

- **24*7 local PTT support**

- **Service Desk contact issue Italy**