

## Data collected by PacketSmart PI-100, PI-150 and PI-500 Appliances or embedded agents

The purpose of this data sheet is to provide information on what type of data is sniffed by PacketSmart once the appliances are deployed in customer networks.

1. VoIP audio quality data:
  - a. Packet rate, Jitter, packet loss, MOS, and other quality factors are determined by analyzing the RTP headers in VoIP calls. These measurements are then uploaded to PacketSmart in near real-time. None of the actual audio payload is analyzed or uploaded to PacketSmart as part of these quality measurements.
2. VoIP signaling data:
  - a. All call-related signaling messages are uploaded to PacketSmart. By default, some of the non-call-setup messages like REGISTER, SUBSCRIBE, etc. are not uploaded, except by turning on a special verbosity feature using the PacketSmart GUI.
3. Route analysis data:
  - a. Traceroute-style operations are used to monitor the route path during voip calls. The response time and router IP address collected during this operation is uploaded to PacketSmart.
4. Traffic Flow data:
  - a. Kbps and pps usage of TCP, UDP, RTP, and ICMP are uploaded to PacketSmart. Only measurements are uploaded here – not actual data payload.
5. TopFlow data:
  - a. Top-10 flow usage (similar to Cisco Netflow) is uploaded to PacketSmart. Here too, only measurement data is uploaded to PacketSmart.
6. Packet Capture data:
  - a. This feature is enabled only in PACKETPRO, and VIDEOPRO products. This allows a full packet capture up to 1MB per command to be captured and uploaded to the PacketSmart platform.