



CREDIT DISPUTE EVIDENCE PACK

ACME-FRA-HQ-01

Reporting period 1 May 2026 – 31 May 2026

CUSTOMER

Northbridge Networks

END CUSTOMER

ACME Logistics

SUPPLIER

Calbright Telecom

GENERATED

1 June 2026, 00:01:14 UTC

About this document .

This pack contains every piece of evidence used to calculate the credit owed for the circuit and period named above. All measurements are timestamped at source. All calculations are deterministic and reproducible: re-running the report on the same evidence returns the same credit amount, every time.

Probe data was collected by the XVOLV active probe network. Classifications were assigned by the deterministic engine. Exclusions were proposed by operators and approved through the platform's audit-logged workflow. The supervisor agent (advisory mode) annotated the period for review but did not alter any calculation or evidence.

The document SHA-256 hash printed in the footer of every page verifies this pack has not been modified since generation.

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What this pack proves .

Before the detail — the plain-English version of what you are holding, and the one rule that makes it defensible.

In plain English

This circuit was independently measured, from two vantage points, every 60 seconds, for the whole of May 2026. Against the SLA the customer paid for, it **breached** — availability landed at 99.3593% against a 99.9000% target. That breach earns the customer a **€450.00 credit**, and entitles the operator to recover **€140.00** from the supplier under a separate profile.

Every number in this pack is derived by rule from the evidence in §03 and §04. Nothing here is an opinion, an average, or an estimate. Re-run the calculation on the same evidence and you get the same result — which is exactly what makes it something you can put in front of a customer, a supplier or procurement.

MEASURED — WHAT THIS PACK CONTAINS

Deterministic facts: probe measurements, rule-based classifications, and credit calculated by the agreed SLA profile. Reproducible and defensible on the record.

MODELLED — WHAT IT DOES NOT

No estimated business impact, no consequential-loss figure, no projection. Modelled numbers never appear in an evidence pack; they live only in separate, clearly-labelled analysis. The two never share a page.

How to read this pack. §01 is the summary. §02–§04 are the raw evidence (circuit, outages, exclusions). §05 is the step-by-step calculation. §06–§07 are the agent observations and the append-only audit trail. §08 tells you how to verify the pack yourself.

01

Executive summary.

This circuit breached its contracted availability target during the reporting period. A credit is owed to the end customer; a recovery is due from the supplier. Both are derived from the same probe evidence, applied through separate SLA profiles.

AVAILABILITY (NET)
99.3593%

SLA TARGET (CUSTOMER)
99.9000%

STATUS
BREACH

CREDIT OWED TO CUSTOMER
€450.00
10% of customer MRC (€4,500.00) under profile ACME-Premium-99.9

RECOVERY DUE FROM SUPPLIER
€140.00
5% of supplier fee (€2,800.00) under profile CBT-Standard-99.5

Period at a glance

Period length	44,640 minutes (31 days)
Recorded outage events	4
Recorded degradation events	0
Gross downtime	376 minutes
Excluded downtime	90 minutes (1 approved exclusion)
Net downtime	286 minutes
Net availability	99.3593%
Customer credit band applied	99.0% ≤ availability < 99.5% → 10%
Supplier credit band applied	99.0% ≤ availability < 99.5% → 5%
Net P&L impact (to operator)	€450.00 owed – €140.00 recoverable = €310.00 net cost

Status. Pending customer review. Once acknowledged, the credit is applied to the next invoice for the named circuit. The supplier recovery is queued for submission to Calbright Telecom under the framework agreement; ticket reference appended in §07 audit trail.

02

Circuit profile.

The circuit, its commercial framing, and the SLA profiles applied to it during the reporting period.

Circuit identifier	ACME-FRA-HQ-01
Internal UUID	0c6df421-3a92-4d18-8b6e-7d1f0a5e9c4b
Customer / End customer	Northbridge Networks / ACME Logistics
Site	Frankfurt HQ – Mainzer Landstr. 41, Germany (50.110924, 8.682127)
Supplier / circuit ref	Calbright Telecom / CBT-DE-FRA-44218-A
Service type	Ethernet Private Line, 1 Gbps symmetric (start 12 March 2024)
Customer MRC / Supplier fee	€4,500.00 / month · €2,800.00 / month
Probe vantages (active)	XV-STR-01 (Strasbourg) · XV-FRA-02 (Frankfurt)
Probe interval	60 seconds, ICMP + TCP/443

SLA profiles applied during period

PROFILE	TARGET	CREDIT BANDS	CAP · VERSION
ACME-Premium-99.9 Customer	99.9000%	99.9>x≥99.5 → 5% 99.5>x≥99.0 → 10% 99.0>x≥98.0 → 15% x<98.0 → 25%	25% of MRC · v3 (2025-09-01)
CBT-Standard-99.5 Supplier	99.5000%	99.5>x≥99.0 → 5% 99.0>x≥98.0 → 10% x<98.0 → 15%	15% of fee · v2 (2024-01-01)

Latency and loss targets were not enforced for either profile this period. All figures in this pack derive from the availability metric only.

03

Outage register .

Every outage and degradation recorded against this circuit. Detection requires confirmation from both probe vantages over a minimum of three consecutive 60-second intervals.

EVENT ID	STARTED (UTC)	ENDED (UTC)	DUR.	CLASS	DETECTION
OUT-2024	2026-05-08 16:12	2026-05-08 18:08	116m	Outage	Both vantages
OUT-2031	2026-05-14 02:00	2026-05-14 03:30	90m	Outage	Both vantages
DEG-2055	2026-05-22 11:14	2026-05-22 11:32	18m	Degraded	Both vantages
OUT-2089	2026-05-31 20:00	2026-05-31 22:32	152m	Outage	Both vantages

Event detail

OUT-2024 · 116 min · Outage — bidirectional ICMP loss

Root cause: Fibre re-route triggered by carrier maintenance window mis-scheduled. Ticket: CBT-INC-558321. **Not excluded — supplier-acknowledged hard outage.**

OUT-2031 · 90 min · Outage — planned maintenance

Root cause: Pre-notified Calbright firmware upgrade on Frankfurt PE router. Ticket: CBT-CHG-447120. **EXCLUDED — see exclusion EX-118 (\$04).**

DEG-2055 · 18 min · Degraded — packet loss 42-58% sustained

Root cause: Brief BGP convergence event upstream of supplier PE. Ticket: CBT-INC-561884. **Not excluded — counted toward downtime.**

OUT-2089 · 152 min · Outage — bidirectional total loss

Root cause: Confirmed fibre cut on metro segment, Frankfurt-Offenbach. Ticket: CBT-INC-565009. **Not excluded — supplier-acknowledged hard outage.**

03 (cont.)

Sample probe trace — OUT-2089.

Excerpt from probe XV-FRA-02 around the start of OUT-2089. Full trace data is retained for 36 months and available on request.

Timestamp (UTC)	Probe	Target	RTT (ms)	Loss	Status
2026-05-31 19:58:00	XV-FRA-02	10.218.44.1	3.2	0%	OK
2026-05-31 19:59:00	XV-FRA-02	10.218.44.1	3.1	0%	OK
2026-05-31 20:00:00	XV-FRA-02	10.218.44.1	—	100%	FAIL
2026-05-31 20:01:00	XV-FRA-02	10.218.44.1	—	100%	FAIL
2026-05-31 20:02:00	XV-FRA-02	10.218.44.1	—	100%	FAIL
...	...	...	...	...	...
2026-05-31 22:31:00	XV-FRA-02	10.218.44.1	—	100%	FAIL
2026-05-31 22:32:00	XV-FRA-02	10.218.44.1	4.1	0%	OK
2026-05-31 22:33:00	XV-FRA-02	10.218.44.1	3.8	0%	OK

Two-vantage confirmation. The same window was independently recorded by XV-STR-01 (Strasbourg). An event is only classified as an outage when both vantages agree — a single-vantage loss is treated as local to that path and does not count against the service.

04

Exclusions applied.

Time periods removed from the SLA calculation. Each exclusion has a reason, a proposer, an approver, and an SLA impact recorded at the moment of approval.

EXCLUSION ID	PERIOD	REASON	STATUS
EX-118	2026-05-14 02:00 — 03:30 UTC (90 min)	Planned maintenance	Approved

EX-118 — detail

Period excluded	2026-05-14 02:00:00 → 03:30:00 UTC (90 minutes)
Reason	Planned maintenance — Calbright firmware upgrade on FRA PE router; pre-notified by carrier on 2026-05-09 14:22 UTC under ticket CBT-CHG-447120.
Proposed by	Parallax Supervisor Agent — correlation with carrier change window (2026-05-14 03:32:18 UTC)
Approved by	noc.lead@northbridge.net (2026-05-14 03:44:09 UTC)
SLA impact at approval	Net availability 99.1577% → 99.3593% (+0.2016 pp)
Credit impact at approval	Customer credit 15% (€675.00) → 10% (€450.00). Operator saving: €225.00.

Note. The supervisor agent proposed this exclusion based on correlation with a carrier-published change window. It was reviewed and approved by a human operator, with the full audit log captured in §07. At no point did the agent write to the credit ledger.

05

SLA calculation — customer .

The same probe evidence is applied to two SLA profiles in parallel; each produces an independent credit number. Every figure below is measured and computed by rule — no modelled or estimated value appears anywhere in this calculation.

Customer side — ACME-Premium-99.9

STEP	VALUE	SOURCE
Period length	44,640 min	May has 31 days
Gross downtime	376 min	\$03 sum of event durations
Less excluded downtime	-90 min	\$04 exclusion EX-118
Net downtime	286 min	Gross – excluded
Net availability	$(44,640 - 286) \div 44,640 = 99.35932...\%$	Computed
Result vs target (99.9000%)	BREACH (-0.54068 pp)	Computed
Band applied	$99.5\% > x \geq 99.0\% \rightarrow 10\%$	Profile band lookup
Credit owed (gross)	$10\% \times \text{€}4,500.00 = \text{€}450.00$	Computed
Credit cap applied?	No (cap 25%, applied 10%)	Profile rule
Credit owed (final)	€450.00	—

05 (cont.)

SLA calculation — supplier .

The same probe evidence, applied through the supplier SLA profile. This is the recovery the operator is entitled to claim from the carrier.

Supplier side — CBT-Standard-99.5

STEP	VALUE	SOURCE
Net availability	99.35932...%	Same probe evidence
Result vs target (99.5000%)	BREACH (-0.14068 pp)	Computed
Band applied	99.5% > x ≥ 99.0% → 5%	Profile band lookup
Recovery (gross)	5% × €2,800.00 = €140.00	Computed
Recovery cap applied?	No (cap 15%, applied 5%)	Profile rule
Recovery due (final)	€140.00	—

NET P&L IMPACT TO THE OPERATOR

Credit owed to customer (€450.00) – recovery due from supplier (€140.00) = €310.00
net cost for this circuit, this period. A measured figure — not a projection.

06

Supervisor agent observations.

Observations the Parallax supervisor agent recorded during the period. The agent operates in advisory mode: read-only access to evidence, write access only to its own observation log. It cannot alter classifications, exclusion approvals, or credit calculations.

TIME (UTC)	OBSERVATION
05-09 14:24	Carrier change CBT-CHG-447120 ingested. Window 05-14 02:00-03:30 pre-flagged for exclusion review if downtime detected.
05-14 03:32	OUT-2031 (90 min) closed within pre-flagged window. Proposed exclusion EX-118. SLA-impact preview: +0.2016 pp, credit -€225.00.
05-22 11:32	DEG-2055 (18 min) closed. BGP-flap-like, no matching maintenance window. No exclusion proposed. Counted toward downtime.
05-31 22:33	OUT-2089 (152 min) closed. Cross-referenced carrier incident CBT-INC-565009 (fibre cut). No exclusion candidate. Confirmed for inclusion.
06-01 00:00	End-of-period: 4 events, 1 excluded, 0 SLA-at-risk warnings. Net availability 99.3593%. Customer breach confirmed; recovery confirmed. Report queued.

Agent integrity statement. Across this period the supervisor agent made 5 observations, proposed 1 exclusion, and modified 0 records in the credit engine. Mode: ADVISORY. Hash of agent binary at run-time: 9b4f...c12e.

07

Audit trail.

Every action taken on this circuit's reporting record during the period. Append-only log; each line is signed and chained to the previous entry's hash.

TIMESTAMP (UTC)	ACTOR	ACTION	TARGET
2026-05-08 16:12:03	system	outage.detected	OUT-2024
2026-05-08 18:08:11	system	outage.closed	OUT-2024
2026-05-09 14:22:55	integrations.cbt-feed	change_window.ingested	CBT-CHG-447120
2026-05-09 14:24:01	agent.supervisor	observation.recorded	OBS-2026-05-09-a
2026-05-14 03:32:18	agent.supervisor	exclusion.proposed	EX-118
2026-05-14 03:44:09	noc.lead@northbridge.net	exclusion.approved	EX-118
2026-05-31 22:32:40	system	outage.closed	OUT-2089
2026-06-01 00:01:14	system	report.generated	EVP-2026-05-NBRG-ACME-001

The full append-only log for this circuit is retained in the platform and can be exported independently. Each entry's signature chains to the previous entry's hash, so any tampering breaks the chain and is detectable.

08

How to verify this pack .

This pack is designed to be checked, not taken on trust. Anyone — a customer, a supplier or procurement — can confirm it is authentic and reproduce the result.

1 • Confirm the pack is unmodified

1. **Read the hash.** The SHA-256 in the footer of every page is the fingerprint of this document at generation: a588a29d...31c5c572.
2. **Recompute it.** Run a SHA-256 over the file you were sent (e.g. `shasum -a 256 pack.pdf`). If it matches the footer, the pack is byte-for-byte the one XVOLLV generated. If it differs, the file has been altered — do not rely on it.

2 • Reproduce the result

1. **Take the evidence.** The outage register (§03) and exclusions (§04) are the only inputs.
2. **Apply the rule.** Net availability = (period – net downtime) ÷ period. Look up the band in the SLA profile (§02) and multiply by the MRC/fee. The working is shown in full in §05.
3. **Compare.** You will arrive at €450.00 owed and €140.00 recoverable — the same numbers, every time. That is what "deterministic" means.

3 • Check the chain of custody

1. **Follow the audit trail (§07).** Every action is time-stamped and hash-chained to the one before it. Request the independent export to confirm the chain is intact.
2. **Note what the agent did — and didn't.** The supervisor agent (§06) only observed and proposed; a human approved every exclusion, and no agent wrote to the credit ledger.

WHY THIS HOLDS UP

Because it is measured, computed by rule, and independently verifiable, this pack settles the disagreement on the record — not on assertion. A credit you can defend line by line is worth more than an impact figure you can't.