



ServAssure™ Advanced for DOCSIS® 3.0 Networks and Devices

Today's pressure to remain competitive in the broadband marketplace is stronger than ever. The performance-enhancing potential now available with DOCSIS 3.0 is providing cable operators with the data rates and flexibility needed to compete head-to-head with fiber-based products and come out on top. But delivering high speed access services is only one step in gaining a competitive advantage, cable operators must also focus on quality of service and customer experience. ServAssure Advanced is just one of many ARRIS products emerging to the forefront and helping cable operators best utilize the DOCSIS 3.0 capabilities.

High-end services are linked to customer demands for quality and reliability. Lack of visibility into service quality and customer experience can eventually lead to customer dissatisfaction and churn. ARRIS is the broadband market leader with intelligent network, service and workforce assurance solutions that deliver reduced OPEX through operational efficiencies and reduced CAPEX through superior quality of service, improved customer satisfaction and reduced churn.

ARRIS Assurance Solutions, unsurpassed at providing operational support solutions, enables MSO's to deliver complex service offerings with business agility and scalable modular platforms and applications for future anticipated growth. Bringing together the right combination of technology and expert recommendations, the ServAssure™ and WorkAssure™ product suite is customer-focused and value-driven to enhance productivity while driving down the cost of routine operations and redirecting attention to high value initiatives.

In late 2008, ARRIS announced the general availability of ServAssure Advanced Release 3.0 introducing support for DOCSIS 3.0 Networks and Devices. The Release 3.0 feature set for ServAssure Advanced (SAA) enables MSOs to more efficiently and effectively manage their newly deployed DOCSIS 3.0 infrastructure. Including simplification of business rules, giving you more agility in the marketplace and assuring you are ready to quickly take advantage of new service opportunities.

SAA has historically enabled MSOs to simplify operational tasks by delivering real-time and historical information when and where it is needed. Customer experience metrics like (Severely) Degraded Modem Hours [(S)DMH] and Mean Opinion Score (MOS) provide a rounded-up view as to how services are performing and details as to the quality of services being delivered to your customers.

Now with Release 3.0, SAA is applying network and service assurance knowledge onto the gathered DOCSIS 3.0 data to make it even more valuable. The SAA 3.0 Release includes a number of new and updated features to support DOCSIS 3.0 Channel Bonding, Bonding Groups and Fibernodes, the following is only a highlight of the ServAssure offering in support of DOCSIS 3.0:

- **Channel Bonding:** up and downstream channel bonding in DOCSIS 3.0 supports speeds greater than 100 Mbit for a single device and supports separate services on different physical channels. SAA 3.0 now collects and reports data per bonded channel as well as the previously collected data per device.
- **Auto-detection of DOCSIS 3.0 topology:** Fibernode associations for upstream and downstreams are displayed for DOCSIS 3.0 compliant CMTS's. A Fibernode will have multiple Upstream (US) and Downstream (DS) channels. An US channel or a DS channel can be associated with multiple fiber nodes.
- **Network Facts for all channels and for all DOCSIS 3.0 modems:** Bonding Group Network Facts, device connectivity, and Bonding Group tables for Upstreams and Downstreams.
- Enhanced DOCSIS® 3.0 reporting capabilities

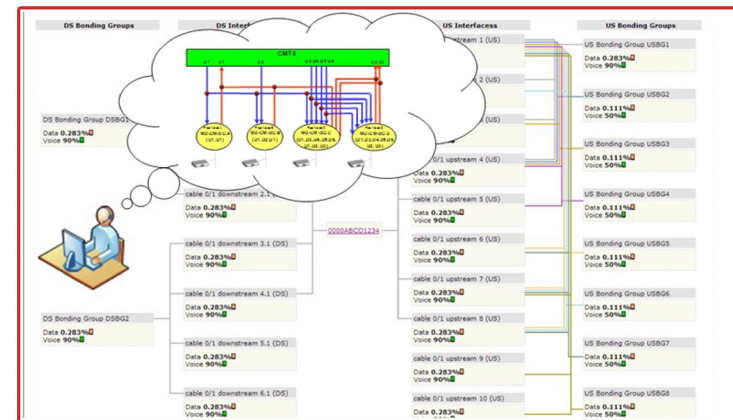
The increased flexibility of DOCSIS® 3.0 increases the complexity of managing your network for superior customer experience and service quality. ServAssure Advanced has always been focused on presenting subscriber experience metrics and expert recommendations rather than raw DOCSIS® metrics and now SAA is facilitating MSO's with the increased volume of DOCSIS® 3.0 data by providing an organized display of information including historical data and trend analysis, High Resolution data for detecting and triaging intermittent problems along with a roll-up and break-down of bonding group related capacity and quality information.

ARRIS Assurance Solutions deliver a holistic view of network and subscriber service status. Consistent information made available to the entire organization leads to increased operational performance and efficiencies and facilitates targeted proactive and measurable quality improvements. CSR/TSRs and technicians are empowered by ARRIS' intelligent and ever evolving network, service and workforce assurance solutions designed to ease the complexity of delivering and managing complex service offerings while guaranteeing superior subscriber experience, operational efficiencies and exemplary customer service.

For more information on how ARRIS can help your organization proactively manage DOCSIS® 3.0 Networks and Devices, please contact ARRIS Solutions, Inc. www.arris.com

Bonding Group Identifier	SF Attribute Mask	Bonding Group Utilization (%)
DSDBG1	80000000 Bonded (bit 0) : on, Low Latency (bit 1) : off, High Availability (bit 2) : off	11.58 33
DSDBG1	80000000 Bonded (bit 0) : on, Low Latency (bit 1) : off, High Availability (bit 2) : off	5.13 16
DSDBG1	80000000 Bonded (bit 0) : on, Low Latency (bit 1) : off, High Availability (bit 2) : off	4.15 11
DSDBG1	80000000 Bonded (bit 0) : on, Low Latency (bit 1) : off, High Availability (bit 2) : off	13.13 35

Cable Modem	Downstream	Account #	Name	DS CER (%)	DS SNR (dB)	DS
000039022453	Hub2/vader/cable-downstream 9/0		First Last	0.00 0.00	35.90 35.90	2.5
000039026453	Hub2/vader/cable-downstream 9/0			0.00 0.00	35.80 35.86	5.0
000039028053	Hub2/vader/cable-downstream 9/0			0.00 0.00	35.60 35.76	5.4
000039028453	Hub2/vader/cable-downstream 9/0			0.00 0.02	35.60 35.92	4.7



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