

GB1059F Home Broadband Service Assurance_Questionnaire

中国移动河南公司

China Mobile Group Henan Co., Ltd.

2025/11

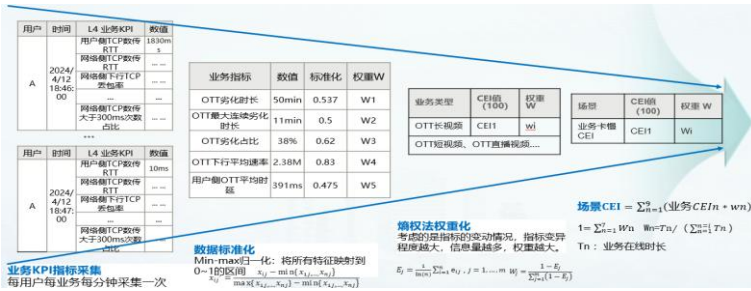
Home Broadband Service Assurance Evaluation Score (GB1059F):

Cognitive Activity	Weight	Service Capability	Question	Options	Final Score
Intent	10%	Service Assurance Policy & Intent Alignment	Can the service assurance system incorporate high-level service quality or reliability intents (business objectives) into its operations and decision-making for residential broadband services?	A	3.65
Awareness	20%	Real-Time Service Outage Detection	Can the service assurance system automatically detect when a broadband service is down or severely degraded in real time, without relying on the customer to report it?	A	
	20%	Proactive Performance Monitoring & Anomaly Detection	Does the service assurance system proactively monitor broadband performance (e.g. throughput and latency) and analyze the data to detect anomalies or quality degradation for the service?	A	
Analysis	15%	Service Impact, Correlation, Priority & Root Cause Identification	Can the service assurance system demarcate, locate service issues across multiple customers and layers to pinpoint the root cause or a common source of a broadband service disruption?	B	
Decision	15%	Impact-Based Incident Prioritization	Does the service assurance system automatically assess and prioritize broadband service incidents based on customer impact (such as number of users affected, customer segment/VIP status, or severity of service degradation)?	A	
Execution	20%	Automated Service Restoration	Does the system autonomously execute end-to-end service incident response actions (such as remediation, ticketing, notifications) based on determined decisions and priorities, without requiring manual intervention?	A	

Service Capability	Weight	Question	Option A	Option B	Option C	Option D	Answer
Service Assurance Policy & Intent Alignment	10%	Can the service assurance system incorporate high-level service quality or reliability intents (business objectives) into its operations and decision-making for residential broadband services?	Service assurance operations are fully guided by declarative intent policies (defining target customer experience and performance goals), which are automatically translated into specific monitoring thresholds and closed-loop actions.	High-level objectives exist, but they must be manually interpreted and applied to assurance processes; the system doesn't directly use intent inputs for automation.	Only technical parameters (static thresholds) are configured for assurance; no mechanism exists to input or utilize business-level intent or service goals.	No formal objectives or intent are considered – assurance is entirely reactive and incident-driven, with no alignment to predefined service goals.	A

Based on the quality of users' internet experience, user experience is categorized and graded according to different applications such as video and live gaming. For users with low scores, the root causes of poor quality are identified based on network indicators

Measuring Internet access quality based on CEI to identify user intent



Identify low-scoring CEI users based on thresholds

单用户卡慢清单 必慢总数 25167 必慢总数 3562 选慢总数 5871 提示总数 15734

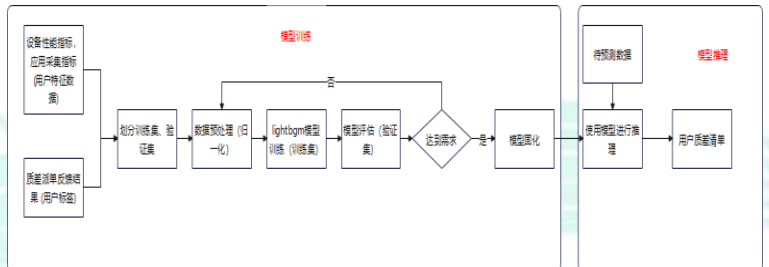
用户账号	日期	IT	卡慢CEI	IT	类型
1300085	2025-11-18	66.67		必慢	
1300125	2025-11-18	83.33		提示	
1300168	2025-11-18	86.59		选慢	
1300232	2025-11-18	88.89		选慢	
1300413	2025-11-18	95.52		正常	
1300267	2025-11-18	97.30		正常	
1300322	2025-11-18	100.00		正常	
1300895	2025-11-18	100.00		正常	
1300457	2025-11-18	100.00		正常	
1300359	2025-11-18	100.00		正常	
1300728	2025-11-18	100.00		正常	
1300359	2025-11-17	78.88		提示	
1300168	2025-11-17	79.92		提示	
1300267	2025-11-17	87.80		选慢	
1300385	2025-11-17	93.94		正常	
1300413	2025-11-17	95.24		正常	
1300857	2025-11-17	99.35		正常	

Categorize types of poor quality issues

问题描述	问题	指标	阈值	单位	单位	单位	操作
RTT上行数据时延超标	告警控制	userTT	500ms	ms	>500ms		
RTT下行数据时延超标	告警控制	downTT	500ms	ms	>500ms		
下行丢包率	告警控制	down_pfr	500ms	%	>5%		
WAN侧业务时延	告警控制	delay	500ms	ms	>400ms		
下行流量	告警控制	totalLab	500ms	ms	>50ms		
RTT上行数据时延超标	HTTP控制	userTT	500ms	ms	>100ms		
RTT下行数据时延超标	HTTP控制	downTT	500ms	ms	>100ms		
下行丢包率	HTTP控制	down_pfr	500ms	%	>5%		
WAN侧业务时延	HTTP控制	delay	500ms	ms	>400ms		
下行流量	HTTP控制	totalLab	500ms	ms	>50ms		
RTT上行数据时延超标	告警控制	userTT	500ms	ms	>80ms		
RTT下行数据时延超标	告警控制	downTT	500ms	ms	>80ms		
下行丢包率	告警控制	down_pfr	500ms	%	>5%		
WAN侧业务时延	告警控制	delay	500ms	ms	>400ms		
下行流量	告警控制	totalLab	500ms	ms	>50ms		
RTT上行数据时延超标	告警	userTT	500ms	ms	>80ms		
RTT下行数据时延超标	告警	downTT	500ms	ms	>80ms		
下行丢包率	告警	down_pfr	500ms	%	>5%		
WAN侧业务时延	告警	delay	500ms	ms	>400ms		

Support Evaluation Screenshot

CEI Intent Process and Reasoning Process



Service Capability	Weight	Question	Option A	Option B	Option C	Option D	Answer
Real-Time Service Outage Detection	20%	Can the service assurance system automatically detect when a broadband service is down or severely degraded in real time, without relying on the customer to report it?	Continuous monitoring flags any service outage or major degradation, triggering automated alarms/tickets (often before the customer is even aware of the problem).	Outages are detected via periodic checks or basic alarms, so the system finds most issues but with some delay or need for manual confirmation.	The system has limited monitoring; some service outages only become apparent after multiple customers are impacted or after customer complaints accumulate.	No automated outage detection – the company only learns of service downtime when customers report problems.	A

The system can continuously monitor the status of broadband services, identify issues before users perceive them based on alarm information and abnormal monitoring indicators, and notify installation and maintenance personnel to resolve the issues before user awareness.

Automatic monitoring and real-time reporting of interruption-related faults such as PON port optical path interruption, ONT power failure, board communication failure, and main fiber breakage.

Real-time detection and automatic reporting details of interruption-related alarms (e.g., main fiber breakage).

Real-time detection and automatic reporting of performance degradation alarms (e.g., FEC downstream correctable code block statistics exceeding alarm threshold).

Support Evaluation Screenshot

开始时间	结束时间	是否报警	报警ID	原因	报警内容	OUTP
2025-08-31 00:58:43	2025-08-31 00:58:43	False	1001103148	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103148	172.21.19.134
2025-08-31 00:58:43	2025-08-31 00:58:43	False	1001103148	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103148	172.21.19.164
2025-08-31 00:58:43	2025-08-31 00:58:43	False	1001103148	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103148	172.21.19.172
2025-08-31 00:58:43	2025-08-31 00:58:43	False	1001103175	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103175	172.21.19.204
2025-08-31 00:58:43	2025-08-31 00:58:43	False	1001103184	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103184	172.21.18.100
2025-08-31 00:58:43	2025-08-31 00:58:43	True	1001103133	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103133	172.24.138.36
2025-08-31 00:58:29	2025-08-31 00:58:29	False	1001103130	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103130	172.21.171.196
2025-08-31 00:58:29	2025-08-31 00:58:29	False	1001103134	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103134	172.22.192.124
2025-08-31 00:58:29	2025-08-31 00:58:29	False	1001103130	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103130	172.21.171.244
2025-08-31 00:58:28	2025-08-31 00:58:28	False	1001103132	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103132	172.22.88.140
2025-08-31 00:58:10	2025-08-31 00:58:10	False	1001103170	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103170	172.22.89.28
2025-08-31 00:58:10	2025-08-31 00:58:10	False	1001103136	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103136	172.21.17.140
2025-08-31 00:58:10	2025-08-31 00:58:10	False	1001103138	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103138	172.22.73.252
2025-08-31 00:58:07	2025-08-31 00:58:07	False	1001103196	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103196	172.22.204.76
2025-08-31 00:58:07	2025-08-31 00:58:07	False	1001103194	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103194	172.21.115.148
2025-08-31 00:58:07	2025-08-31 00:58:07	False	1001103191	GPON ONT掉线(DO)	故障ID: 警心: 子警: 1001103191	172.21.38.234
2025-08-31 00:58:07	2025-08-31 00:58:07	True	1001103192	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103192	172.24.141.244

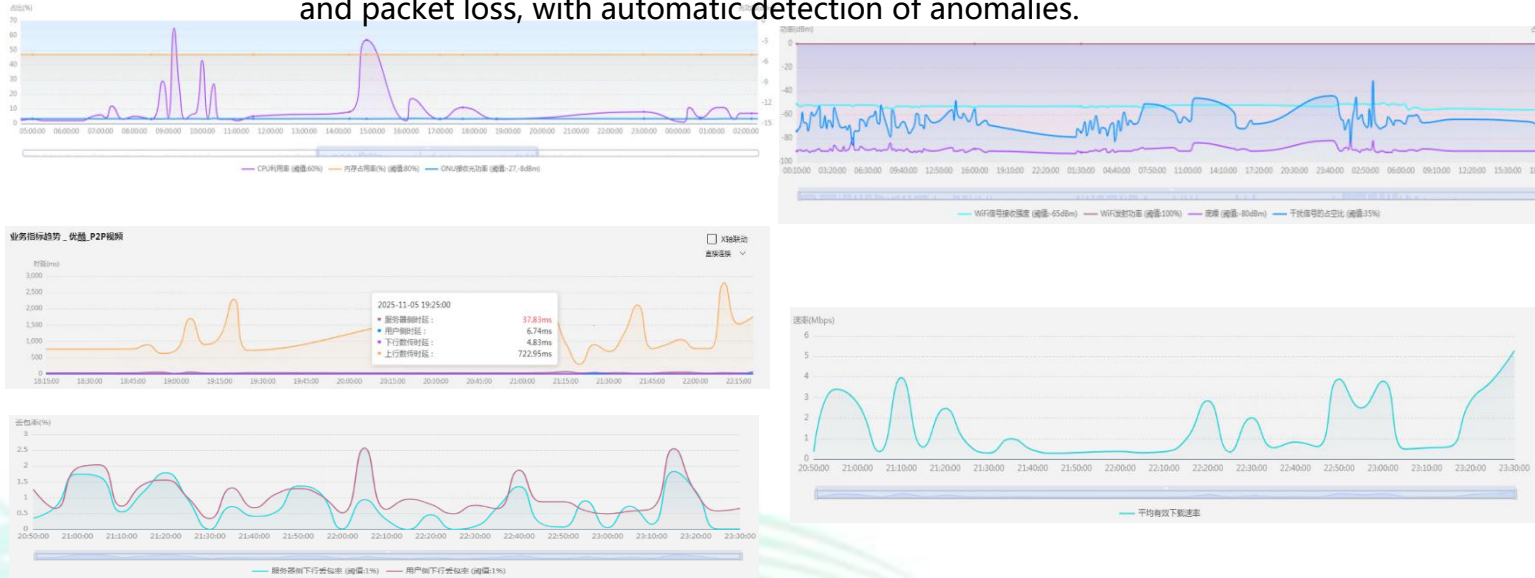
开始时间	结束时间	是否报警	报警ID	原因	报警内容	OUTP
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103128	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103128	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103127	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103127	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103126	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103126	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103125	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103125	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103124	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103124	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103123	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103123	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103122	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103122	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103121	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103121	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103120	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103120	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103119	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103119	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103118	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103118	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103117	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103117	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103116	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103116	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103115	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103115	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103114	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103114	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103113	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103113	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103112	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103112	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103111	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103111	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103110	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103110	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103109	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103109	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103108	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103108	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103107	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103107	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103106	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103106	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103105	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103105	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103104	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103104	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103103	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103103	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103102	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103102	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103101	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103101	172.22.192.164

开始时间	结束时间	是否报警	报警ID	原因	报警内容	OUTP
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103100	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103100	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103099	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103099	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103098	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103098	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103097	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103097	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103096	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103096	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103095	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103095	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103094	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103094	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103093	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103093	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103092	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103092	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103091	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103091	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103090	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103090	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103089	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103089	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103088	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103088	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103087	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103087	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103086	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103086	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103085	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103085	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103084	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103084	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103083	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103083	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103082	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103082	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103081	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103081	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103080	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103080	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103079	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103079	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103078	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103078	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103077	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103077	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103076	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103076	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103075	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103075	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103074	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103074	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103073	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103073	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103072	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103072	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103071	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103071	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103070	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103070	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103069	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103069	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103068	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103068	172.22.192.164
2025-08-31 00:58:54	2025-08-31 00:58:54	True	1001103067	业务保障系统(OTDR)告警	故障ID: 警心: 子警: 1001103067	172.22.192.164
2025-08-31 00:58:54	202					

Service Capability	Weight	Question	Option A	Option B	Option C	Option D	Answer
Proactive Performance Monitoring & Anomaly Detection	20%	Does the service assurance system proactively monitor broadband performance (e.g. throughput and latency) and analyze the data to detect anomalies or quality degradation for the service?	The system continuously tracks service performance (speed, latency, etc.) to automatically detect current performance anomalies or degradation in real time, proactively triggering alerts or adjustments.	Key performance metrics are collected and threshold alarms are in place (e.g. alert on speed dropping below a limit), but deeper pattern analysis or early anomaly detection is limited and requires manual review of data. i.e The system provides the information to allow CSRs or customers themselves to see that a particular customer service is experiencing a known outage.	The system has limited monitoring; some service outages only become apparent after multiple customers are impacted or after customer complaints accumulate.	There is no active performance monitoring – service quality problems are only addressed when reported by users, rather than detected by the system.	A

The system can continuously track and monitor the online experience details of broadband users. It performs cluster analysis based on data such as TCP, applications, and weak optical signals, and aggregates and reports home broadband network quality issues based on the system analysis results.

Proactive monitoring of performance indicators such as rate, latency, and packet loss, with automatic detection of anomalies.



Automatically analyzes and checks performance anomalies, and reports alarms in real time.



Mining poor-quality user detail records based on CEI scores

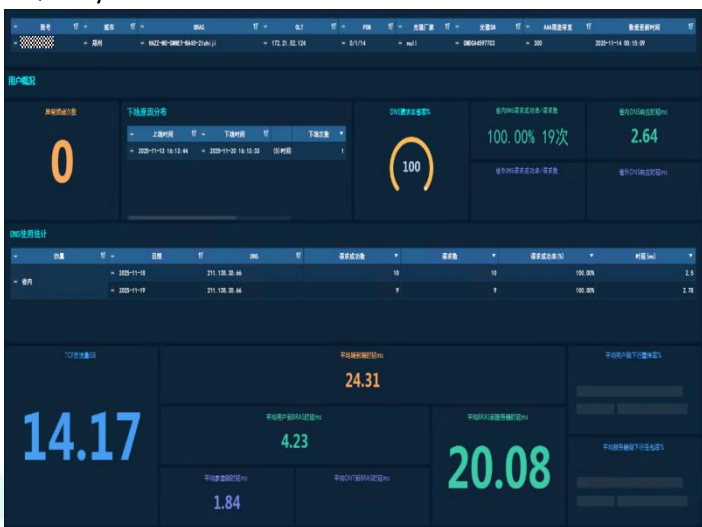
用户账号	日期	IF	卡槽CEI	IT	类型	家庭制	待处理故障
13002268	2025-11-18		86.59		选择	家庭制: 千兆路由连接千兆光猫千兆LAN1, 包协商速率100M	
13002269	2025-11-16		86.09		选择	家庭制: 路由WiFi覆盖弱	
13002270	2025-11-17		87.80		选择	家庭制: 1. 光猫WiFi占比高; 2. 光猫WiFi覆盖弱; 3. 单线光猫, 无路由不满足有线以上套餐要求	
13002271	2025-11-16		85.45		选择	家庭制: 光猫WiFi覆盖弱	
13002272	2025-11-16		87.50		选择	家庭制: 光猫不支持家庭组网设备	
13002273	2025-11-16		88.92		选择	家庭制: 智能组网设备运行时长超过21天	
13002274	2025-11-15		88.89		选择	家庭制: 1. 路由WiFi覆盖弱; 2. 光猫芯片温度过高; 3. 千兆路由连接千兆光猫千兆LAN1, LAN2, 包协商速率100M	
13002275	2025-11-14		86.97		选择	家庭制: 路由WiFi覆盖弱	

Support Evaluation Screenshot

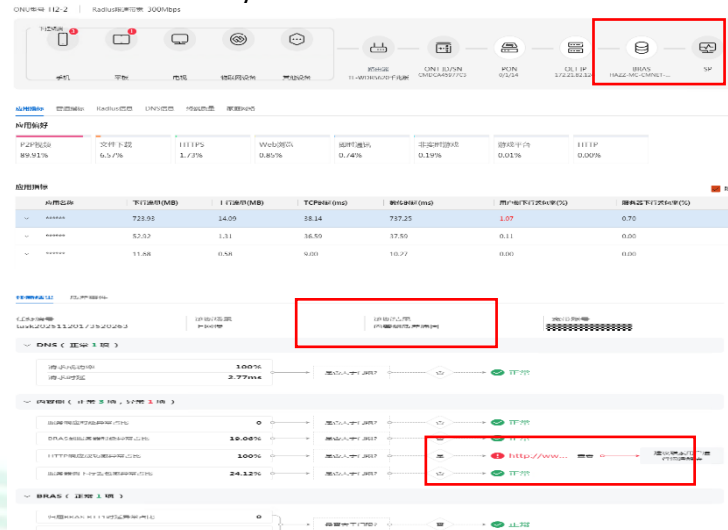
Service Capability	Weight	Question	Option A	Option B	Option C	Option D	Answer
Service Impact, Correlation, Priority & Root Cause Identification	15%	Can the service assurance system demarcate, locate service issues across multiple customers and layers to pinpoint the root cause or a common source of a broadband service disruption?	The system automatically correlates alarms and performance data across customers and network layers, isolating the root cause of service issues for individual customers (e.g. pinpointing a specific network segment or equipment failure affecting single or multiple users) in real time.	The system automatically correlates alarms and performance data across customers and network layers, isolating the root cause of service issues for multiple customers (e.g. pinpointing a specific network segment or equipment failure affecting users) in real time.	The system provides basic grouping of related service alarms (e.g. by geographic area or network node), offering hints of a common cause, but determining the true root cause still requires significant manual analysis by experts.	Some correlation is done manually – operations staff must pull data from various sources and manually recognize patterns to identify if separate service issues share a cause or location.	B

The system can perform three-segment demarcation (home side, network side, and content source side) for users' Internet service issues, automatically analyze the root causes of poor service quality, and output a list of root causes for users with poor service quality.

Automatic Segmentation and Demarcation Analysis for Poor-Quality Users



Single user faults can be segmented for boundary definition and root cause



A single user can perform demarcation and root cause identification based on application

序号	日期	SN	MAC	设备内存使用率	内存占用率峰值	光猫上行带宽使用率	光猫下行带宽使用率	设备CPU使用率
93	2025-11-18	FHTT8F549D	38-AB-8B-F5-42-FD	0	0	0	0	0
94	2025-11-18	SKYWB87D2EE	AC-88-86-27-44-7D	0	0	0	0	0
95	2025-11-18	CMDC419D48B	08-15-AE-02-35-81	0	0	0	0	0
11	2025-11-18	CMDC31D181F8	98-7D-0D-D1-91-80	0	0	0	0	1
12	2025-11-18	ZNV7D0410410	98-CC-28-41-04-10	0	0	0	0	0
13	2025-11-18	HWTG487355A8	F0-2E-3F-93-80-24	0	0	0	0	0
14	2025-11-18	CMH201874F4	F0-10-AB-F3-7D-7D	0	0	0	0	0
15	2025-11-18	STAR0745F8D	3C-9C-02-45-FE-00	0	0	0	0	0
16	2025-11-18	CIO0754AF98	CD-00-F5-5A-F8-98	0	0	0	0	0
17	2025-11-18	HWTGFP0304A4	84-98-31-7D-75-49	0	0	0	1	0
18	2025-11-18	ZT80D271823	30-4D-74-11-92-32	0	0	0	0	1
19	2025-11-18	CMDC211407A3	98-8D-39-AB-05-DA	0	0	0	0	0
20	2025-11-18	CMH26243481	24-00-FA-AC-10-8D	0	0	0	0	0
21	2025-11-18	HWTGFP39C398	84-F8-F9-D8-0F-A2	0	0	0	0	0
22	2025-11-18	N8ELB18833B8	90-0A-1A-68-02-2D	0	0	0	0	0
23	2025-11-18	HWTGCE8210B3	88-C2-21-E8-45-D	0	0	0	0	0
24	2025-11-18	CMDC02F18851	98-80-81-28-84-D9	0	0	0	0	0
11	2025-11-18	CIO715DC3248	FC-8E-58-DC-EE-48	0	0	0	0	0
12	2025-11-18	ZNV708892F98	74-CF-00-8F-82-F8	0	0	0	1	0
13	2025-11-18	CMDC87A7AF	78-1D-53-BC-05-11	0	0	0	0	0

Support Evaluation Screenshot

Service Capability	Weight	Question	Option A	Option B	Option C	Option D	Answer
Impact-Based Incident Prioritization	15%	Does the service assurance system automatically assess and prioritize broadband service incidents based on customer impact (such as number of users affected, customer segment/VIP status, or severity of service degradation)	Incidents are auto-ranked by real-time customer impact (e.g. number of subscribers or VIP customers affected and any service level commitments), ensuring the most critical issues receive top priority for resolution.	The system classifies incidents by severity or type, but prioritization of response is largely manual – operations staff must decide which issues to address first using the provided classifications.	Incidents are generally handled on a first-come, first-served basis or by simple criteria; there is no systematic impact-based ranking, aside from ad-hoc judgments by field teams or support staff.	No prioritization mechanism exists – service issues are addressed in the order they are reported or detected, without regard to the number or importance of customers affected.	A

The system can generate alarms with different priorities based on the affected network element levels and the number of users, corresponding to different priorities for rectification and handling.

The CEI poor-quality list is categorized into mandatory, optional, and advisory items, and priorities are also determined based on CEI scores.

Service quality warnings are based on network elements and impact levels

Support Evaluation Screenshot

用户账号	日期	卡慢CEI	TT	类型	待处理故障
130002268	2025-11-18	86.59		选做	家庭侧：千兆路由器连接光猫千兆口LAN1，但协商速率为100M
130002232	2025-11-18	88.89		选做	家庭侧：路由器WiFi覆盖弱
130001267	2025-11-17	87.80		选做	家庭侧：1.光猫WiFi占比高；2.光猫WiFi覆盖弱；3.单频光猫，无路由器不满足百兆以上套餐要求
130002268	2025-11-16	85.45		选做	家庭侧：光猫WiFi覆盖弱
130001613	2025-11-16	87.50		选做	家庭侧：光猫不支持家庭组网采集
130001267	2025-11-16	88.92		选做	家庭侧：智能组网设备运行时长超过21天
130002585	2025-11-15	88.89		选做	家庭侧：1.路由器WiFi覆盖弱；2.光猫芯片温度过高；3.千兆路由器连接光猫千兆口LAN1，LAN2，但协商速率...
130001267	2025-11-14	86.97		选做	家庭侧：路由器WiFi覆盖弱

开始时间	告警ID	原因	OLT	OLT IP	端口描述	告警级别	告警状态	故障持续时间
2025-11-19 01:37:50	98.801747	GM(设备告警)LCDGI	郑州市文化路温家湾路口 (...	172.21.82.140	机框+0 槽+19, 子槽+65535 ...	提示	未恢复	1.23
2025-11-19 01:37:32	98.789955	GPON ONT告警(DGI)	郑州市经一路东岸路机框-OLT...	172.21.83.108	机框+0 槽+17, 子槽+65535 ...	提示	未恢复	2.65
2025-11-19 01:37:30	98.810350	GPON ONT告警(DGI)	郑州市中原区伏牛路伊苑汇...	172.21.77.164	机框+0 槽+11, 子槽+65535 ...	提示	未恢复	3.5
2025-11-19 01:37:27	98.789904	GPON ONT告警(DGI)	郑州市中原区伏牛路伊苑汇...	172.21.77.172	机框+0 槽+13, 子槽+65535 ...	提示	未恢复	2.21
2025-11-19 01:37:26	98.797362	GPON ONT告警(DGI)	郑州市以义路三一路机框-OLT...	172.21.115.108	机框+0 槽+3, 子槽+65535 ...	提示	未恢复	1.19
2025-11-19 01:37:26	98.797361	GPON ONT告警(DGI)	郑州市以义路三一路机框-OLT...	172.21.117.84	机框+0 槽+4, 子槽+65535 ...	提示	未恢复	2.19
2025-11-19 01:37:22	98.806141	GPON ONT告警(DGI)	郑州市沙口路翠苑 (2.5G市...	172.21.82.52	机框+0 槽+14, 子槽+65535 ...	提示	未恢复	1.35
2025-11-19 01:37:21	98.793407	GPON ONT告警(DGI)	郑州市惠济区达地路博雅苑...	172.21.73.204	机框+0 槽+13, 子槽+65535 ...	提示	未恢复	4.87
2025-11-19 01:37:11	98.806048	GPON ONT告警(DGI)	郑州市中原区工人路宏发苑1...	172.21.77.244	机框+0 槽+5, 子槽+65535 ...	提示	未恢复	3.21
2025-11-19 01:36:59	98.789866	GPON ONT告警(DGI)	郑州市中原区伏牛路伊苑汇...	172.21.78.204	机框+0 槽+15, 子槽+65535 ...	提示	未恢复	4.34
2025-11-19 01:36:46	98.796879	GPON ONT告警(DGI)	郑州市郑东新区东明路机框-OLT...	172.21.94.252	机框+0 槽+1, 子槽+65535 ...	提示	未恢复	5.14
2025-11-19 01:36:26	98.792806	GPON ONT告警(DGI)	郑州市郑东新区东明路机框-OLT...	172.21.108.108	机框+0 槽+11, 子槽+65535 ...	提示	未恢复	1.21
2025-11-19 01:35:56	98.792548	GM(设备告警)LCDGI	郑州市二七区锦绣山河五期...	172.21.72.140	机框+0 槽+1, 子槽+65535 ...	提示	未恢复	2.39
2025-11-19 01:35:51	98.796332	GM(设备告警)LCDGI	郑州市金水区第一路2.5G机框...	172.21.83.140	机框+0 槽+6, 子槽+65535 ...	提示	未恢复	6.79
2025-11-19 01:35:09	98.778917	GPON ONT告警(DGI)	郑州市东大街 (2.5G市...	172.21.70.220	机框+0 槽+13, 子槽+65535 ...	提示	未恢复	2.1
2025-11-19 01:35:01	98.783354	GM(设备告警)LCDGI	郑州市郑东新区汇兴路-OLT...	172.21.110.140	机框+0 槽+11, 子槽+65535 ...	提示	未恢复	3.19
2025-11-19 01:34:43	98.774439	网管告警设备告警	郑州市郑东新区汇兴路-OLT...	172.19.103.79		紧急	已恢复	4.91
2025-11-19 01:34:26	98.789804	GPON ONT告警(DGI)	郑州市二七区锦绣山河五期...	172.21.66.56	机框+0 槽+15, 子槽+65535 ...	提示	未恢复	5.39
2025-11-19 01:34:14	98.795406	GM(设备告警)LCDGI	郑州市人和小区机框-OLT...	172.21.81.172	机框+0 槽+6, 子槽+65535 ...	提示	未恢复	4.19

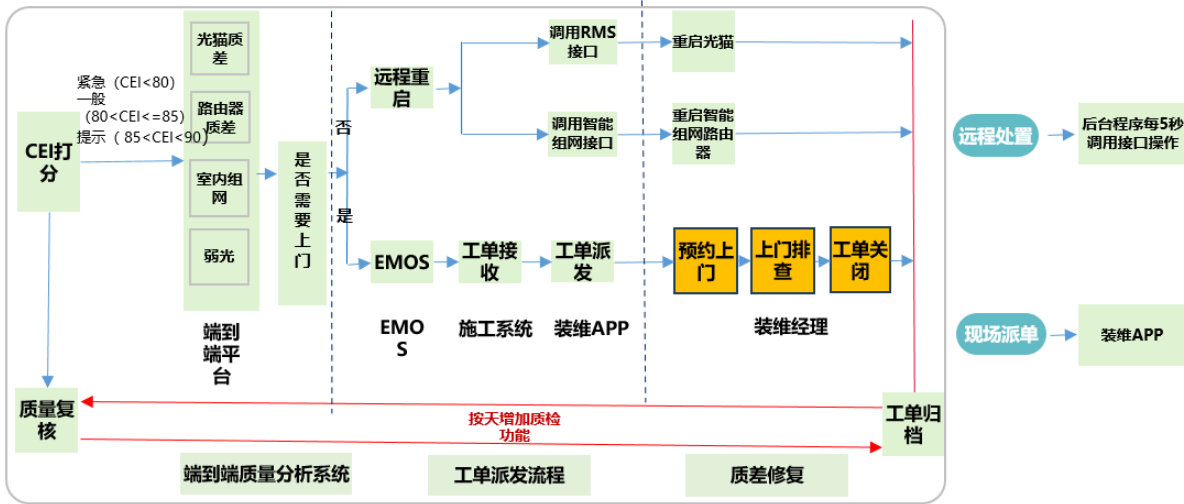
Service Capability	Weight	Question	Option A	Option B	Option C	Option D	Answer
Automated Service Restoration	20%	Does the system autonomously execute end-to-end service incident response actions (such as remediation, ticketing, notifications) based on determined decisions and priorities, without requiring manual intervention?	The system automatically executes the entire incident response process at the service level based on generated decision logic. This includes remediation, service ticket updates, alerts, and validations with no manual initiation required.	The system supports semi-automated execution at the service level through scripts or orchestrated workflows that require manual triggering or human confirmation for execution steps.	The system does not support any form of automated execution. All execution tasks are performed manually by operations teams, based on incident data and decisions.		A

Tickets are assigned based on user home issues and dispatched according to predefined optimization strategies, enabling automatic remote optimization. For work orders requiring on-site service, intelligent dispatching can automatically generate service tickets. The system can track and verify the status of services, automatically updating alarm statuses and service ticket statuses without manual intervention.

Automatic Work Order Dispatch Process for Poor User Quality

case handling

Support Evaluation Screenshot



The case handling interface shows a summary for device 'CMD14C34208' with fields for device type, MAC address, IP, and status. A '远程操作' (Remote operation) section includes a button to 'Invoke the remote reboot API to restart the optical modem.' Below this is a screenshot of a data table with columns for device ID, name, status, and other metrics. A red annotation states: 'Automatically dispatch to the installation and maintenance app for processing'.

Thank you