

MBIAAlert

Internet Performance Monitoring and Analysis

DATA SHEET

MBIAAlert is an essential tool for measuring and managing backhaul uplinks and internet circuit performance. By utilizing MBIAAlert's advanced monitoring, alerting, and reporting capabilities, service provider organizations can ensure optimal connectivity between network nodes and upstream internet circuits, quickly address issues, and make informed decisions about network infrastructure. MBIAAlert provides an added layer of visibility and insurance for traditional and non-traditional ISPs including coops, communication districts and municipal broadband service providers.

Internet Service Providers (ISPs) are experiencing unprecedented opportunity for growth with current and future rounds of BEAD funding (Broadband, Equity, Access & Deployment). Due to this rapid growth many ISPs will be challenged to adequately monitor network stability and performance as their networks grow and endpoints are added at an alarming pace.

Additionally, ISPs are experiencing a shortage of skilled workers to support this growth and the operational oversight required to effectively manage network issues proactively. The BEAD program will allocate a significant amount of funding to states to implement digital equity programs. Each state will decide what portion of those grant funds will be directed towards workforce development programs to train technicians in the areas of broadband construction and deployment. To date, little of the money appears to be allocated for ongoing operational costs or development of skillsets to support the networks once they have been built.

MBIAAlert is a powerful premise-based circuit analysis solution that enables service provider organizations to monitor and optimize the performance of their backhaul uplinks and internet circuits. By tracking key metrics such as bandwidth utilization, latency, packet loss, and jitter, MBIAAlert provides insights that help ensure reliable and efficient connectivity. MBIAAlert is backed by a 24x7 Network Operations Center with trained personnel who are ready to analyze and act on alarms received from the MBIAAlert service operating within traditional and non-traditional service provider networks.

Benefits

- Backed by a 24x7 Network Operations Center (NOC).
- Early detection of network issues.
- Improved capacity planning.
- Faster troubleshooting.
- Optimized resource allocation.
- Cost savings by identifying inefficient network usage.

MBIAAlert Monitoring & Reporting Metrics

Metric Name	Description	Units
Speed Test (Upload/Download)	Upload and download speeds of an internet circuit recorded at a given point in time.	Megabits per second (Mbps)
Packet Loss	The percentage of data packets that are lost during transmission.	Percentage (%)
Round Trip Time	The total time for a data packet to travel from source to destination and then back to the source again.	
Latency	The time it takes for a data packet to travel from one point to another.	Milliseconds (ms)
Jitter	The variation in latency over time.	Milliseconds (ms)

The product provides real-time insights into internet performance, along with comprehensive historical reporting for customers. Regularly scheduled reviews of these reports will help ensure that key performance metrics are consistently met. During the onboarding process, we will establish performance thresholds and configure alarms to activate when these thresholds are exceeded. Mission Broadband will implement alarm escalation and triage procedures tailored to customer feedback, ensuring that all alarms are addressed efficiently and tracked from initial trigger through escalation to resolution, 24/7.

MBIAAlert – a proactive circuit monitoring solution to help you sleep at night.

About Mission Broadband

Mission Broadband is an independent Maine based consulting firm that assists communities, organizations and public entities achieve broadband access. Mission Broadband is vendor neutral which allows us to work with a variety of clients without conflict-of-interest concerns.

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