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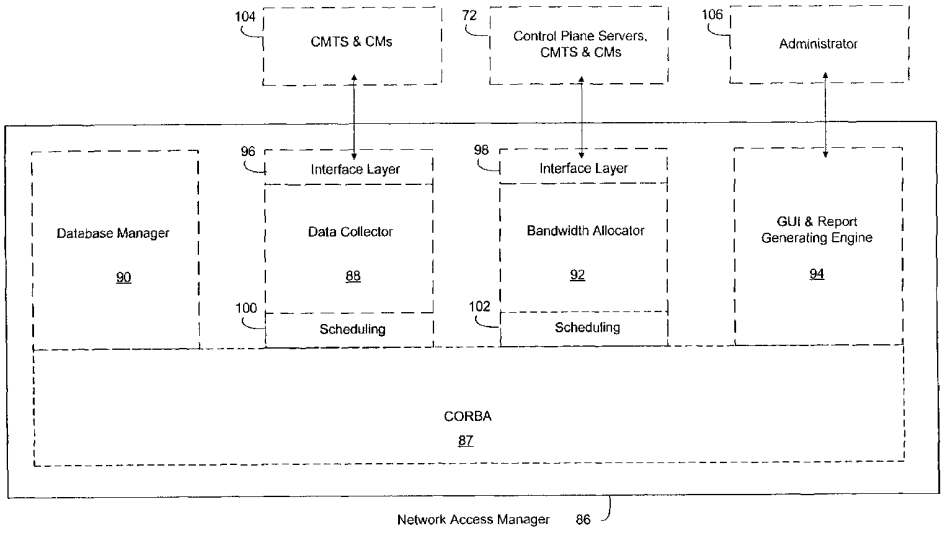
(54) Title: ALLOCATING ACCESS ACROSS SHARED COMMUNICATIONS MEDIUM



(57) Abstract: A method of providing network access across a shared communications medium between competing users (86) includes the step of allocating network access for each user for a future time interval (102). Features include forecasting network access (1100) of the users in a future time interval, and prioritizing the users for allocating network access to the users. The network access allocations represent network access allowances available to the users during the future time interval, and further may represent network access usage. Classes of users can be allocated network access first (1114), and then each user allocated network access from the class allocation.

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ALLOCATING ACCESS ACROSS SHARED COMMUNICATIONS MEDIUM

Field of the Present Invention

The present invention generally relates to allocating access across a shared communications medium and, in particular, to allocating bandwidth used to convey data of competing users across a shared communications medium of a Carrier Network.

Background of the Present Invention

As used herein, a "Carrier Network" generally refers to a computer network through which users (such as homes and businesses) communicate with various service providers. The Carrier Network extends from the location of each user to an intermediate switched/routed network (hereinafter "Intermediate Network"). The service providers, in turn, are connected to the Intermediate Network, either directly or indirectly via the Internet, for communications with the users. The Carrier Network is maintained by a "Carrier," which also may serve as a service provider for certain services. For example, a Carrier or a related entity may serve as an Internet service provider (ISP).

Two prevalent types of Carrier Networks include a "Shared Access Carrier Network," in which data of multiple users are conveyed together over a shared communications medium between the users and the Intermediate Network, and a "Dedicated Connection Carrier Network," in which data of each user are conveyed alone between the user and the Intermediate Network and are not combined with data of other users. One of the most prevalent Shared Access Carrier Networks today is found in the Data-Over-Cable (DOC) Network, which includes the traditional network constructed from coaxial cable and the hybrid fiber coaxial (HFC) network constructed with both fiber optical cabling and coaxial cable. Other Shared Access Carrier Networks include wireless and digital subscriber line (xDSL) networks (the xDSL lines typically being aggregated onto an oversubscribed backhaul trunk into the Intermediate Network, with the trunk defining the shared communications medium).

For example, with regard to DOC Networks, and with reference to **FIG. 1** wherein a conventional DOC Network **40** is illustrated, data packets are transmitted in a downstream direction from a cable modem termination system (CMTS) **30**, which is located in a headend **36** (or distribution hub) of a Carrier, over a coaxial cable **32** to respective cable modems (CMs) **34** of users. All of the CMs **34** are attached by the coaxial cable **32** to the CMTS **30** in an inverted tree configuration, and each CM **34** connected to the coaxial cable **32** listens to all broadcasts from the CMTS **30** transmitted through the coaxial cable **32** for data packets addressed to it, and ignores all other data packets addressed to other CMs **34**. Theoretically, a CM **34** is capable of receiving data in the downstream direction over a 6 MHz channel with a maximum connection speed of 30-40 Mbps. Data packets also are transmitted in the upstream direction over a 2 MHz channel by the CMs **34** to the CMTS **30** typically using time division multiplexing (TDM) and at a maximum connection speed of 1.5-10 Mbps.

The headend **36** in the DOC Network **40** includes a plurality of CMTSs, with each CMTS supporting multiple groups of CMs each connected together by a respective coaxial cable. Each such group of CMs connected to a CMTS defines a Shared Access Carrier Network, with the coaxial cable in each representing the shared communications medium. This arrangement of a group of CMs connected to a CMTS by a coaxial cable is referred to herein as a "Cable Network." Accordingly, the DOC Network **40** includes a plurality of Cable Networks **38** originating from CMTSs at the headend **36** of the Carrier, with a particular Cable Network **38** being illustrated in an expanded view in **FIG. 1**. The DOC Network **40** also includes multiple headends **36,64,66**.

In contrast to the Shared Access Carrier Network, a user in the Dedicated Connection Carrier Network establishes a dedicated connection directly with the Intermediate Network for the transfer of data directly therebetween, and no data of other users travel over the dedicated connection. Examples of a dedicated connection are shown for comparison in **FIG. 1** and include a connection established by a telephony modem **74** and a connection established by an ISDN modem **76**. Both downstream and upstream connection speeds in a Dedicated Connection Carrier Network range from a maximum of 53 kbps in a telephony modem connection to a maximum of 128 kbps in a basic rate interface ISDN connection.

Connection speeds and, more importantly, throughput rate—the amount of data actually transmitted successfully in a given time interval—are important in minimizing downtime that users spend waiting for HTML documents to download from the Web. A Shared Access Carrier Network is considered superior to a comparable Dedicated Connection Carrier Network because the maximum instantaneous connection speed offered by the Shared Access Carrier Network is greater. A Shared Access Carrier Network is considered "comparable" to a Dedicated Connection Carrier Network where the entire bandwidth over a shared communications medium of the Shared Access Carrier Network equals an aggregate bandwidth that is divided between and dedicated to users in a Dedicated Connection Carrier Network. Accordingly, Shared Access Carrier Networks are able to offer significantly faster downloads of web documents, emails, and file transfers that are not considered available in Dedicated Connection Carrier Networks.

Furthermore, new multimedia applications and Internet services, such as voice and video communications via the Internet, now are offered which require even greater throughput rates for acceptable levels of service than that of the traditional Internet services, i.e., throughput rates greater than that required for acceptable text-based Web browsing, file transferring, and email communication. It is believed that these new multimedia applications and Internet services cannot adequately be provided for over Dedicated Connection Carrier Networks and that, consequently, Shared Access Carrier Networks ultimately will prevail as the predominant type of Carrier Network for Internet access by users.

Of course, the actual throughput rates experienced by a particular user rarely, if ever, will equate to the maximum connection speeds of which the Shared Access Carrier Network is capable because of the shared nature of the communications medium. For example, in a Cable Network the

total bandwidths available over the shared cable in the downstream and upstream directions, which determine the respective maximum connection speeds, must be shared among all of the users communicating at a given time. Thus, rarely will a single user have available for use a large portion of the entire bandwidth in a particular direction. Further, as a Carrier adds users to the Cable Network, the actual downstream and upstream bandwidths available to the user—and thus throughput rates of the user—generally will decrease. A Carrier therefore must be careful to draw a balance between the number of users connected to a Cable Network and the performance users experience communicating over the network.

Unfortunately, Shared Access Carrier Networks that have been established were designed to provide the traditional Internet services, and not the new multimedia applications and Internet services that require higher throughput rates for acceptable levels of service. Consequently, each balance previously struck by Carriers in establishing Shared Access Carrier Networks was based on considerations of the throughput rates required for the traditional Internet services, and user throughput rates currently experienced by users in such networks are believed to fall short of acceptable quality of service (QoS) standards believed required in a Carrier Network for the new multimedia applications and Internet services.

Additionally, with regard to new Shared Access Carrier Networks that are being established, considerations of the new multimedia applications and Internet services tend to reduce the number of users that a Carrier now can reasonably expect to connect to the shared communications medium before degrading the performance levels of the new multimedia applications and Internet services. The balance is being shifted towards less users per shared access medium in exchange for higher throughput rates and, thus, higher QoS standards.

In an attempt to avoid reducing the number of users, it has been proposed, at least in DOC Networks, to discriminate between the traditional Internet services and the new multimedia applications and Internet services with regard to priority of data packet transmissions. In particular, the generally accepted standard in the United States governing communication protocols over cable is DOCSIS version 1.0, which was ratified by the International Telecommunication Union in March of 1998. DOCSIS stands for "Data Over Cable Service Interface Specifications." When DOCSIS 1.0 was developed, it was generally believed that, in view of the "fast" connection speeds of Cable Networks, the provision of bandwidth on a best effort basis would be sufficient to meet all user requirements.

Accordingly, each user subscribed to receive network access pursuant to a service level agreement (SLA) which provided for network access (or bandwidth in Cable Networks) only on a best effort basis. Now, in an effort to address the foreseen ever-increasing demand for higher throughput rates, DOCISIS version 1.1 has been proposed, in accordance with which each data packet transmitted over a DOC Network now must include a classification designation for prioritization purposes by network equipment. Subsequently, data packets representing voice or video, for example, now can be identified and given priority transmission over data packets representing email, file transfers, and text-

based Web documents. A benefit of such flow classification is that, while overall bandwidth generally available to a user may otherwise remain unchanged, throughput rates of data for voice and video now may be provided at a higher rate than throughput rates of data for the traditional Internet services, thereby increasing the performance of voice and video applications and services while at least maintaining the traditional number of users connected to a Cable Network.

A disadvantage of the revisions to DOCSIS 1.1 is that the revisions do not enhance established Cable Networks constructed with only DOCSIS 1.0 compliant equipment, as such equipment does not support the added functionality of DOCSIS 1.1 so as to distinguish between data packets.

More broadly, another disadvantage of the classification of data packets into Internet Protocol (IP) flows based on the services represented by the data packets is that such classification discriminates against users who do not utilize multimedia applications and services receiving the prioritized transmissions. At least for some extensive users of the traditional Internet services, some degradation in performance may be noticed by lower classification of their data packets, particularly if the user engages in, for example, web hosting. While the transmissions of data packets for documents, files, and emails are not as time-sensitive as data packets for voice and video, increased data packet latency for documents, files, and emails, even if incrementally small, nevertheless will result in service degradation for large or numerous documents, files, and emails.

Accordingly, a need exists for a method and apparatus that will accommodate differing demands for network access by users competing for such access across a shared communications medium of a Shared Access Carrier Network, whether new or established, and irrespective of data packet classifications.

Furthermore, as Shared Access Carrier Networks emerge as the favored type of network, it is believed that open access to such networks by different competing service providers will become an important commercial and legislative issue. Moreover, as more and more service providers seek to provide users with services over Shared Access Carrier Networks, it is believed that users of such service providers will receive inadequate bandwidth over the Shared Access Carrier Networks to meet minimum standards of quality, especially in Cable Networks where bandwidth is provided on a best efforts basis.

Accordingly, it is believed that an additional need exists for a method by which a service provider competing for users of a shared communications medium can seek protection against bandwidth starvation of the users of the shared communications medium that are its customers. Conversely, it is also believed that a need exists for a method that will accommodate differing demands for network access by users competing for such access across the shared communications medium.

Summary of the Present Invention

Briefly summarized, the present invention relates to a method of providing network access across a shared communications medium between competing users, and include eight different aspects.

First Aspect of the Present Invention

In the first aspect of the present invention, the method broadly includes the steps of: (a) prior to first and second time intervals, respectively determining for each user first and second network access allowances; (b) during the first time interval, providing network access to each user such that the respective first network access allowance is not exceeded; and (c) during the second time interval, providing network access to each user such that the respective second network access allowance for each user is not exceeded.

In accordance with the present invention, the "network access allowance" represents a respective maximum level of network access that can be made available to the user during a particular time interval, and does not represent necessarily the level of network access that will be utilized by the user during such time interval. Furthermore, at least one respective second network access allowance for a user differs from such user's respective first network access allowance.

The first network access allowances for the users preferably are determined by allocating network access to each user on a per user basis for the first time interval in accordance with a first allocation policy. The first network access allowance for each respective user then is equated to the network access allocated to that user under the first allocation policy. Likewise, the second network access allowances for the users are determined by allocating network access to each user on a per user basis for the second time interval in accordance with a second allocation policy that may or may not differ from the first allocation policy. Again, the second network access allowance for each respective user then is equated to the network access allocated to that user under the second allocation policy.

In additional features of the present invention, the method includes the steps of monitoring network access usage by the users, and forecasting network access usage of each user in a future time interval. Another additional feature of the present invention includes the step of prioritizing the users for the allocation of network access.

One of many preferred embodiments of the present invention includes the monitoring of bandwidth consumption of each user across the shared communications medium of a Cable Network; based on the monitored bandwidth consumption, the forecasting of bandwidth consumption of each user in a future time interval; the prioritization of users; and the subsequent allocation of bandwidth to each user in decreasing priority for determining bandwidth allowances during the future time interval. Users are prioritized based on one or more various prioritization policies, including the prioritization of users based upon fairness considerations, such as user throughput during a particular time interval, user data loss for a particular time interval, bandwidth consumption for a particular time-of-day, an established minimum quality of service (QoS) standard, or combination thereof. Other prioritization policies include the prioritization of users based upon provisions found in each user's respective

service level agreement (SLA), and the prioritization of users based upon each user's forecasted bandwidth consumption for the future time interval. In alternative embodiments, the bandwidth that is requested, rather than the bandwidth that is consumed, is monitored and forecasted. With regard to at least two users, the favored user allocations, and thus the user allowances, differ as between future time intervals.

Second Aspect of the Present Invention

In the second aspect of the present invention, the method broadly includes the steps of monitoring network access usage of each user for a past time interval and, based on the monitored network access usage, allocating network access to each user for a future time interval. In a feature of the present invention, the network access that is monitored and allocated is in the downstream direction towards the users. In a separate and independent feature of the present invention, network access usage of each user is forecast for a future time interval based on the monitoring, and allocations are made based on the forecasting. Another additional feature of the present invention includes the prioritizing of the users for allocating network access.

One of many preferred embodiments of the present invention includes the monitoring of bandwidth consumption of each user across the shared communications medium of a Cable Network; based on the monitored bandwidth consumption, the forecasting of bandwidth consumption of each user in a future time interval; the prioritization of users; and the subsequent allocation of bandwidth to each user in decreasing priority for the future time interval. Users are prioritized based on one or more various prioritization policies, including the prioritization of users based upon fairness considerations, such as user throughput during a particular time interval, user data loss for a particular time interval, bandwidth consumption for a particular time-of-day, an established minimum quality of service (QoS) standard, or combination thereof. Other prioritization policies include the prioritization of users based upon provisions found in each user's respective service level agreement (SLA), and the prioritization of users based upon each user's forecasted bandwidth consumption for the future time interval. In alternative embodiments, the bandwidth that is requested, rather than the bandwidth that is consumed, is monitored and forecasted.

Third Aspect of the Present Invention

In the third aspect of the present invention, the method broadly includes the steps of monitoring network access usage by each user for a past time interval and, based on the monitored network access usage, allocating network access for each user for a future time interval. In a feature of the present invention, network access usage of each user is forecast for a future time interval based on the monitoring, and allocations are made based on the forecasting. Another feature of the present invention includes the prioritizing of the users for allocating network access.

A preferred method of providing network access to the users includes the steps of: (a) monitoring network access usage by each user during a time interval; (b) based on the monitoring, forecasting network access usage by each user over a future time interval; (c) prioritizing users based on each user's forecasted network access usage in increasing order, whereby a user with a lesser

forecasted network access usage receives a higher priority than a user with a greater forecasted network access usage; and (d) allocating network access available to each user during the future time interval in decreasing order of user priority, with each user's allocation of network access being equal to each user's forecasted network access usage subject to a respective, predetermined maximum value and subject to availability.

Another preferred method of providing network access to the users includes the steps of: (a) monitoring network access usage by each user during a time interval; (b) based on the monitoring, forecasting network access usage by each user over a future time interval; and (c) allocating network access available to each user during the future time interval, with each user's allocation of network access being equal to each user's forecasted network access usage multiplied by a ratio of the total network access available for allocation to the total forecasted network access usage of all users, and subject to a respective, predetermined maximum value and subject to availability.

A third preferred method of providing network access to the users includes the steps of: (a) charging each user a respective fee for network access usage; (b) monitoring network access usage by each user during a time interval; (c) based on the monitoring, forecasting network access usage by each user over a future time interval; (d) prioritizing users based on each user's fee in decreasing order, whereby a user having a greater fee receives a higher priority than a user having a lesser fee; and (e) allocating network access available to each user during the future time interval in decreasing order of user priority, with each user's allocation of network access being equal to each user's forecasted network access usage subject to a respective, predetermined maximum value and subject to availability.

Yet a fourth preferred method of providing network access to the users includes the steps of: (a) applying respective credits to users for network access shortfalls below respective levels of network access specified to the users; (b) monitoring network access usage by each user during a past time interval; (c) based on the monitoring, forecasting network access usage by each user over a future time interval; (d) prioritizing users based on each user's respective credit in decreasing order, whereby a user having a greater credit receives a higher priority than a user having a lesser credit; and (e) allocating network access available to each user during the future time interval in decreasing order of user priority, with each user's allocation of network access being equal to each user's forecasted network access usage subject to a respective, predetermined maximum guaranteed value and subject to availability.

Fourth Aspect of the Present Invention

In the fourth aspect of the present invention, the method includes providing network access across a shared communications medium between competing users pursuant to service level agreements (SLAs) of the users. The method broadly includes the steps of: (a) monitoring network access usage by each user during a time interval; (b) comparing the monitored network access usage by each user with a predetermined threshold value; and (c) soliciting a user to modify the user's SLA

if the user's monitored network access usage varies from the predetermined value by a predetermined tolerance.

Features of the present invention include the additional steps of allocating network access to each user for a future time interval, and forecasting network access usage by users in the future time interval. Another additional feature of the present invention includes the step of prioritizing the users for allocating network access to the users.

The network access usage includes the user throughput rate, bandwidth consumption, and/or bandwidth requested for a predetermined period of time. The threshold value preferably represents a respective maximum level of network access (whether maximum allowed or maximum guaranteed) for each user or a respective maximum burstable level of network access with target probability for each user. The solicitation is conducted via email, instant messaging, redirection of a web browser of the user to a solicitation web page, generation and mailing of literature, telephonic communication, or other communication means. The solicited modification of the user's SLA includes guaranteeing a level of network access to the user on a permanent or on a temporary basis. A charge preferably is applied to the user for the modification.

A preferred method of the present invention includes the identification of a recurrent period of high network access usage by a user based on the monitoring, and in response thereto, the solicitation of the user to modify the user's SLA in order to guarantee a minimum level of network access during an anticipated future recurrent period of high network access usage.

Fifth Aspect of the Present Invention

In the fifth aspect of the present invention, the method includes incorporating allocations of network access into a DOCSIS 1.0 compliant cable network wherein users compete for bandwidth. A preferred method includes the steps of: (a) generating cable modem configuration files, each of which limits bandwidth consumption by a cable modem of a user to a value representative of that user's allowance of bandwidth; (b) sending the configuration files to a Trivial File Transfer Protocol (TFTP) Server of the DOC Network; and (c) sending a command either to each user's cable modem, or to a cable modem termination system to which each user's cable modem is connected, to cause the cable modem to acquire its new respective configuration file. Features of the present invention include the additional steps of prioritizing users for allocation of bandwidth, and forecasting bandwidth of each user in a future time interval.

Sixth Aspect of the Present Invention

In the sixth aspect of the present invention, a Carrier Network provides communications between multiple users and Service Providers. The Carrier Network includes computer network equipment defining a Cable Network and an Intermediate Network which, combined, extends between the users and the Service Providers. The Cable Network includes a shared communications medium joining the users with the Intermediate Network, and users compete for network access across the shared communications medium in conveying data. The Carrier Network also includes software that manages the network access of the users.

In accordance with the present invention, the software includes computer-executable instructions performing the steps of monitoring network access usage by each user for a time interval and, based thereon, allocating network access to the users for a future time interval. In additional features of the present invention, the software includes computer-executable instructions performing the additional steps of forecasting network access usage by each user during the future time interval, and prioritizing the users for allocation of network access

In additional features of the present invention, the software is distributed within network equipment of the Carrier Network or, alternatively, is stored in hardware physically located at a remote location from the Carrier Network but linked with the Carrier Network for communications therebetween. The hardware remotely located is directly linked with the Carrier Network or is linked indirectly through the Internet.

One of many preferred embodiments of the present invention includes prioritization of users based on one or more various prioritization policies, including the prioritization of users based upon fairness considerations, such as user throughput during a particular time interval, user data loss for a particular time interval, network access usage for a particular time-of-day, an established minimum quality of service (QoS) standard, or combination thereof. Other prioritization policies include the prioritization of users based upon provisions found in each user's respective service level agreement (SLA), and the prioritization of users based upon each user's forecasted network access usage for a future time interval.

Seventh Aspect of the Present Invention

In the seventh aspect of the present invention, the present invention relates to a method of (and to a computer-readable medium with computer-executable instructions for performing the method of) providing network access across a shared communications medium between competing users. The method broadly includes the steps of receiving data representative of past bandwidth of each user during a time interval; forecasting future bandwidth of each user over a future time interval based on the data representative of the past bandwidth; and setting each user's allocation of bandwidth for the future time interval. A feature of the present invention includes the step of prioritizing the users for allocating bandwidth to the users. Preferably, each user's bandwidth allocation represents that user's limit on bandwidth consumption for the future time interval ("bandwidth allowance"), and does not necessarily represent that user's bandwidth consumption during the future time interval.

In a first preferred method, the users are prioritized based on each user's forecasted future bandwidth in increasing order, whereby a user with a lesser forecasted bandwidth receives a higher priority than a user with a greater forecasted bandwidth. The users are then allocated sequentially in decreasing order of user priority, with each user's allocation being set to equal the user's forecasted bandwidth subject to a respective, predetermined maximum value and subject to bandwidth availability.

Another preferred method includes allocating bandwidth that is to be made available to each user during the future time interval, with each user's allocation of bandwidth being set to equal each

user's forecasted bandwidth multiplied by a ratio of the total bandwidth available for allocation to the total forecasted bandwidth of all users, and subject to a respective, predetermined maximum value and subject to availability.

A third preferred method includes receiving data representative of a respective fee that is charged to each user for bandwidth, prioritizing users based on each user's fee in decreasing order, whereby a user having a greater fee receives a higher priority than a user having a lesser fee, and setting in decreasing user priority each user's allocation of bandwidth equal to each user's forecasted bandwidth subject to a respective, predetermined maximum value and subject to availability.

Yet a fourth preferred method includes receiving data representative of a respective credit that is applied to each user's account for bandwidth shortfalls below a specified bandwidth value, prioritizing users based on each user's credit in decreasing order, whereby a user having a greater credit receives a higher priority than a user having a lesser credit, and setting in decreasing user priority each user's allocation of bandwidth equal to each user's forecasted bandwidth subject to a respective, predetermined maximum value and subject to availability.

The bandwidth monitored and forecast includes bandwidth that is consumed or, alternatively, bandwidth that is requested for consumption.

Eighth Aspect of the Present Invention

Finally, in the eighth aspect of the present invention, the present invention relates to a method of providing network access across a shared communications medium between competing users. In particular, the present invention includes the steps of allocating network access to at least two "user classes" for a first future time interval and, for each user class, allocating network access to each user within the class for the first time interval. The present invention further includes the additional step of allocating network access to each user class for a second future time interval succeeding the first time interval and, for each user class, allocating network access to each user for the second time interval. Each user receives a first determined allowance of network access for utilization during the first time interval equal to that user's allocation for the first time interval, and a second determined allowance of network access for utilization during the second time interval equal to that user's allocation for the second time interval. The user allocations—and hence the user allowances—preferably differ as between the first and second time intervals.

As used herein, a "bandwidth allowance" represents a respective maximum level of network access that will be made available to a user class or to a user during a particular time interval, and does not necessarily represent the level of network access that will be utilized by the user class or user during such time interval.

As used herein, a "user class" is intended to refer to a grouping of users who compete for access across a shared communications medium and who have some characteristic in common. The characteristic may, for example, be that the users are customers who receive Internet service over the shared communications medium from the same service provider. The characteristic also may, for example, be that the users each subscribe to receive a particular level of network access across the

shared communications medium, or that the users receive the same level of a particular service that is provided across the shared communications medium. Furthermore, a user class is a grouping of users to which, collectively, a determined amount of bandwidth is allocated as opposed to other user classes. In this regard, users that are not classified are considered to be part of a default user class having in common that fact that no other classification applies to them. Accordingly, all users of a shared communications network can be classified.

In features of the present invention, the method includes the steps of monitoring network access usage by the users, and forecasting network access usage of each user in a future time interval. Another feature includes the step of prioritizing the users for the allocation of network access.

One of many preferred embodiments of the present invention includes the monitoring of bandwidth consumption of each user across the shared communications medium of a Cable Network and tracking the collective bandwidth consumption of each user class; based on the monitored bandwidth consumptions, the forecasting of bandwidth consumption of each user in a future time interval and the calculation based thereon of the collective bandwidth consumption of each user class; the prioritization of users and the prioritization of user classes; and the subsequent allocation of bandwidth to each user class, and then to each user, in decreasing order of priority for determining bandwidth allowances during the future time interval. Users and user classes are prioritized based on one or more various prioritization policies, including fairness considerations such as individual or collective user throughput during a particular time interval, individual or collective user data loss for a particular time interval, individual or collective user bandwidth consumption for a particular time-of-day, an established minimum quality of service (QoS) standard, or combination thereof. Other prioritization policies include the prioritization of users and user classes based upon provisions found in each user's respective service level agreement (SLA) or provisions found in each class' service level agreement (CSLA), and the prioritization of users based upon each user's forecasted bandwidth consumption for the future time interval and the prioritization of user classes based upon each class' collective forecasted bandwidth consumption. In alternative embodiments, the bandwidth that is requested, rather than the bandwidth that is consumed, is monitored and forecasted.

Brief Description of the Drawings

Further features and benefits of the present invention will be apparent from a detailed description of preferred embodiments thereof taken in conjunction with the following drawings, wherein like elements are referred to with like reference numbers, and wherein:

FIG. 1 illustrates a conventional DOC Network;

FIG. 2 illustrates a first DOC Network of the present invention;

FIG. 3 illustrates a second DOC Network of the present invention;

FIG. 4 illustrates a third DOC Network of the present invention;

FIG. 5 illustrates a fourth DOC Network of the present invention;

FIG. 6 illustrates a system architecture of software components that perform preferred methods of the present invention in the DOC Networks of **FIGS. 2-5**;

FIG. 7 illustrates a flowchart of the steps of a preferred routine for forecasting bandwidth of each user for a future time interval;

FIG. 8 illustrates a flowchart of the steps of generating a forecasted bandwidth for a user in accordance with the ARRSES Function of the preferred routine of **FIG. 7**;

FIG. 9 illustrates a flowchart of the steps of generating a forecasted bandwidth for a user in accordance with the HW Function of the preferred routine of **FIG. 7**;

FIG. 10 illustrates a graph of user throughput rates versus user data loss rates for two users relative to a target minimum QoS standard;

FIG. 11 illustrates a flowchart of a first preferred method of prioritizing classes and allocating collective bandwidth to each class;

FIG. 12 illustrates a flowchart of a second preferred method of prioritizing classes and allocating collective bandwidth to each class;

FIG. 13 illustrates a flowchart of a third preferred method of prioritizing classes and allocating collective bandwidth to each class;

FIG. 14 illustrates a flowchart of a fourth preferred method of prioritizing classes and allocating collective bandwidth to each class;

FIGS. 15a and **15b** illustrate a flowchart of a fifth preferred method of prioritizing classes and allocating collective bandwidth to each class;

FIGS. 16a and **16b** illustrate a flowchart of a sixth preferred method of prioritizing classes and allocating collective bandwidth to each class;

FIG. 17 illustrates a flowchart of a first preferred method of prioritizing users and allocating bandwidth to each user within a class;

FIG. 18 illustrates a flowchart of a second preferred method of prioritizing users and allocating bandwidth within a class;

FIG. 19 illustrates a flowchart of a third preferred method of prioritizing users and allocating bandwidth within a class;

FIG. 20 illustrates a flowchart of a fourth preferred method of prioritizing users and allocating bandwidth within a class;

FIGS. 21a and **21b** illustrate a flowchart of a fifth preferred method of prioritizing users and allocating bandwidth within a class;

FIGS. 22a and **22b** illustrate a flowchart of a sixth preferred method of prioritizing users and allocating bandwidth within a class;

FIG. 23 illustrates a flowchart of a preferred method of updating a DOC Network for a DOCSIS 1.0 compliant Cable Network;

FIG. 24 illustrates the allocation of bandwidth to users within a class during a first time interval;

FIG. 25 illustrates the allocation of bandwidth to the users of **FIG. 24** during a second time interval; and

FIG. 26 illustrates a flowchart of a preferred method of soliciting a user to modify the user's SLA based on monitored network access usage of the user.

Detailed Description of Preferred Embodiments

In the following detailed description, numerous specific details are set forth with regard to preferred embodiments of the present invention in order to provide a thorough understanding of the present invention; however, it will be apparent to ordinary artisans that the present invention may be practiced without all of these specific details. Well-known structures and devices also are shown in block diagram form, the specific details of which are not considered a necessary part of the present invention. Furthermore, as will become apparent to ordinary artisans, the present invention may be embodied in or performed by hardware, firmware, or software, or various combinations thereof.

As described above, a conventional DOC Network **40** is shown in **FIG. 1** and includes a plurality of Cable Networks **38**, with a particular Cable Network **38** being illustrated in an expanded view and comprising a group of CMs **34**, each connected to a computer **44** representing a user. Additionally, as used herein, "user" includes not only a person who interacts with a computer **44**, but any additional persons who also interact with the same computer **44**, as well as any group of persons all of whom interact with computers attached either to the same CM **34** or to the same computer **44** which, itself, is attached to a CM **34**. While not shown, such additional arrangements are well known in the art.

The CMs **34** are connected by a coaxial cable **32** with a CMTS **30** and, specifically, to a card **31** mounted within the CMTS **30**. Each of the CMTSs of the DOC Network **40** preferably includes a plurality of cards, with each card supporting a group of CMs connected thereto in an inverted tree configuration to define a Cable Network **38**. Furthermore, each CMTS conventionally supports up to 1,500 users, although recent CMTSs have been introduced that support up to 15,000 users.

Each Cable Network **38** defines a Shared Access Carrier Network, wherein data of respective users in each are conveyed together through a shared coaxial cable. For instance, data packets (or frames) addressed to at least one of the computers **44** are transmitted by the CMTS **30** downstream over the coaxial cable **32** to all of the CMs **34** within a 6 MHz data channel. Conversely, data packets intended for delivery to the CMTS **30** and beyond are transmitted by a CM **34** upstream to the CMTS **30** over the coaxial cable **32** within a 2 MHz channel.

The Cable Network **38** shown in expanded view in **FIG. 1** is a traditional all coaxial cable network. The other Cable Networks **38** collectively include both traditional all coaxial cable networks as well as HFC networks.

The CMTS **30** transmits and receives data packets between the Cable Networks **38** and an Intermediate Network **46**, which begins with a router **48** in the headend **36**, and includes switched and routed network equipment at a Regional Data Center **50** that provides connectivity to service providers **52,54,56,58**, either directly or through the Internet **60**. In this regard, during user communications the router **48** conveys data packets from the CMTS **30** to the Regional Data Center **50** of the DOC Network **40** and, conversely, routes data packets received from the Regional Data

Center **50** to the appropriate CMTS for delivery to a particular user. Data packets that are conveyed to the Regional Data Center **50**, in turn, are directed on to an appropriate service provider **52,54** directly connected to the Regional Data Center **50**, or to an appropriate service provider **56,58** indirectly connected to the Regional Data Center **50** via the Internet **60**. Alternatively, data packets from users are conveyed to a server of an application server group **62** of the Regional Data Center **50**, which includes, for example, servers supporting Web hosting, news, chat, SMTP, POP3, Proxy, cache and content replication, and streaming media.

The Cable Networks **38** stemming from headend **36** are maintained by a Carrier which also may maintain the Regional Data Center **50** as well as serve as a service provider. Moreover, the Carrier may maintain the Cable Networks of additional headends **64,66**, or of only one or more of the headends **64,66**. In any event, the Cable Networks that are maintained by the Carrier are administered on a daily basis through an element management system (EMS) **68**. The EMS **68** comprises an operations system designed specifically to configure and manage CMTSs and associated CMs, and includes a CM database **70**. Operational tasks performed by the EMS **68** include provisioning, day-to-day administration, and testing of various components of each CMTS. The EMS **68** typically is located at a central network operations center of the Carrier, but may be collocated at the headend **36** of the Carrier as shown in **FIG. 1**.

The DOC Network **40** is managed through a control plane server group **72** typically located at the Regional Data Center **50**. The control plane server group **72** includes the usual servers necessary to run the DOC Network **40**, such as user authorization and accounting servers, log control servers (Syslog), IP address assignment and administration servers (DHCP, TFTP), domain name servers (DNS), and DOCSIS control servers.

For purposes of comparison, two dedicated connections also are shown in **FIG. 1**, wherein a telephony modem **74** and an ISDN modem **76** are connected directly to the Intermediate Network **46** at the Regional Data Center **50**. As will be immediately apparent, data conveyed over each dedicated connection is between a single user and the Intermediate Network **46**, and is not combined with data of other users over a shared communications medium as in each Cable Network **38**.

As is common in conventional Cable Networks **38** such as those shown in the DOC Network **40** of **FIG. 1**, when a CM comes online the CM is assigned a configuration file which, *inter alia*, sets a constant limit on the bandwidth that can be utilized in the downstream direction by the CM during any particular interval of time, and sets a constant limit on the bandwidth that can be utilized in the upstream direction by the CM during any particular interval of time. The configuration file also includes other parameters, such as the IP address for the CM.

The configuration file for each CM conventionally is obtained by the CM when first brought online, or when the CM is reset. The upstream and downstream bandwidth limits are predetermined by the Carrier or other appropriate entity, the determination of which is based on the expected number of users to be serviced by the particular Cable Network **38** to which the CM belongs.

With particular regard to data transmissions in the downstream direction, when the bandwidth limit is reached in receiving data within a particular time interval, the CM transmits a signal to the router **48** to cease further data forwarding for the remainder of the time interval. Thereafter, whereas any data received by a CMTS is relayed on to the CM as the data is received, any additional data received by the router **48** during the remainder of this time interval is stored for later transmission in a buffer up to a threshold limit and, thereafter, any further data received within the time interval is dropped.

With regard to data transmissions in the upstream direction, when the CM registers with the CMTS following receipt by the CM of its configuration file, the CM informs the CMTS of the constant bandwidth limit to be applied to upstream transmissions from the CM. Then, actual requests for bandwidth (i.e., requests for timeslots) for transmission of data in the upstream direction are submitted regularly by each CM to the CMTS. In response to the submissions, the CMTS schedules timeslots in a particular time interval to the CMs for exclusive transmission of data within each timeslot by a respective CM. However, the CMTS does not grant an amount of bandwidth (by assigning too many timeslots) to a particular CM that would exceed the constant bandwidth limit for the particular CM.

The timeslots are assigned to requesting CMs based on an established assignment policy. For example, timeslots may be assigned by the CMTS on a first-in-first-out basis, or timeslots may be assigned equally to the CMs that request bandwidth within a particular window of time. The requesting CMs also may be prioritized by the CMTS for assignment of the timeslots.

Preferred embodiments **78,80,82,84** of a DOC Network in accordance with the present invention are shown, respectively, in **FIGS. 2-5**, wherein each includes a "network access manager" **86** in accordance with the present invention. In **FIG. 2** the network access manager **86** is located in the headend **36** of the DOC Network **78**, in **FIG. 3** the network access manager **86** is located at the Regional Data Center **50** of the DOC Network **80**, and in **FIGS. 4-5** the network access manager **86** is remotely located, but is disposed for communication with the respective DOC Network **82,84**, either directly as shown in the DOC Network **82** of **FIG. 4**, or indirectly via the Internet **60** as shown in the DOC Network **84** of **FIG. 5**.

The network access manager **86** preferably comprises a hardware component having software modules for performing methods in accordance with the present invention. For commercial purposes, especially in enhancing existing DOC Networks, preferably the network access manager **86** is self-contained and need only be connected in communication with the DOC Network to operate correctly. In a DOC Network that is being upgraded or established, preferably the software modules are distributed within the DOC Network itself and may or may not include any additional hardware components such as the network access manager **86**. For example, the software modules may be incorporated into the EMS, CMTS, and control plane server group of a DOC Network, thereby avoiding the expense of additional computer hardware components.

In order to accommodate deployment and implementation of the present invention, the software modules preferably are designed as peers within a messaging infrastructure and, in particular, within a CORBA infrastructure **87**, the system architecture of which is shown in **FIG. 6**. Due to the interoperability of the peers to the CORBA infrastructure **87**, the separate modules readily call upon each other as described in detail below without regard to differences in location between the modules. Nevertheless, for ease of deployment, the network access manager **86** is best suited for deployment and implementation of the present invention in established DOC Networks, whether situated within the Intermediate Network as in **FIGS. 2-3**, or remotely situated as in **FIGS. 4-5**.

The software modules include a Data Collector **88**, a Database Manager **90**, Bandwidth Allocator **92**, and GUI & Report Generating Engine **94**. The Data Collector **88** and Bandwidth Allocator **92** each includes an external system interface layer **96,98**, respectively, that enables it to communicate with network equipment of a DOC Network. In the system architecture of preferred embodiments, the Data Collector **88** communicates with each CMTS and CMs of each Cable Network for which network access is managed by the network access manager **86**, and the Bandwidth Allocator **92** communicates with the control plane server group **72** of the DOC Network as well as with the CMTS and CMs.

If a DOC Network is DOCSIS 1.0 compliant, then each external system interface layer **96,98** is a DOCSIS external system interface layer. If a DOC Network uses proprietary interface specifications, then each external system interface layer **96,98** is designed based on the proprietary interface specifications. In either case, however, the Data Collector **88** and Bandwidth Allocator **92** generally need not be modified; only the external systems interface layers **96,98** thereof need be changed based on the particularities of the DOC Network. Each of the Data Collector **88** and Bandwidth Allocator **92** also includes a scheduling element **100,102**, respectively, that schedules the timing of actions and communications thereof with the network equipment of a DOC Network.

The GUI & Report Generating Engine **94** communicates with an Administrator **106** of the network access manager **86**, preferably through a web server, whereby the Administrator **106** sets up and configures the network access manager **86** and accesses reports generated by the network access manager **86**, such as graphs of bandwidth consumption and bandwidth requested per time interval for a user. The Administrator **106** may be the Carrier, a service provider, or some other entity, such as the entity managing the Regional Data Center **50** or a third-party responsible for maintenance of the network access manager **86**.

The Database Manager **90** stores configuration and setup information received from the GUI & Report Generating Engine **94**, as well as information processed by the Data Collector **88**. The Database Manager **90** also provides information to the Bandwidth Allocator **92** and GUI & Report Generating Engine **94** as requested via the CORBA infrastructure **87**.

Having now described in detail the structure of preferred DOC Networks **78,80,82,84**, preferred methods of the present invention will be described with reference thereto.

In accordance with preferred methods of the present invention, network access usages of each user in the upstream and downstream directions are monitored through the Data Collector **88**. Specifically, the Data Collector **88** issues queries to the CMTS and CM to which counter values of logical data units (LDUs) are returned for a user. Preferably, counter values are returned for the number of bytes and the number of data packets that are transmitted in both the upstream and downstream directions, the number of bytes and the number of data packets that are dropped in both the upstream and downstream directions, the number of bytes and the number of packets that are requested to be transmitted in the upstream direction, and the time for which the counter values are returned. Accordingly, as used herein the phrase "monitoring network access usage" is intended to refer to the collection of data representative of at least one of: (i) the number of LDUs that are transmitted in a particular direction across a shared communications medium; (ii) the number of LDUs that are dropped in transmitting in a particular direction across a shared communications medium; and (iii) the number of LDUs that are requested to be transmitted in a particular direction across a shared communications medium.

In a DOCSIS compliant DOC Network, the information is collected from the CMTS and CMs of a Cable Network via the simple network management protocol (SNMP). The counter values for bytes and data packets that are transmitted and that are dropped in the upstream direction from each CM, and the number of bytes and data packets that are requested to be transmitted in the upstream direction from each CM, are recorded by the CMTS in accordance with a management information base (MIB) of a DOCSIS compliant CMTS. Likewise, the counter values for bytes and data packets that are transmitted and that are dropped in the downstream direction from the CMTS to a CM are recorded by the CM in accordance with a MIB of a DOCSIS compliant CM. Both bytes and data packets are monitored since each data packet may vary in the number of bytes it contains.

The scheduling element **100** of the Data Collector **88** initiates the data collection from each CMTS and from the CMs connected thereto, preferably at different predetermined time intervals. For example, the data collection from a CMTS preferably occurs at five minute intervals and data collection from the CMs connected thereto preferably occurs at thirty minute intervals. The data collection from the CMs preferably is less often than the data collection from the CMTS in order to minimize consumption of bandwidth across the Cable Network that otherwise would be allocated to users.

When the counter values and time thereof are returned to the Data Collector **88**, the Data Collector **88** calculates the change over time for each counter value to arrive at the average rates of bytes and data packets that are successfully transmitted, the average rates of bytes and data packets that are requested to be transmitted, and the average rates of bytes and data packets that are dropped. The respective rates and time intervals for the rates (as well as the counter values and time stamp data) are then communicated to the Database Manager **90**, which stores the information in a user statistics table ("stats") for later use by the Bandwidth Allocator **92** and GUI & Report Generating Engine **94**.

The Bandwidth Allocator **92** continually determines the network access—or bandwidth in a Cable Network—that may be utilized by each user class, and by each user within each class, over succeeding time intervals. Each allowance is determined by first allocating bandwidth to the user classes, and then allocating bandwidth to the users in each class, in accordance with one or more selected allocation policies. Furthermore, as set forth above, each allowance is an amount of bandwidth up to which a user class or user may consume, but is not necessarily the amount of bandwidth that a user class or user will consume; it is an upper limit on such amount.

For example, with reference to **FIG. 24**, a selected allocation policy has resulted in the allocation of bandwidth to the users of the shared communications medium **2450** for a time interval extending from t_0 to (t_0 + dt), User **2** and User **K** each is allocated a single bandwidth unit (b/w unit **3** and b/w unit **X**, respectively), while User **1** and User **3** each is allocated two bandwidth units (b/w unit **1** and b/w unit **2** to User **1**, and b/w unit **4** and b/w unit **5** to User **3**). As shown in **FIG. 25**, in the next time interval extending from (t_0 + dt) to (t_0 + 2dt), User **1**, User **3**, and User **K** each is allocated a single bandwidth unit (b/w unit **1**, b/w unit **5**, and b/w unit **X**, respectively), while User **2** is allocated three bandwidth units (b/w unit **2**, b/w unit **3**, and b/w unit **4**). In this example, all users are grouped within the same class, and the bandwidth units in this example broadly represent network access to the communication member 2**400** that is shared between the users across the shared communications medium **2450**.

In accordance with the present invention, respective user bandwidth allowances for each time interval are equated with these user allocations of bandwidth, whereby no user receives more bandwidth in a time interval than that user's respective bandwidth allowance for that time interval. Furthermore, it is important to distinguish what a user actually may be "allocated" in the context of the bandwidth that is actually utilized or consumed by such user, as opposed to bandwidth allocations to a user in accordance with the present invention. The bandwidth allocation in accordance with the present invention represents a limit on the amount of bandwidth that can be allocated to a user for a time interval—and hence is equated with a bandwidth allowance; it does not represent *per se* the amount of bandwidth that the user actually will utilize in the time interval.

In determining network access allocations (and thus allowances) in the preferred embodiments herein described, the Bandwidth Allocator **92** preferably performs three routines, including: the prediction of bandwidth of each user class, and each user within each class, in a predetermined future interval of time ("First Routine"); the prioritization of user classes, and users within each class, for allocation of bandwidth ("Second Routine"); and the actual allocation of bandwidth for each user class, and each user within each class, for determining the bandwidth allowances for the future time interval ("Third Routine").

The First Routine preferably is performed utilizing statistical analysis of past bandwidth consumption of each user or, alternatively, past bandwidth requested for each user, and the forecasted bandwidth includes the bandwidth expected to be consumed by each user or, alternatively, the bandwidth expected to be requested by each user. Any function, method, or algorithm that generates

an estimate of a future sample based on previously encountered samples may be used and many are well known in the art of statistical analysis as is evident from SPYROS MAKRIDAKIS ET AL., FORECASTING METHODS AND APPLICATIONS (3d. Ed. John Wiley & Sons 1998), which is hereby incorporated by reference. With regard to user classes, preferably a collective forecasted bandwidth for each class is determined by summing the forecasted bandwidth of all users within the class.

The preferred algorithm for predicting each user's forecasted bandwidth includes the combined use of an adaptive-response-rate single exponential smoothing function (ARRSES Function) and a Holt-Winters' seasonal exponential smoothing function (HW Function). These two functions are utilized according to the forecast generation flowchart of **FIG. 7**. The input includes a list of active users and the applicable time intervals for bandwidth allocation.

The First Routine **700** begins by identification (**Step 702**) of the users of the Cable Network to which bandwidth is to be allocated in the Third Routine. Then, for each user, bandwidth for a succeeding time interval is predicted according to either the ARRSES Function or HW Function by first determining (**Step 704**) whether the user previously has been assigned a forecast function. If not, then in **Step 706** the ARRSES Function is assigned to the user and the ARRSES Function is used to generate and record the forecasted bandwidth for the succeeding time interval.

On the other hand, if it is determined in **Step 704** that a forecast function is assigned, but it is determined in **Step 707** that the forecast function is not the HW Function, then a determination is made (**Step 708**) whether to check for a seasonal cycle of the user. This determination in **Step 708** is made by checking the elapsed time since the last seasonal check was made, with a seasonal check being made after a predetermined period of time elapses. If the determination in **Step 708** is affirmative, then a seasonal identifier algorithm is executed (**Step 710**), in which an autocorrelation function and a seasonal identifier function are performed. The autocorrelation function is well known in the art of statistical analysis, and is used to identify elements in a time series which are influential on a current observation of that same series. Based on the output of the autocorrelation function, the seasonal identifier function identifies possible seasonal cycles of the time series by identifying local maxima of the results of the autocorrelation function.

Based on the results of the seasonal identifier function, a determination is made (**Step 712**) whether an actual seasonal pattern exists. If a seasonal pattern is not found, or if it is not yet time to check for a seasonal cycle, then a forecast is generated and recorded (**Step 714**) using the ARRSES Function. If a seasonal pattern is found, then the HW Function is assigned (**Step 716**) to the user, the HW Function is initialized (**Step 718**), and the first forecast is generated and recorded (**Step 720**) using the HW Function.

If it is determined in **Step 707** that the current function assigned to the user already is the HW Function, then the determination is made (**Step 722**) whether the last forecasted bandwidth was acceptable. This determination is made by comparing whether the forecasted bandwidth was within 10% of the actual bandwidth consumed or requested. If this determination in **Step 722** is negative, then the ARRSES Function is assigned to the user and the new forecast is generated and recorded in

accordance with the ARRSES Function (**Step 706**). If the last forecast is determined (**Step 722**) to have been acceptable, then a determination is made (**Step 724**) whether the seasonal cycle has ended. If the seasonal cycle has ended, then the HW Function is reinitialized (**Step 726**), and the first forecast of the next seasonal cycle is generated and recorded (**Step 728**) via the HW Function. If the seasonal cycle has not expired, then the next forecast is generated and recorded (**Step 730**) in accordance with the HW Function.

Following each of **Step 706**, **Step 714**, **Step 728**, and **Step 730**, the Bandwidth Allocator **92** determines (**Step 732**) whether the forecasting has been completed for all users and, if not, then repeats (**Step 738**) a forecast loop for a remaining user. If it is determined in **Step 732** that all users have been evaluated, then the forecasts are communicated (**Step 736**) to the Database Manager **90** and the forecasting routine ends.

A forecast of bandwidth for a user in a future time interval is generated in accordance with the ARRSES Function via the following formulas:

$$F_{N+1} = F_N + \alpha_N (B_N - F_N)$$

$$\alpha_{N+1} = | SE_N / SAE_N |$$

$$SE_{N+1} = SE_N + \beta (B_{N+1} - F_{N+1} - SE_N)$$

$$SAE_N = \beta |(B_N - F_N)| + (1- \beta) SAE_{N-1}$$

wherein,

F is the bandwidth that is expected to be consumed by a user for a time interval (or the bandwidth that is expected to be requested by a user);

B is the bandwidth that is actually consumed by a user for the time interval (or the bandwidth that is actually requested by a user);

N is the present time interval;

N – 1 is the previous (immediate past) time interval;

N + 1 is the next (immediate future) time interval; and

β is a selected parameter affecting the responsiveness to change of the ARRSES Function when the bandwidth of a user changes between time intervals.

Bandwidth is predicted both for the 6 MHz channel in the downstream direction as well as the 2 MHz channel in the upstream direction. Preferably each time interval is thirty minutes in length, but preferably may range from fifteen minutes to sixty minutes in length when bandwidth is forecast in the downstream direction. Preferably each time interval is five minutes in length, but preferably may range from one minute to fifteen minutes in length when bandwidth is forecast in the upstream direction.

The steps in generating a forecast in accordance with the ARRSES Function are set forth in **FIG. 8**, and include the calculation (**Step 802**) of a forecast error, the calculation (**Step 804**) of a smoothed error, the calculation (**Step 806**) of a smoothed absolute error, the calculation (**Step 808**) of alpha, and the calculation (**Step 810**) of the new forecast.

A forecast of bandwidth of a user for a future time interval is generated in accordance the HW Function via the following formulas:

$$L_s = 1/s\ (Y_1 + Y_2 + \ldots + Y_s)$$

$$b_s = 1/s\ [\ (Y_{s+1} - Y_1) / s + (Y_{s+2} - Y_2) / s + \ldots + (Y_{2s} - Y_s)/ s]$$

$$S_1 = Y_1/L_s,\ S_2 = Y_2/L_s,\ \ldots\ S_s = Y_s/L_s$$

$$L_t = \alpha\ (Y_t/S_{t-s}) + (1-\alpha)\ (L_{t-1} + b_{t-1})$$

$$b_t = \beta\ (L_t - L_{t-1}) + (1-\beta)\ b_{t-1}$$

$$S_t = \gamma\ Y_t/L_t + (1-\gamma\ )\ S_{t-s}$$

$$F_{t+m} = (L_t + b_t m)\ S_{t-s+m}$$

wherein,

L_i = an average level of bandwidth after time interval i,

b_i = the trend after time interval i,

s_i = the seasonal influence at time interval i,

s = length of seasonal cycle (in number of time intervals),

Y_i = monitored bandwidth consumed or requested in time interval i,

t = time of initialization,

m = the number of time intervals into the future for which a forecast is made,

and

α, β, and γ are parameters of the forecast method whose values are determined by doing a grid search over the domain of possible values of these parameters in an attempt to minimize the mean-squared-error of the forecast method, each of α, β, and γ falling between 0 and 1.

The steps in generating a forecast in accordance with the HW Function are set forth in **FIG. 9**, and include the initialization of the HW Function by determining L_s, b_s, and S_1, S_2, ..., S_s in **Step 902**, if appropriate; the determination of the intermediate values of L_t, b_t, and S_t in **Step 904**; and the determination of the forecast in **Step 906**, all in accordance with the above formulas.

The Second Routine performed by the Bandwidth Allocator **92** comprises the prioritizing of user classes, and of users within each class, to determine respective orders of allocations. Prioritization is performed in accordance with one or more of various possible prioritization policies for users and for user classes. With regard to users within each class, the prioritization policies may depend upon, for example, (i) each user's SLA, (ii) each user's forecasted bandwidth, (iii) fairness considerations, or (iv) any combination thereof.

User SLAs that at least partially affect prioritization policies include those that specify, for example: (i) a guaranteed minimum level of bandwidth; (ii) a time-of-day (TOD) minimum level of bandwidth; or (iii) a guaranteed minimum level of bandwidth up to a maximum burstable level of bandwidth with target probability. Equivalently, such provisions also may be found in a CSLA for a class of which the user is a member.

Under a SLA or CSLA providing for a guaranteed minimum level of bandwidth for a user, a user will have a guaranteed minimum level of bandwidth for use at all times. Accordingly, if the available bandwidth to such a user otherwise would fall below the minimum guaranteed level, then such a user is given priority over all other users whose guaranteed minimum levels of bandwidth (if applicable) have been satisfied.

Similarly, under a SLA or CSLA providing for a TOD minimum level of bandwidth for a user, a user will have a guaranteed minimum level of bandwidth for a particular TOD. If the available bandwidth to such a user otherwise would fall below the minimum guaranteed level during the particular TOD, then such user is given priority over all other users whose guaranteed minimum levels of bandwidth (if applicable) have been satisfied.

Finally, under a SLA or CSLA providing for a guaranteed minimum level of bandwidth up to a maximum burstable level of bandwidth with target probability for a user, a user will have a guaranteed minimum level of bandwidth at all times and, in addition thereto, probably will have additional bandwidth up to a maximum level at any given time in accordance with the target probability. Accordingly, if the bandwidth available to such user otherwise would fall below the minimum guaranteed level, then the user is given priority over all other users whose guaranteed minimum levels of bandwidth (if applicable) have been satisfied. The user also is given priority over such other users in allocating additional bandwidth as needed up to the maximum level in accordance with the target probability.

Other SLA or CSLA provisions not relating to guaranteed levels of bandwidth also may affect a prioritization policy for users. Thus, for example, a SLA or CSLA may specify a fee (in dollars per unit time per unit bandwidth) that is paid based upon bandwidth consumption by a user for a particular amount of time, and the fee may be different as between users. Under these circumstances, prioritization may be determined so as to maximize fee revenues that are paid.

Similarly, a SLA or CSLA may specify a credit (in dollars per unit time per unit bandwidth) that is applied by the Carrier to an account based upon a bandwidth shortfall to a user for a particular amount of time when a guaranteed level of bandwidth for the user is not met. Moreover, the credit may be different as between users. Under these circumstances, prioritization may be determined so as to minimize the collective credits that a Carrier must apply.

An example of prioritization based upon the forecasted bandwidth of each user includes giving priority to a first user over all other users, each of whom have a forecasted bandwidth that is greater than that of the first user.

Prioritization may also be performed based on unilateral fairness considerations, especially when SLAs or CSLAs do not guarantee minimum levels of bandwidth for individual users, or when users otherwise would share equally in priority. Thus, users may be prioritized based on, for example: (i) the throughput of each of the users for a given time interval, with priority going to the user with the lesser throughput; (ii) data packets dropped over a given time interval, with priority going to the user with the greater data loss; and (iii) throughput experienced during a particular time of day or day of

the week, with priority going to the user with the lesser throughput for the particular time of day or day of the week.

An example of fairness considerations that may be utilized in determining priority is illustrated in **FIG. 10**, wherein user throughput for a time interval is graphed against user data packets dropped in the time interval for Users A and B. A target QoS standard for minimum throughput and maximum packet loss rates are established by the Carrier, whereby in the illustrated example each user is prioritized based on the user's absolute distance from the target QoS standard. Thus, under this policy, User A experiencing higher throughput rate and a lower packet loss rate, and thus having a shorter distance from the standard, is prioritized lower than User B having a lower throughput rate and higher data loss rate.

With regard to user classes, prioritization policies are similar to those of the users and include, for example, (i) each CSLA, (ii) each class' collective forecasted bandwidth, (iii) fairness considerations, or (iv) any combination thereof.

CSLAs that at least partially affect prioritization policies for user classes include those that specify, for example: (i) a guaranteed minimum level of collective bandwidth for the user class; (ii) a time-of-day (TOD) minimum level of collective bandwidth for the user class; or (iii) a guaranteed minimum level of collective bandwidth up to a maximum burstable level of collective bandwidth with target probability for the user class.

Other CSLA provisions not relating to guaranteed levels of collective bandwidth also may affect a prioritization policy. Thus, for example, each CSLA may specify a fee (in dollars per unit time per unit bandwidth) that is paid based upon collective bandwidth consumption by the users of a class for a particular amount of time, and the fee may be different as between different classes of users. Under these circumstances, prioritization may be determined so as to maximize fee revenues that are paid to a Carrier.

Similarly, each CSLA may specify a credit (in dollars per unit time per unit bandwidth) that is applied by the Carrier based upon a collective bandwidth shortfall to the users of the class for a particular amount of time when a guaranteed level of collective bandwidth is not met. Moreover, the credit may be different as between user classes. Under these circumstances, prioritization may be determined so as to minimize the total credits that a Carrier may have to apply.

An example of prioritization based upon the collective forecasted bandwidth of each user class includes giving priority to a first user class over all other user classes, each of which has a respective collective forecasted bandwidth that is greater than that of the first user class.

Prioritization may also be performed based on unilateral fairness considerations, especially when CSLAs do not guarantee minimum levels of collective bandwidth, or when classes otherwise would share equally in priority. Thus, user classes may be prioritized based on, for example: (i) the collective throughput of the users of a class for a given time interval, with priority going to the class with the lesser collective throughput; (ii) the collective data packets of a user class that are dropped over a given time interval, with priority going to the user class with the greater collective data loss;

and (iii) the collective throughput of the users of a class experienced during a particular time of day or day of the week, with priority going to the user class with the lesser collective throughput for the particular time of day or day of the week.

The Third Routine performed by the Bandwidth Allocator **92** is the allocation of bandwidth to the user classes, and then to the users within each class, in accordance with one or more allocation policies as desired. Examples of allocation policies for users include: (i) the equal distribution of all available bandwidth to all users; (ii) the distribution of all available bandwidth to all users proportional to each user's respective forecasted bandwidth; (iii) the distribution of bandwidth to each user equal to the user's respective forecasted bandwidth, with any surplus bandwidth being distributed to the users either equally or proportionally based upon the user's respective forecasted bandwidth; and (iv) the initial distribution of bandwidth to each user based upon the minimum of the user's guaranteed bandwidth or the forecasted bandwidth and, thereafter, incremental allocations of remaining bandwidth to all of the users.

Likewise, examples of allocation policies for user classes include: (i) the distribution of all available bandwidth by the Bandwidth Allocator **92** to all user classes proportional to the number of active users in each class; (ii) the distribution of all available bandwidth to all user classes proportional to each class' respective collective forecasted bandwidth; (iii) the distribution of bandwidth to each user class equal to the class' respective collective forecasted bandwidth, with any surplus bandwidth being distributed to the user classes either equally or proportionally based upon the class' respective collective forecasted bandwidth; and (iv) the initial distribution of bandwidth to each user class based upon the minimum of the class' guaranteed collective bandwidth or the collective forecasted bandwidth and, thereafter, incremental allocations of remaining bandwidth to all of the users classes.

Examples of alternate preferred methods of prioritizing user classes, and then allocating bandwidth to the classes, will now be described in detail, each of which utilizes one or more of the aforementioned user class prioritization and allocation policies. Alternative preferred methods of prioritizing users within each class, and then allocating bandwidth to the users in each class, are set forth thereafter. In either case, the preferred methods of prioritizing and allocating are initiated pursuant to the scheduling module **102** of the Bandwidth Allocator **92**, which operates independently of the scheduling module **100** of the Data Collector **88**.

With regard to prioritization of and allocation to user classes, a first preferred method **1100** is illustrated in **FIG. 11** and begins with the retrieval (**Step 1102**) of the collective forecasted bandwidth from the Database Manager **90** for all active user classes. Whether a user class is active is determined by past collective bandwidth consumption of the class (or, alternatively, collective requested bandwidth for the users of the class), as revealed by the user stats maintained by the Database Manager **90**. All user classes are then prioritized (**Step 1104**) based on each class' collective forecast in increasing order, whereby a class having a lesser collective forecasted bandwidth will be prioritized over a class having larger collective forecasted bandwidth. A "surplus" is then set (**Step 1106**) to the

total bandwidth available for allocation to the classes in the particular direction of communication over the shared communications medium at issue, and the total bandwidth available is then allocated (**Step 1108**) to each user class in an amount equaling the collective forecasted bandwidth subject to a respective maximum collective bandwidth value of the user class. Preferably the maximum collective bandwidth value is determined either in the appropriate CSLA or by the Carrier, Administrator **106**, or other entity. Allocation of bandwidth to a user class additionally is subject to the actual availability of bandwidth following previous allocations thereof to user classes with equal or higher priority.

Following allocations to all user classes, any bandwidth determined (**Step 1110**) to be remaining is then allocated (**Step 1112**) to the classes in amount proportional to the number of active users in each class, subject of course to the respective maximum collective bandwidth value of the class. The resulting class allocations are then recorded in the Database Manager **90** (**Step 1114**) as the bandwidth allowances for the classes.

The method **1200** illustrated in **FIG. 12** is the same as that of **FIG. 11**, except that surplus bandwidth, if any, is allocated (**Step 1102**) proportional to the collective forecasted bandwidths of the user classes, again subject to the respective maximum collective bandwidth value of each user class.

The preferred method **1300** illustrated in **FIG. 13** does not prioritize the user classes for purposes of allocation but, instead, treats all classes equally. The method **1300** begins with the retrieval (**Step 1302**) of the collective forecasted bandwidth of each user class from the Database Manager **90**. The surplus is then set to the total bandwidth available in the particular direction of communication, and the sum of all the collective forecasts is calculated (**Step 1304**). The available bandwidth then is allocated (**Step 1306**) to all classes proportional to the class' collective forecasted bandwidth, again subject to the respective maximum collective bandwidth value for each class. The resulting class allocations then are recorded in the Database Manage **90** (**Step 1308**) as the bandwidth allowances for the classes.

The preferred method **1400** illustrated in **FIG. 14** seeks to maximize revenues from fees (**F**) that are paid for class bandwidth consumption. The method **1400** begins with the retrieval (**Step 1402**) of the collective forecast for each user class as well as a fee that is paid for the collective bandwidth of the class. The classes are then sorted (**Step 1404**) based on these fees in decreasing order, with the class with the highest fee receiving the highest priority. Next, the surplus is set (**Step 1406**) to the total bandwidth available for allocation to the classes in the particular direction of communication. Bandwidth then is allocated (**Step 1408**) to the classes as available from highest to lowest priority in an amount equal to the class' collective forecasted bandwidth, subject to the respective maximum collective bandwidth value for the class.

Both preferred method **1500** of **FIGS. 15a** and **15b**, and preferred method **1600** of **FIGS. 16a** and **16b** differ from the other methods **1100,1200,1300,1400** in that these two methods allocate bandwidth to the user classes in multiple allocation rounds. Method **1500** begins in **FIG. 15a** with the retrieval (**Step 1502**) of the collective forecasted bandwidths of the classes as well as a credit (**C**) that applies if a respective class does not receive up to a guaranteed maximum level of collective

bandwidth. The classes are then prioritized (**Step 1504**) based on each class' respective credit in decreasing order, with those classes having higher credits being given priority over classes with lesser credits. Next, the surplus is set (**Step 1506**) to the total bandwidth available to the classes in the particular direction of communication. Bandwidth then is allocated (**Step 1508**) as available in a first round to the classes from highest to lowest priority. The allocation for each class in the first round is equal to the minimum of the collective forecasted bandwidth or the maximum collective bandwidth that is guaranteed, subject to the respective maximum collective bandwidth value for the class.

If any additional bandwidth is determined (**Step 1510**) to remain after the first allocation round, then the surplus is set to the additional bandwidth (**Step 1514**). Bandwidth then is allocated (**Step 1516**) as available to each class in the same class order. Assuming sufficient bandwidth remains available, the allocation in the second round brings each class' allocation up to the class' collective forecasted bandwidth subject to the class' respective maximum collective bandwidth value. Following the second allocation round, a determination is made (**Step 1518**) whether any remaining bandwidth exists and, if so, then the remaining bandwidth is allocated (**Step 1522**) to the classes proportional to each class' collective forecasted bandwidth, and subject to each class' respective maximum collective bandwidth value. The resulting class allocations are then recorded (**Step 1524**) in the Database Manager **90** as the bandwidth allowances of the classes. If it is determined that no bandwidth remains available in either of **Step 1510** or **Step 1518**, then the class allocations are completed and are recorded in the Database Manager **90** in Steps **1512,1524**, respectively.

Method **1600** of **FIGS. 16a** and **16b** differs from that of **FIGS. 15a** and **15b** only in that the sum of the collective forecasted bandwidths for all classes is calculated (**Step 1602**) and a determination is made (**Step 1604**) whether the sum exceeds the total bandwidth available for allocation to the classes. If the sum exceeds the total available bandwidth, then bandwidth is allocated (**Step 1606**) to each class in an amount equal to the collective forecasted bandwidth of the class, subject to the class' maximum guaranteed collective bandwidth, and less an amount thereof proportional to the total bandwidth shortfall. Thus, for example, if the sum of all collective forecasted bandwidths exceeds the total available bandwidth for allocation in an amount equal to 20% of all collective forecasted bandwidths, then each class is allocated bandwidth in an amount equal to the class' collective forecasted bandwidth (subject to the class' maximum guaranteed collective bandwidth), then less 20% thereof.

The information including fees, credits, guaranteed collective bandwidths, and respective maximum collective bandwidth values in the aforementioned preferred methods, is obtained from each CSLA and/or is predetermined by the Administrator **106**, Carrier, or other entity. Moreover, this information is retrieved by the Bandwidth Allocator **92** from the Database Manager **90**, which includes and maintains a CSLA table for each class as well as information regarding users associated therewith, as updated from time-to-time by the Administrator **106**. Specifically, the information is configured and maintained through GUIs provided as part of the GUI & Report Generating Engine **94**, and is preferably accessed by the Administrator **106** either directly or indirectly through the

Internet **60**. Alternatively, information is retrieved by the Bandwidth Allocator **92** from an external database maintained by the Administrator, Carrier, or other entity through an application program interface (API) incorporated into the external system interface layer **98** of the Bandwidth Allocator **92**. The use of an external database is preferred, as it eliminates any duplicative maintenance of information otherwise maintained by the Database Manager **90** which must be synchronized with the external database, including periodic updating of class and user records in a timely fashion.

Regardless of the particular method or policies utilized by the Bandwidth Allocator **92**, once class allocations have been determined, the Database Manager **90** is updated with the new class allocations. Then, for each class, allocations of bandwidth are made to the users in the class. Furthermore, allocations within each class may be made by different methods.

A first preferred method **1700** of prioritizing users and allocating bandwidth (whether upstream or downstream) by the Bandwidth Allocator **92** is illustrated in **FIG. 17** and begins with the retrieval (**Step 1702**) of the forecasted bandwidth from the Database Manager **90** for all active users. Whether a user is active is determined by past bandwidth consumption of the user (or, alternatively, requested bandwidth for the user), as revealed by the user stats maintained by the Database Manager **90**. All users are then prioritized (**Step 1704**) based on each user's forecast in increasing order, whereby users having lesser forecasted bandwidths will be prioritized over users having larger forecasted bandwidths. The "surplus" is then set (**Step 1706**) to the total allocated bandwidth of the class (i.e., the class' collective bandwidth allowance) in the particular direction of communication, and the entire bandwidth allowance of the class is then allocated (**Step 1708**) to each user in an amount equaling the forecasted bandwidth of the user subject to a respective maximum bandwidth value of the user. Preferably the respective maximum bandwidth value is determined either in the user's SLA, the respective CSLA of the class, or by the Carrier, Administrator **106**, or other entity. Allocation of bandwidth to a user additionally is subject to the actual availability of bandwidth following previous allocations thereof to users with equal or higher priority.

Following allocations to all users, any bandwidth determined (**Step 1710**) to be remaining out of the total class allowance is then allocated equally (**Step 1712**) to the users subject to the respective maximum bandwidth value for each user. The new user allocations are then incorporated (**Step 1714**) into the DOC Network as the bandwidth allowances of the users.

The method **1800** illustrated in **FIG. 18** is the same as that of **FIG. 17**, except that surplus bandwidth in the class, if any, is allocated (**Step 1802**) proportional to the forecasted bandwidths of the users in the class, again subject to each user's respective maximum bandwidth value.

The preferred method **1900** illustrated in **FIG. 19** does not prioritize the users for purposes of allocation but, instead, treats all users equally. The method **1900** begins with the retrieval (**Step 1902**) of the forecasted bandwidth for each user in the class from the Database Manager **90**. The surplus is then set to the total allocated bandwidth of the class in the particular direction of communication, and the sum of all forecasts of the users in the class is calculated (**Step 1904**). The total allocated bandwidth of the class then is allocated (**Step 1906**) to all users in the class proportional to the user's

forecasted bandwidth, again subject to each user's respective maximum bandwidth value. The user allocations then are incorporated into the DOC Network (**Step 1908**) as the bandwidth allowances of the users.

The preferred method **2000** illustrated in **FIG. 20** seeks to maximize revenues from fees (**F**) that are paid for bandwidth consumption by the users. The method **2000** begins with the retrieval (**Step 2002**) of the forecast for each user as well as a fee that is paid for bandwidth by each user. The users are then sorted (**Step 2004**) based on user fees in decreasing order, with the user paying the most for bandwidth receiving the highest priority. Next, the surplus is set (**Step 2006**) to the total allocated bandwidth of the class in the particular direction of communication. Bandwidth then is allocated (**Step 2008**) to the users in the class as available from highest to lowest priority in an amount equal to each user's forecasted bandwidth, and subject to the user's respective maximum bandwidth value.

Both preferred method **2100** of **FIGS. 21a** and **21b**, and preferred method **2200** of **FIGS. 22a** and **22b** differ from the other methods **1700,1800,1900,2000** in that these two methods allocate bandwidth to the users in multiple allocation rounds. Method **2100** begins in **FIG. 21a** with the retrieval (**Step 2102**) of the forecasted bandwidths of the users as well as a credit (**C**) that applies if a respective user does not receive up to a guaranteed maximum level of bandwidth. The users are then prioritized (**Step 2104**) based on each user's respective credit in decreasing order, with those users having higher credits being given priority over users with lesser credits. Next, the surplus is set (**Step 2106**) to the total allocated bandwidth of the class in the particular direction of communication. Bandwidth then is allocated (**Step 2108**) as available in a first round to the users from highest to lowest priority. The allocation in the first round for each user is equal to the minimum of the forecasted bandwidth or the maximum bandwidth that is guaranteed, subject to the user's respective maximum bandwidth value.

If any additional bandwidth is determined (**Step 2110**) to remain after the first allocation round, then the surplus is set to the additional bandwidth (**Step 2114**). Bandwidth then is allocated (**Step 2116**) as available to each user in the same user order. Assuming sufficient bandwidth remains available, the allocation in the second round brings the user's allocation up to the user's forecasted bandwidth subject to the user's respective maximum bandwidth value. Following the second allocation round, a determination is made (**Step 2118**) whether any remaining bandwidth exists and, if so, then the remaining bandwidth is allocated (**Step 2122**) equally to the users, subject to each user's respective maximum bandwidth value. The user allocations are then incorporated (**Step 2124**) into the DOC Network as the users' bandwidth allowances. If it is determined that no bandwidth remains available in either of **Step 2110** or **Step 2118**, then the user allocations are completed and are incorporated into DOC Network in Steps **2112,2124**, respectively, as the users' bandwidth allowances.

Method **2200** of **FIGS. 22a** and **22b** differs from that of **FIGS. 21a** and **21b** only in that the sum of the forecasted bandwidths for all users is calculated (**Step 2202**) and a determination is made (**Step 2204**) whether the sum exceeds the total allocated bandwidth of the class. If the sum exceeds

the total allocated bandwidth of the class, then the bandwidth is allocated (**Step 2206**) to each user in an amount equal to the forecasted bandwidth, subject to the user's maximum guaranteed bandwidth, and less an amount thereof proportional to the total bandwidth shortfall. Thus, for example, if the sum of all forecasted bandwidths exceeds the total allocated bandwidth of the class in an amount equal to 20% of the sum of all the forecasted bandwidths, then each user is allocated bandwidth in an amount equal to the user's forecasted bandwidth (subject to the user's maximum guaranteed bandwidth), then less 20% thereof.

The applicable class bandwidth allowances used in the aforementioned methods are obtained from the Database Manager **90**. The information, including fees, credits, guaranteed user bandwidths, and maximum bandwidth values in the aforementioned methods, is obtained from each user's SLA or from any applicable CSLA, and/or is predetermined by the Administrator **106**, Carrier, or other entity. Moreover, this information is retrieved by the Bandwidth Allocator **92** from the Database Manager **90**, which includes and maintains a user SLA table as well as a user billing table, as updated from time-to-time by the Administrator **106**. Specifically, the information is configured and maintained through GUIs provided as part of the GUI & Report Generating Engine **94**, and is preferably accessed by the Administrator **106** either directly or indirectly through the Internet **60**. Alternatively, information is retrieved by the Bandwidth Allocator **92** from an external database maintained by the Administrator, Carrier, or other entity through an application program interface (API) incorporated into the external system interface layer **98** of the Bandwidth Allocator **92**. The use of an external database is preferred not only for the CSLAs, but also for the SLAs and user billing tables, as it eliminates any duplicative maintenance of information otherwise maintained by the Database Manager **90** which must be synchronized with the external database, including periodic updating of user records in a timely fashion.

Regardless of the particular method or policies utilized by the Bandwidth Allocator **92**, once user allocations have been determined under the aforementioned allocation policies, the respective DOC Network is updated with the resulting user allocations as the bandwidth allowances for the users for a particular time interval. Each user is then allocated bandwidth during the particular time interval in an amount that is less than, or equal to, that user's bandwidth allowance. Similarly, the collective bandwidth consumptions of a class by users therein is limited by that class' bandwidth allowance. Preferably, the DOC Network is updated at periodic intervals of between one to fifteen minutes and, preferably every five minutes. Furthermore, the periodic interval preferably corresponds to the scheduling of the Bandwidth Allocator **92** with regard to upstream transmissions.

With particular reference to **FIG. 23**, a preferred method **2300** of updating a DOC Network for a DOCSIS 1.0 compliant Cable Network with the user allowances is illustrated. The DOC Network is updated by incorporating (**Step 2302**) the user allocations as bandwidth allowances (i.e., bandwidth limits) into CM configuration files (MD-5 files) for the CMs of the respective users. As set forth above, each CM configuration file contains instructions for a respective CM that limits the actual bandwidth consumed by the CM in the upstream direction and in the downstream direction.

The CM configuration files are then sent (**Step 2304**) by the Bandwidth Allocator **92** to a Trivial File Transfer Protocol (TFTP) Server of the DOC Network, which maintains CM configuration files for the CMs of the Cable Network. A command is also sent (**Step 2306**) to either of the CMs or the CMTS of the respective Cable Network causing the CMs to acquire and implement the CM configuration files maintained on the TFTP Server.

In addition to maintaining information regarding CSLAs, class allocations, SLAs, and user billing data in the Database Manager **90**, the GUI & Report Generating Engine **94** further enables the Administrator **106** to analyze the user stats updated by the Data Collector **88**, including the generation of reports and graphs regarding, for example, network access usage of the users over time as well as user throughput rates vs. data loss rates similar to that shown in **FIG. 10**.

It additionally should be noted that a user may or may not be permitted to be grouped in one or more classes in accordance with the present invention. If it is desired that classes be mutually exclusive, then some policy should be established for determining which class with which a user is associated as between competing classes. If it is desired that classes not be mutually exclusive, then users falling within two or more classes will be allocated bandwidth within each class to the extent that no conflict arises as between the classes, and subject to any maximum allowed aggregated user bandwidth for all classes that may be established.

As now will readily be seen, the preferred methods and preferred networks of the present invention described in detail herein enable a Carrier to accommodate bandwidth concerns of service providers competing for the business of users of a shared communications medium in a Shared Access Carrier Network. In particular, CSLAs now can be constructed in accordance with the present invention whereby a service provider is guaranteed some collective level of network access for the users of the shared communications medium that are customers of the service provider. Furthermore, the provision of bandwidth to users who are customers of competing service providers can now be based on fairness considerations, even if one of the service providers is related to the Carrier.

In addition thereto, the differing demands for instantaneous throughput by users competing for access across the shared communications medium now can be accommodated in accordance with the present invention. Indeed, a Carrier now is able to continuously vary bandwidth consumption limits for each user on an individual basis and for small time intervals, either in accordance with fairness considerations, forecasted network access usage of the users, or under contractual provisions governing network access.

It also will now be evident that the present invention gives rise to new business models that may be implemented by service providers for providing network access to users thereof and, in particular, to new ways of selling network access, which is also considered part of the present invention.

For example, in accordance with the present invention, network access now can be "wholesaled" to service providers by considering the users of the service provider a class and allocating bulk network access to such class pursuant to a CSLA between the Carrier and the service

provider. Through a CSLA, a Carrier can offer to the service provider a guaranteed minimum level of network access for the class that is constant throughout the day or week, or a guaranteed minimum level of network access that varies depending upon considerations such as the time of day or the day of week. A Carrier also now can offer a guaranteed minimum level of network access to the class with a guaranteed maximum level of network access provided as needed in accordance with a target probability. The service providers, in turn, then can offer different SLAs to the users that are its customers, essentially selling network access at the retail level.

Accordingly, service providers can be assured of levels of network access for the users that are their customers, and users can be assured of appropriate levels of network access to meet their individual demands. Moreover, Carriers and/or service providers now can differentiate between users in charging for network access, thereby allowing Carriers and/or service providers to differentiate revenue streams for maximization of revenues.

The present invention also enables Carriers and/or service providers to offer "dynamic SLAs" to users. The term "dynamic SLA" refers to a SLA that can be modified by a user as the user's demand for network access significantly changes, whether such modification is permanent or temporary. In this regard, and in accordance with a preferred method **2600** of the present invention as illustrated in **FIG. 26**, the "network access retailer" (the entity selling the network access to the user) monitors (**Step 2602**) network access usage by users of a Shared Access Carrier Network and determines (**Step 2604**), for each user based on network access usage, whether a SLA provision other than those found in the user's current SLA would better meet the user's needs. This determination is made by comparing the user's throughput, bandwidth consumption, and/or bandwidth requested for a predetermined period of time against a set of threshold values, including any guaranteed level of network access provided for in the user's SLA as well as any minimum QoS standard that are deemed necessary for user satisfaction by the network access retailer or other appropriate entity. Thus, if the user's level of throughput, bandwidth consumption, and/or bandwidth requested for the predetermined time interval differs by a predetermined tolerance from a minimum threshold value, then the user is identified (**Step 2606**) as a "candidate" for modifying the SLA. A similar process alternatively is used, wherein the user's forecasted bandwidth is compared to the threshold values and, if the difference exceeds a predetermined tolerance, then the user is deemed a candidate for modifying the user's SLA.

Once users have been identified as candidates, the candidates are filtered by screening (**Step 2608**) the candidates against a list of users for which solicitations are not to be made. Those candidates passing the screening are then invited (**Step 2610**) to modify their respective SLAs. The solicitation of the user preferably is performed via email, instant messaging, redirection of the user's web browser to a solicitation web page, generation and mailing of solicitation literature via U.S. mail, telemarketing, or other means of communication. The solicitation includes an invitation for the user to modify the user's SLA by increasing for a fee the minimum level of network access guaranteed to the

user. The solicitation preferably also includes an invitation to make the modification permanent, or to make the modification only temporary and for a specific period of time.

Thus, for example, if a user is identified as having a high usage pattern at recurrent periods of time (such as every Saturday night when a particular webcast is viewed, or when an Internet game is played), then the user automatically is solicited with an invitation via instant messaging on the following Saturday night to increase the user's guaranteed network access for that night, for a predetermined number of following Saturday nights, and/or for every Saturday night.

Acceptance of the invitation by each user results in the modification (**Step 2612**) of the user's SLA for the appropriate period of time by increasing the level of network access the user is guaranteed (and/or the user's respective maximum bandwidth value, depending upon the policies used). The solicited modification to the user's SLA is updated in the SLA database, which is then used during user prioritization and allocation of bandwidth by the Bandwidth Allocator **92**. The resulting higher bandwidth allowance should enhance the user's experience and overall satisfaction with the Carrier Network. In particular, the higher bandwidth (greater network access) should enhance the viewing of the webcast or the playing of the Internet game.

On the other hand, SLAs for which users decline solicitations are not modified. Furthermore, if deemed appropriate, users declining a solicitation are recorded in the list against which candidates are screened.

Preferably, the Bandwidth Allocator **92** analyzes the user stats maintained by the Database Manager **90**, identifies those users that are candidates for SLA modification, and initiates the solicitation of such candidates. Information for each user's SLA for comparison with the user's stats automatically is obtained either from the Database Manager **90**, or from an external database maintained by the network access retailer or other appropriate entity. Furthermore, the Bandwidth Allocator **92** preferably performs this analysis for solicitation on a regularly scheduled basis.

In addition to such solicitations, a user of course may request a change in the level of network access guaranteed without having to receive first a solicitation. Furthermore, the user may request that the change be for a temporary period of time such that, for example, the change is reversed after only a few hours, which would cover a viewing of a particular webcast or the playing of a particular Internet game beginning at the time of the request.

In view of the foregoing detailed description of the preferred embodiments and methods of the present invention, it readily will be understood by those persons skilled in the art that the present invention is susceptible of broad utility and application. Many embodiments and adaptations of the present invention other than those herein described, as well as many variations, modifications, and equivalent arrangements, will be apparent from or reasonably suggested by the present invention and the foregoing description thereof, without departing from the substance or scope of the present invention. Accordingly, while the present invention has been described herein in detail in relation to preferred embodiments, it is to be understood that this disclosure only is illustrative and exemplary of the present invention and is made merely for purposes of providing a full and enabling disclosure of

the invention. The foregoing disclosure is not intended nor is to be construed to limit the present invention or otherwise to exclude any such other embodiments, adaptations, variations, modifications and equivalent arrangements, the present invention being limited only by the claims appended hereto and the equivalents thereof.

Thus, for example, it will be apparent that, while preferred embodiments of the present invention have been described in the context of DOC Networks (including either a network of all coaxial cable, or a HFC network), the present invention nevertheless relates to any other network (whether wireline or wireless) wherein competing users share access across a shared communications medium including, for example, home networks and small networks in mass transit vehicles.

What is claimed is:

1. A method of providing network access across a shared communications medium between at least two competing users, comprising the steps of:

(a) prior to a first time interval, determining for each user a respective first network access allowance representing a respective first maximum level of network access available to the user during the first time interval, but not necessarily representing the level of network access that will be utilized by the user during the first time interval;

(b) during the first time interval, providing network access to each user such that the respective first network access allowance for each user is not exceeded;

(c) prior to a second consecutive time interval, determining for each user a respective second network access allowance representing a respective second maximum level of network access available to the user during the second time interval, but not necessarily representing the level of network access that will be utilized by the user during the second time interval, at least one respective second network access allowance for a user differing from such user's respective first network access allowance; and

(d) during the second time interval, providing network access to each user such that the respective second network access allowance for each user is not exceeded.

2. The method of claim 1, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

3. The method of claim 1, wherein the first and second time intervals are consecutive time intervals.

4. The method of claim 1, wherein each of the first time interval and the second time interval has a period of between one minute and sixty minutes.

5. The method of claim 1, wherein the second network access allowance for each respective user differs from the first network access allowance for such user.

6. The method of claim 1, wherein the first network access allowances for the users are determined by allocating network access to each user on a per user basis for the first time interval in accordance with a first selected allocation policy.

7. The method of claim 6, wherein the second network access allowances for the users are determined by allocating network access to each user on a per user basis for the second time interval in accordance with a second selected allocation policy.

8. The method of claim 7, wherein the first allocation policy differs from the second allocation policy.

9. The method of claim 7, further comprising requesting a minimum level of network access for the first time interval for a user, and wherein said allocating network access to such user for the first time interval comprises setting the level of network access allocated to such user to a level equal to or greater than the requested minimum level.

10. The method of claim 9, wherein said allocating network access to such user for the second time interval comprises setting the level of network access allocated to such user to a level less than the requested minimum level for the first time interval.

11. The method of claim 1, further comprising the step of monitoring network access usage by each user.

12. The method of claim 11, wherein said step of monitoring network access usage includes collecting data representative of logical data units transmitted from and to each user during a past time interval.

13. The method of claim 11, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets transmitted from and to each user during a past time interval.

14. The method of claim 11, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are dropped during a past time interval.

15. The method of claim 11, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets of the user that are dropped during a past time interval.

16. The method of claim 11, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are requested to be transmitted in an upstream direction during a time interval.

17. The method of claim 1, wherein the shared communications medium is part of a Cable Network and the shared communications medium comprises a coaxial cable.

18. The method of claim 1, wherein the Shared Access Carrier Network comprises a wireless network.

19. The method of claim 1, further comprising prioritizing the users for determining network access allowances.

20. The method of claim 19, wherein said prioritizing is based on fairness considerations.

21. The method of claim 20, wherein the users are prioritized based on user throughput during a past time interval, with a user with lesser throughput receiving priority over a user with greater throughput.

22. The method of claim 20, wherein the users are prioritized based on data loss for each user during a past time interval, with a user with greater data loss having priority over a user with lesser data loss.

23. The method of claim 20, wherein the users are prioritized based on network access usage for a particular time of day, with a user with lesser network access usage for the particular time of day receiving priority over a user with greater network access usage for the particular time of day.

24. The method of claim 20, wherein the users are prioritized based on both user throughput and data loss of the user during a time interval.

25. The method of claim 20, wherein users are prioritized based on an established minimum quality of service (QoS) standard.

26. The method of claim 19, wherein said step of prioritizing is based on service level agreements (SLAs) of the users regarding the provision of network access.

27. The method of claim 26, further comprising the step of monitoring network access usage by each user.

28. The method of claim 27, wherein SLAs specify respective minimum levels of network access for users, and said step of prioritizing includes comparing said monitored network access usages for the users with the specified respective minimum levels of network access, and awarding priority to a user when said respective monitored network access usage for such user falls below the user's specified respective minimum level of network access.

29. The method of claim 27, wherein SLAs specify respective time-of-day (TOD) minimum levels of network access for users, and said step of prioritizing includes comparing said monitored network access usages for such users during the specified respective TOD with the specified respective TOD minimum levels of network access, and awarding priority to a user when said monitored network access usage during the specified respective TOD for such user falls below the user's specified respective TOD minimum level of network access.

30. The method of claim 27, wherein SLAs specify respective minimum levels of network access up to a maximum burstable levels with target probability for users, and said step of prioritizing includes comparing said monitored network access usage both with the respective minimum levels of network access for such users and with the respective maximum burstable levels of network access for such users, and comparing the instances the respective maximum levels of network access were obtained for such users out of all instances the respective maximum levels of network access were requested for such users.

31. The method of claim 27, wherein SLAs provide respective fees for network access usage, and said step of prioritizing comprises sorting such users based on each user's respective fee in decreasing order, with a user with a higher fee receiving priority over a user with a lesser fee.

32. The method of claim 27, wherein SLAs provide respective credits for levels of network access below respective guaranteed levels for users, and said step of prioritizing comprises sorting such users based on each user's respective credit in decreasing order, with a user with a higher credit receiving priority over a user with a lower credit.

33. The method of claim 27, wherein SLAs specify respective minimum levels of network access for users, and said step of allocating network access comprises setting the respective levels of network access equal to each user's specified respective minimum level of network access.

34. The method of claim 11, further comprising the step of forecasting network access usage by each user during a future time interval based on said step of monitoring network access usage by each user.

35. The method of claim 34, wherein said step of forecasting comprises predicting future network access usage of each user based upon monitored past network access usage patterns of each user.

36. The method of claim 34, wherein said step of forecasting comprises applying an adaptive-response-rate single exponential smoothing function and a Holt-Winters' seasonal exponential smoothing function to said monitored network access usages of the users.

37. The method of claim 34, wherein the first network access allowances for the users are determined by allocating network access to each user on a per user basis for the first time interval in accordance with a first selected allocation policy.

38. The method of claim 37, wherein said step of allocating network access comprises setting the respective levels of network access of the users proportional to each user's forecasted network access usage.

39. The method of claim 37, further comprising the step of prioritizing the users for allocating network access.

40. The method of claim 39, wherein said prioritizing is based on each user's forecasted network access usage.

41. The method of claim 40, wherein said users are prioritized in increasing order of each user's forecasted network access usage, with a user with a lesser forecasted network access usage receiving priority over a user with a greater forecasted network access usage.

42. The method of claim 40, wherein said step of allocating network access comprises setting respective user levels of network access equal to each user's forecasted network access usage, and then allocating any remaining network access equally to the users.

43. The method of claim 40, wherein said step of allocating network access comprises setting respective user levels of network access equal to each user's forecasted network access usage, and then allocating any remaining network access to the users proportionally based on each user's forecasted network access usage.

44. A method of providing during two consecutive time intervals network access across a shared communications medium between two competing users, comprising the step of varying between the two time intervals a respective network access allowance for each user, each respective network access allowance representing a maximum level of network access available to the respective user during a particular time interval, but not necessarily representing the level of network access that is utilized by the user during the particular time interval.

45. A method of providing network access across a shared communications medium in a downstream direction towards competing users, comprising the steps of:

(a) monitoring network access usage by each user during a time interval; and

(b) based on said monitored network access usage, allocating network access to each user on a per user basis for a future time interval.

46. The method of claim 45, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

47. The method of claim 45, wherein each network access allocation represents a bandwidth allowance of a respective user during the future time interval.

48. The method of claim 47, wherein each network access allocation represents bandwidth utilized by each user during the future time interval.

49. The method of claim 45, wherein said step of monitoring comprises monitoring bandwidth that is consumed by each user in a downstream direction at time intervals of fifteen minutes to sixty minutes.

50. The method of claim 45, wherein the time interval for which network access usage is monitored and the future time interval are equal in length.

51. The method of claim 45, wherein the time interval for which network access usage is monitored and the future time interval each is approximately one minute to sixty minutes in length.

52. The method of claim 45, wherein said step of monitoring network access usage includes collecting data representative of logical data units transmitted to each user during a time interval.

53. The method of claim 45, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets transmitted to each user during a time interval.

54. The method of claim 45, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are dropped during a time interval.

55. The method of claim 45, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets of the user that are dropped during a time interval.

56. The method of claim 45, wherein said step of allocating network access comprises allocating network access equally to the users.

57. The method of claim 45, wherein the shared communications medium is part of a Shared Access Carrier Network.

58. The method of claim 57, wherein the Shared Access Carrier Network comprises a Cable Network and the shared communications medium comprises a coaxial cable.

59. The method of claim 57, wherein the Shared Access Carrier Network comprises a wireless network.

60. The method of claim 45, further comprising prioritizing the users for allocating network access.

61. The method of claim 60, wherein said prioritizing is based on fairness considerations.

62. The method of claim 61, wherein the users are prioritized based on user throughput during a time interval, with a user with lesser throughput receiving priority over a user with greater throughput.

63. The method of claim 61, wherein the users are prioritized based on data loss for each user during a time interval, with a user with greater data loss having priority over a user with lesser data loss.

64. The method of claim 61, wherein the users are prioritized based on network access usage for a particular time of day, with a user with lesser network access usage for the particular time of day receiving priority over a user with greater network access usage for the particular time of day.

65. The method of claim 61, wherein the users are prioritized based on both user throughput and data loss of the user during a time interval.

66. The method of claim 61, wherein users are prioritized based on an established minimum quality of service (QoS) standard.

67. The method of claim 60, wherein said step of prioritizing is based on service level agreements (SLAs) of the users regarding the provision of network access.

68. The method of claim 67, wherein SLAs specify respective minimum levels of network access for users, and said step of prioritizing includes comparing said monitored network access usages for the users with the specified respective minimum levels of network access, and awarding priority to a user when said respective monitored network access usage for such user falls below the user's specified respective minimum level of network access.

69. The method of claim 67, wherein SLAs specify respective time-of-day (TOD) minimum levels of network access for users, and said step of prioritizing includes comparing said monitored network access usages for such users during the specified respective TOD with the specified respective TOD minimum levels of network access, and awarding priority to a user when said monitored network access usage during the specified respective TOD for such user falls below the user's specified respective TOD minimum level of network access.

70. The method of claim 67, wherein SLAs specify respective minimum levels of network access up to a maximum burstable levels with target probability for users, and said step of prioritizing includes comparing said monitored network access usage both with the respective minimum levels of network access for such users and with the respective maximum burstable levels of network access for such users, and comparing the instances the respective maximum levels of network access were obtained for such users out of all instances the respective maximum levels of network access were requested for such users.

71. The method of claim 67, wherein SLAs provide respective fees for network access usage, and said step of prioritizing comprises sorting such users based on each user's respective fee in decreasing order, with a user with a higher fee receiving priority over a user with a lesser fee.

72. The method of claim 67, wherein SLAs provide respective credits for levels of network access below respective guaranteed levels for users, and said step of prioritizing comprises sorting such users based on each user's respective credit in decreasing order, with a user with a higher credit receiving priority over a user with a lower credit.

73. The method of claim 67, wherein SLAs specify respective minimum levels of network access for users, and said step of allocating network access comprises allocating network access to such users equal to each user's specified respective minimum level of network access.

74. The method of claim 45, further comprising the step of forecasting network access usage by each user during the future time interval based on said step of monitoring network access usage by each user.

75. The method of claim 74, wherein said step of forecasting comprises predicting future network access usage of each user based upon monitored past network access usage patterns of each user.

76. The method of claim 74, wherein said step of forecasting comprises applying an adaptive-response-rate single exponential smoothing function and a Holt-Winters' seasonal exponential smoothing function to said monitored network access usages of the users.

77. The method of claim 74, wherein said step of allocating network access comprises allocating network access to users proportional to each user's forecasted network access usage.

78. The method of claim 74, further comprising the step of prioritizing the users for allocating network access.

79. The method of claim 78, wherein said prioritizing is based on each user's forecasted network access usage.

80. The method of claim 78, wherein said users are prioritized in increasing order of each user's forecasted network access usage, with a user with a lesser forecasted network access usage receiving priority over a user with a greater forecasted network access usage.

81. The method of claim 78, wherein said step of allocating network access comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access equally to the users.

82. The method of claim 78, wherein said step of allocating network access comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access to the users proportionally based on each user's forecasted network access usage.

83. A method of providing network access across a shared communications medium between competing users, comprising the steps of:

(a) monitoring network access usage by each user during a time interval;

(b) forecasting network access usage by each user during a future time interval based on said monitored network access usage by each user; and

(c) based on said forecasted network access usage, allocating network access to each user for the future time interval.

84. The method of claim 83, wherein said step of forecasting comprises predicting future network access usage of each user based upon monitored past network access usage patterns of each user.

85. The method of claim 83, wherein said step of forecasting comprises applying an adaptive-response-rate single exponential smoothing function and a Holt-Winters' seasonal exponential smoothing function to said monitored network access usages of the users.

86. The method of claim 83, wherein said step of allocating network access comprises allocating network access to the users proportionally based on each user's forecasted network access usage.

87. The method of claim 83, further comprising the step of prioritizing the users for allocating network access.

88. The method of claim 87, wherein said prioritizing is based on each user's forecasted network access usage.

89. The method of claim 87, wherein said users are prioritized in increasing order of each user's forecasted network access usage, with a user with a lesser forecasted network access usage receiving priority over a user with a greater forecasted network access usage.

90. The method of claim 87, wherein said prioritizing is based on fairness considerations.

91. The method of claim 87, wherein the users are prioritized based on user throughput during a time interval, with a user with lesser throughput rate receiving priority over a user with greater throughput rate.

92. The method of claim 87, wherein the users are prioritized based on data loss for each user during a time interval, with a user with greater data loss rate having priority over a user with lesser data loss rate.

93. The method of claim 87, wherein the users are prioritized based on network access usage for a particular time of day, with a user with lesser network access usage for the particular time of day receiving priority over a user with greater network access usage for the particular time of day.

94. The method of claim 87, wherein the users are prioritized based on both user throughput and data loss of the user during a time interval.

95. The method of claim 87, wherein users are prioritized based on an established minimum quality of service (QoS) standard.

96. The method of claim 87, wherein said step of prioritizing is based on service level agreements (SLAs) of the users regarding the provision of network access.

97. The method of claim 96, wherein SLAs specify respective minimum levels of network access for users, and said step of prioritizing includes comparing said monitored network access usages for the users with the specified respective minimum levels of network access, and awarding priority to a user when said respective monitored network access usage for such user falls below the user's specified respective minimum level of network access.

98. The method of claim 96, wherein SLAs specify respective time-of-day (TOD) minimum levels of network access for users, and said step of prioritizing includes comparing said monitored network access usages for such users during the specified respective TOD with the specified respective TOD minimum levels of network access, and awarding priority to a user when said monitored network access usage during the specified respective TOD for such user falls below the user's specified respective TOD minimum level of network access.

99. The method of claim 96, wherein SLAs specify respective minimum levels of network access up to a maximum burstable levels with target probability for users, and said step of prioritizing includes comparing said monitored network access usages both with the respective minimum levels of network access for such users and with the respective maximum burstable levels of network access for such users, and comparing the instances the respective maximum levels of network access were obtained for such users out of all instances the respective maximum levels of network access would have been utilized for such users.

100. The method of claim 96, wherein SLAs provide a respective fee for network access usage by users, and said step of prioritizing comprises sorting such users based on each user's respective fee in decreasing order, with a user with a higher fee receiving priority over a user with a lesser fee.

101. The method of claim 96, wherein SLAs provide respective credits for levels of network access below respective guaranteed levels for users, and said step of prioritizing comprises sorting such users based on each user's respective credit in decreasing order, with a user with a higher credit receiving priority over a user with a lower credit.

102. The method of claim 96, wherein SLAs specify respective minimum levels of network access for users, and said step of allocating network access comprises allocating network access to such users equal to each user's specified respective minimum level of network access.

103. The method of claim 87, wherein said step of allocating network access comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access equally to the users.

104. The method of claim 87, wherein said step of allocating network access comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access to the users proportionally based on each user's forecasted network access usage.

105. The method of claim 83, wherein each network access allocation represents a bandwidth allowance of a respective user during the future time interval.

106. The method of claim 83, wherein each network access allocation represents bandwidth utilized by each user during the future time interval.

107. A method of providing network access across a shared communications medium of a Cable Network between competing users, comprising the steps of:

(a) monitoring network access usage by each user for a time interval;

(b) based on said monitoring, forecasting the number of logical data units (LDUs) of each user that will be transmitted over a future time interval; and

(c) based on said forecasting, allocating network access available to each user for the future time interval.

108. A method of providing network access across a shared communications medium of a Cable Network between competing users, comprising the steps of:

(a) monitoring network access usage requested by each user for a time interval;

(b) based on said monitoring, forecasting the number of logical data units (LDUs) that will be requested by each user over a future time interval; and

(c) based on said forecasting, allocating network access available to each user for the future time interval.

109. A method of providing network access across a shared communications medium between competing users, comprising the steps of:

(a) monitoring network access usage by each user during a time interval;

(b) based on said monitoring, forecasting network access usage by each user over a future time interval;

(c) prioritizing users based on each user's forecasted network access usage in increasing order, whereby a user with a lesser forecasted network access usage receives a higher priority than a user with a greater forecasted network access usage; and

(d) allocating network access available to each user during the future time interval in decreasing order of user priority, each user's allocation of network access being equal to each user's forecasted network access usage subject to a respective, predetermined maximum value and subject to availability.

110. The method of claim 109, wherein said step of allocating further comprises allocating any surplus network access remaining equally to the users.

111. The method of claim 109, wherein said step of allocating further comprises allocating in decreasing user priority any surplus network access to the users proportionally to the user's forecasted network access usage.

112. The method of claim 109, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

113. The method of claim 109, wherein said step of monitoring comprises monitoring network access usage by the users in an upstream direction at time intervals of one minute to fifteen minutes.

114. The method of claim 109, wherein said step of monitoring comprises monitoring network access usage by the users in a downstream direction at time intervals of fifteen minutes to sixty minutes.

115. The method of claim 109, wherein the time interval for which network access usage is monitored and the future time interval are equal in length.

116. The method of claim 109, wherein the time interval for which network access usage is monitored and the future time interval each is approximately one minute to sixty minutes in length.

117. The method of claim 109, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units transmitted from and to each user during a time interval.

118. The method of claim 109, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets transmitted from and to each user during a time interval.

119. The method of claim 109, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are dropped during a time interval.

120. The method of claim 109, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets of the user that are dropped during a time interval.

121. The method of claim 109, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are requested to be transmitted in the upstream direction during a time interval.

122. The method of claim 109, wherein the shared communications medium is part of a Shared Access Carrier Network.

123. The method of claim 122, wherein the Shared Access Carrier Network comprises a Cable Network and the shared communications medium comprises a coaxial cable.

124. The method of claim 122, wherein the Shared Access Carrier Network comprises a wireless network.

125. A method of providing network access across a shared communications medium between competing users, comprising the steps of:

(a) monitoring network access usage by each user during a time interval;

(b) based on said monitoring, forecasting network access usage by each user over a future time interval; and

(c) allocating network access available to each user during the future time interval, each user's allocation of network access being equal to each user's forecasted network access usage multiplied by a ratio of the total available network access to the total forecasted network access usage of all the users, and subject to a respective, predetermined maximum value and subject to availability.

126. The method of claim 125, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

127. The method of claim 125, wherein said step of monitoring comprises monitoring network access usage by the users in an upstream direction at time intervals of one minute to fifteen minutes.

128. The method of claim 125, wherein said step of monitoring comprises monitoring network access usage by the users in a downstream direction at time intervals of fifteen minutes to sixty minutes.

129. The method of claim 125, wherein the time interval for which network access usage is monitored and the future time interval are equal in length.

130. The method of claim 125, wherein the time interval for which network access usage is monitored and the future time interval each is approximately one minute to sixty minutes in length.

131. The method of claim 125, wherein said step of monitoring network access includes collecting data representative of the logical data units transmitted from and to each user during a time interval.

132. The method of claim 125, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets transmitted from and to each user during a time interval.

133. The method of claim 125, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are dropped during a time interval.

134. The method of claim 125, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets of the user that are dropped during a time interval.

135. The method of claim 125, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are requested to be transmitted in the upstream direction during a time interval.

136. The method of claim 125, wherein the shared communications medium is part of a Shared Access Carrier Network.

137. The method of claim 126, wherein the Shared Access Carrier Network comprises a Cable Network and the shared communications medium comprises a coaxial cable.

138. The method of claim 126, wherein the Shared Access Carrier Network comprises a wireless network.

139. A method of providing network access across a shared communications medium between competing users, comprising the steps of:

(a) charging each user a respective fee for network access usage;

(b) monitoring network access usage by each user during a time interval;

(c) based on said monitoring, forecasting network access usage by each user over a future time interval;

(d) prioritizing users based on each user's fee in decreasing order, whereby a user having a greater fee receives a higher priority than a user having a lesser fee; and

(e) allocating network access available to each user during the future time interval in decreasing order of user priority, each user's allocation of network access being equal to each user's forecasted network access usage subject to a respective, predetermined maximum value and subject to availability.

140. The method of claim 139, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

141. The method of claim 139, wherein said step of monitoring comprises monitoring network access usage by the users in an upstream direction at time intervals of one minute to fifteen minutes.

142. The method of claim 139, wherein said step of monitoring comprises monitoring network access usage by the users in a downstream direction at time intervals of fifteen minutes to sixty minutes.

143. The method of claim 139, wherein the time interval for which network access usage is monitored and the future time interval are equal in length.

144. The method of claim 139, wherein the time interval for which network access usage is monitored and the future time interval each is approximately one minute to sixty minutes in length.

145. The method of claim 139, wherein said step of monitoring network access includes collecting data representative of the number of logical data units transmitted from and to each user during a time interval.

146. The method of claim 139, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets transmitted from and to each user during a time interval.

147. The method of claim 139, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are dropped during a time interval.

148. The method of claim 139, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets of the user that are dropped during a time interval.

149. The method of claim 139, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are requested to be transmitted in the upstream direction during a time interval.

150. The method of claim 139, wherein the shared communications medium is part of a Shared Access Carrier Network.

151. The method of claim 150, wherein the Shared Access Carrier Network comprises a Cable Network and the shared communications medium comprises a coaxial cable.

152. The method of claim 150, wherein the Shared Access Carrier Network comprises a wireless network.

153. A method of providing network access across a shared communications medium between competing users, comprising the steps of:

(a) applying respective credits to users for network access shortfalls below respective levels of network access specified to the users;

(b) monitoring network access usage by each user during a past time interval;

(c) based on said monitoring, forecasting network access usage by each user over a future time interval;

(d) prioritizing users based on each user's respective credit in decreasing order, whereby a user having a greater credit receives a higher priority than a user having a lesser credit; and

(e) allocating network access available to each user during the future time interval in decreasing order of user priority, each user's allocation of network access being equal to each user's forecasted network access usage subject to a respective, predetermined maximum specified value and subject to availability.

154. The method of claim 153, wherein any additional network access remaining after said allocation is earmarked for the users such that each user's allocation equals the user's forecasted network access usage, subject to a respective, predetermined maximum allowed level of network access and subject to availability.

155. The method of claim 154, wherein any surplus network access remaining after said distribution is further earmarked in equal amounts for the users, subject to a respective, predetermined maximum allowed level of network access.

156. The method of claim 154, further comprising allocating to the users network access only in an amount equal to the forecasted network access usage multiplied by the ratio of total network access available for allocation to the total forecasted network access usage of the users, but only when the total forecasted network access usage of the users exceeds the total network access available for allocation.

157. The method of claim 153, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

158. The method of claim 153, wherein said step of monitoring comprises monitoring network access usage by the users in an upstream direction at time intervals of one minute to fifteen minutes.

159. The method of claim 153, wherein said step of monitoring comprises monitoring network access by the users in a downstream direction at time intervals of fifteen minutes to sixty minutes.

160. The method of claim 153, wherein the time interval for which network access usage is monitored and the future time interval are equal in length.

161. The method of claim 153, wherein the time interval for which network access usage is monitored and the future time interval each is approximately one minute to sixty minutes in length.

162. The method of claim 153, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units transmitted from and to each user during a time interval.

163. The method of claim 153, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets transmitted from and to each user during a time interval.

164. The method of claim 153, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of each user that are dropped during a time interval.

165. The method of claim 153, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets of each user that are dropped during a time interval.

166. The method of claim 153, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of each user that are requested to be transmitted in the upstream direction during a time interval.

167. The method of claim 153, wherein the shared communications medium is part of a Shared Access Carrier Network.

168. The method of claim 167, wherein the Shared Access Carrier Network comprises a Cable Network and the shared communications medium comprises a coaxial cable.

169. The method of claim 167, wherein the Shared Access Carrier Network comprises a wireless network.

170. A method of providing network access across a shared communications medium between competing users pursuant to service level agreements (SLAs) of the users, comprising the steps of:

(a) monitoring network access usage by each user during a time interval;

(b) comparing said monitored network access usage by each user with a predetermined threshold value; and

(c) soliciting a user to modify the user's SLA if the user's monitored network access usage varies from the predetermined value by a predetermined tolerance.

171. The method of claim 170, wherein the threshold value represents a respective maximum level of network access for each user.

172. The method of claim 170, wherein the threshold value represents a respective maximum burstable level of network access with target probability for each user.

173. The method of claim 170, wherein said step of soliciting a user comprises contacting the user via email.

174. The method of claim 170, wherein said step of soliciting a user comprises contacting the user via instant messaging.

175. The method of claim 170, wherein said step of soliciting a user comprises contacting the user via redirection of a web browser of the user to a solicitation web page.

176. The method of claim 170, wherein said step of soliciting a user comprises contacting the user via generation and mailing of literature.

177. The method of claim 170, wherein said step of soliciting a user comprises contacting the user via a telephonic communication.

178. The method of claim 170, wherein the modification of the user's SLA includes guaranteeing a level of network access to the user on a permanent basis.

179. The method of claim 170, wherein the modification of the user's SLA includes guaranteeing a level of network access to the user with a maximum burstable level of network access with target probability.

180. The method of claim 170, further comprising charging the user a fee for the modification of the SLA.

181. The method of claim 170, wherein the modification of the user's SLA includes guaranteeing a level of network access to the user on a temporary basis.

182. The method of claim 170, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

183. The method of claim 170, wherein said step of monitoring comprises monitoring the bandwidth that is consumed by each user in an upstream direction of communication across the shared communications medium at time intervals of one minute to fifteen minutes.

184. The method of claim 170, wherein said step of monitoring comprises monitoring the bandwidth that is consumed by each user in a downstream direction of communication across the shared communications medium at time intervals of fifteen minutes to sixty minutes.

185. The method of claim 170, wherein said step of monitoring network access includes collecting data representative of the number of logical data units transmitted from and to each user during a time interval.

186. The method of claim 170, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets transmitted from and to each user during a time interval.

187. The method of claim 170, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are dropped during a time interval.

188. The method of claim 170, wherein said step of monitoring network access usage includes collecting data representative of the number of bytes and data packets of the user that are dropped during a time interval.

189. The method of claim 170, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are requested to be transmitted in the upstream direction during a time interval.

190. The method of claim 170, wherein the shared communications medium is part of a Shared Access Carrier Network.

191. The method of claim 190, wherein the Shared Access Carrier Network comprises a Cable Network and the shared communications medium comprises a coaxial cable.

192. The method of claim 190, wherein the Shared Access Carrier Network comprises a wireless network.

193. The method of claim 170, further comprising, based on said monitored network access usage, allocating network access to each user for a future time interval.

194. The method of claim 193, wherein said step of allocating network access comprises allocating network access equally to the users.

195. The method of claim 193, further comprising prioritizing the users for allocating network access.

196. The method of claim 195, wherein said step of prioritizing is based on the SLAs of the users, wherein the SLAs specify respective minimum levels of network access for the users, and said step of prioritizing includes comparing said monitored network access usages for the users with the specified respective minimum levels of network access, and awarding priority to a user when said respective monitored network access usage for such user falls below the user's specified respective minimum level of network access.

197. The method of claim 195, wherein said step of prioritizing is based on the SLAs of the users, wherein the SLAs specify respective time-of-day (TOD) minimum levels of network access for users, and said step of prioritizing includes comparing said monitored network access usages for such users during the specified respective TOD with the specified respective TOD minimum levels of network access, and awarding priority to a user when said monitored network access usage during the specified respective TOD for such user falls below the user's specified respective TOD minimum level of network access.

198. The method of claim 195, wherein said step of prioritizing is based on the SLAs of the users, wherein the SLAs specify respective minimum levels of network access up to a maximum burstable levels with target probability for users, and said step of prioritizing includes comparing said monitored network access usage both with the respective minimum levels of network access for such users and with the respective maximum burstable levels of network access for such users, and comparing the instances the respective maximum levels of network access were obtained for such users out of all instances the respective maximum levels of network access were requested for such users.

199. The method of claim 195, wherein said step of prioritizing is based on the SLAs of the users, wherein the SLAs provide a respective fee for network access usage by users, and said step of prioritizing comprises sorting such users based on each user's respective fee in decreasing order, with a user with a higher fee receiving priority over a user with a lesser fee.

200. The method of claim 195, wherein said step of prioritizing is based on the SLAs of the users, wherein the SLAs provide respective credits for levels of network access below respective guaranteed levels for users, and said step of prioritizing comprises sorting such users based on each user's respective credit in decreasing order, with a user with a higher credit receiving priority over a user with a lower credit.

201. The method of claim 195, wherein said step of prioritizing is based on the SLAs of the users, wherein the SLAs specify respective minimum levels of network access for users, and said step of allocating network access comprises allocating network access to such users equal to each user's specified respective minimum level of network access.

202. The method of claim 195, wherein said prioritizing is based on fairness considerations.

203. The method of claim 202, wherein the users are prioritized based on user throughput during a time interval, with a user with lesser throughput rate receiving priority over a user with greater throughput rate.

204. The method of claim 202, wherein the users are prioritized based on data loss for each user during a time interval, with a user with greater data loss rate having priority over a user with lesser data loss rate.

205. The method of claim 202, wherein the users are prioritized based on network access usage for a particular time of day, with a user with lesser network access usage for the particular time of day receiving priority over a user with greater network access usage for the particular time of day.

206. The method of claim 202, wherein the users are prioritized based on both user throughput and data loss during a time interval.

207. The method of claim 202, wherein users are prioritized based on an established minimum quality of service (QoS) standard.

208. The method of claim 193, further comprising the step of forecasting network access usage by each user during the future time interval based on said step of monitoring network access usage by each user.

209. The method of claim 208, wherein said step of forecasting comprises predicting future network access usage of each user based upon monitored past network access usage patterns of each user.

210. The method of claim 208, wherein said step of forecasting comprises applying an adaptive-response-rate signal exponential smoothing function and a Holt-Winters' seasonal exponential smoothing function to said monitored network access usages of the users.

211. The method of claim 208, wherein said step of allocating comprises allocating network access to the users proportionally based on each user's forecasted network access usage.

212. The method of claim 208, further comprising the step of prioritizing the users for allocating network access.

213. The method of claim 212, wherein said prioritizing is based on each user's forecasted network access usage.

214. The method of claim 212, wherein said users are prioritized in increasing order of each user's forecasted network access usage, with a user with a lesser forecasted network access usage receiving priority over a user with a greater forecasted network access usage.

215. The method of claim 212, wherein said step of allocating comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access equally to the users.

216. The method of claim 212, wherein said step of allocating network access comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access to the users proportionally based on each user's forecasted network access usage.

217. A method of providing network access across a shared communications medium between competing users pursuant to service level agreements (SLAs) of the users, comprising the steps of:

(a) monitoring network access usage by each user for respective predetermined past time intervals;

(b) identifying a recurrent period of high network access usage of a user based on said monitoring; and

(c) soliciting a user to modify the user's SLA to guarantee a minimum level of network access during an anticipated future recurrent period of high network access usage.

218. The method of claim 217, wherein said step of soliciting a user comprises contacting the user via email.

219. The method of claim 217, wherein said step of soliciting a user comprises contacting the user via instant messaging.

220. The method of claim 217, wherein said step of soliciting a user comprises contacting the user via redirection of a web browser of the user to a solicitation web page.

221. The method of claim 217, wherein said step of soliciting a user comprises contacting the user via generation and mailing of literature.

222. The method of claim 217, wherein said step of soliciting a user comprises contacting the user via a telephonic communication.

223. The method of claim 217, wherein the modification of the user's SLA includes guaranteeing a minimum level of network access to the user for all future recurrent periods of high network access usage.

224. The method of claim 217, wherein the modification of the user's SLA includes guaranteeing a minimum level of network access to the user for a predetermined number of future recurrent periods of high network access usage.

225. The method of claim 217, wherein the modification of the user's SLA includes guaranteeing a minimum level of network access to the user with a maximum burstable level of network access with target probability for the future period of high network access usage.

226. The method of claim 217, wherein the recurrent time period of high network access usage comprises a particular time of day.

227. The method of claim 217, further comprising charging the user a fee for modification of the user's SLA.

228. A method of providing network access across a DOCSIS 1.0 compliant cable network of a data-over-cable (DOC) network to at least two users competing for bandwidth, comprising the steps of:

(a) determining for each user a respective first bandwidth allowance for a first future time interval;

(b) generating a first set of cable modem configuration files, each of which limits bandwidth consumption by a cable modem (CM) of a respective user to that user's first bandwidth allowance;

(c) sending the configuration files to a Trivial File Transfer Protocol (TFTP) Server of the DOC Network;

(d) sending a command either to each user's CM or to a cable modem termination system (CMTS) to which each user's CM is connected to cause each CM to acquire its new respective configuration file of the first set for the first time interval;

(e) determining for each user a respective second bandwidth allowance for a second future time interval, a second bandwidth allowance of at least one of the users differing from that user's first bandwidth allowance; and

(f) for each user having a second bandwidth allowance different from that user's first bandwidth allowance,

(i) generating a second cable modem configuration file which limits bandwidth consumption of that user's CM to a value representative of that user's second bandwidth allowance;

(ii) sending the second configuration file for that user to the TFTP Server of the DOC Network; and

(iii) sending a command either to that user's CM or to the CMTS to which that user's CM is connected to cause the CM to acquire the second configuration file for that user for the second time interval.

229. The method of claim 228, further comprising the steps of monitoring bandwidth of each user for a time interval and, based on said monitored bandwidth, determining each user's second bandwidth allowance.

230. The method of claim 229, wherein said step of determining each user's second bandwidth allowance includes prioritizing each user and allocating bandwidth to each user according to such priority.

231. The method of claim 230, wherein said step of prioritizing includes comparing said monitored bandwidth with respective values specified by service level agreements (SLAs) of the users.

232. The method of claim 230, wherein said step of prioritizing includes comparing said monitored bandwidth of each user with an established minimum quality of service value.

233. The method of claim 229, wherein said step of determining each user's second bandwidth allowance includes forecasting each user's bandwidth for the second future time interval.

234. The method of claim 233, wherein said step of determining each user's bandwidth allowance includes prioritizing the users for allocation of bandwidth based on said forecasting.

235. The method of claim 229, wherein said step of monitoring comprises monitoring the bandwidth that is consumed by each CM in the upstream direction during time intervals of one minute to fifteen minutes.

236. The method of claim 229, wherein said step of monitoring comprises monitoring the bandwidth that is requested by each CM in the upstream direction during time intervals of one minute to fifteen minutes.

237. The method of claim 229, wherein said step of monitoring comprises monitoring the bandwidth that is consumed by each CM in the downstream direction during time intervals of fifteen minutes to sixty minutes.

238. The method of claim 229, wherein said step of monitoring includes collecting data representative of the number of logical data units transmitted from and to each user during a time interval.

239. The method of claim 229, wherein said step of monitoring includes collecting data representative of the number of bytes and data packets transmitted from and to each user during a time interval.

240. The method of claim 229, wherein said step of monitoring includes collecting data representative of the number of logical data units of the user that are dropped during a time interval.

241. The method of claim 229, wherein said step of monitoring includes collecting data representative of the number of bytes and data packets of the user that are dropped during a time interval.

242. The method of claim 229, wherein said step of monitoring includes collecting data representative of the number of logical data units of the user that are requested to be transmitted in the upstream direction during a time interval.

243. The method of claim 228, wherein the first time interval and the second time interval are consecutive time intervals.

244. The method of claim 228, wherein each of the first time interval and the second time interval has a period of one to sixty minutes.

245. The method of claim 228, wherein for each user, the first bandwidth allowance of that user differs from the second bandwidth allowance of that user.

246. The method of claim 228, wherein the first bandwidth allowance for each user differs from the first bandwidth allowance of all other users.

247. The method of claim 228, wherein the second bandwidth allowance for each user differs from the second bandwidth allowance of all other users.

248. The method of claim 228, wherein the first bandwidth allowance of each user is determined by allocating bandwidth to each user on a per user basis for the first time interval in accordance with a first selected allocation policy.

249. The method of claim 248, wherein the second bandwidth allowance of each user is determined by allocating bandwidth to each user on a per user basis for the second time interval in accordance with a second selected allocation policy.

250. The method of claim 249, wherein the first and second allocation policies differ.

251. The method of claim 249, wherein the first and second allocation policies are the same.

252. A method of continuously providing network access across a cable network of a data-over-cable (DOC) network to at least two users competing for bandwidth, comprising the steps of:

(a) determining for each user during present time intervals bandwidth allowances of such user for respective future time intervals, each bandwidth allowance of such user for a future time interval representing a maximum level of bandwidth consumption for such user during the future time interval, but not necessarily representing the amount of bandwidth that will be consumed by such user during such future time interval, the bandwidth allowances of each user varying as between time intervals; and

(b) for each user, limiting during each respective future time interval bandwidth consumption of that user's cable modem (CM) to that user's respective bandwidth

allowance for such time interval by implementing a new cable modem configuration file in the CM.

253. The method of claim 252, wherein the present and future time intervals have a uniform period of one minute to sixty minutes.

254. The method of claim 252, wherein each user's bandwidth allowance for each future time interval is determined by allocating bandwidth to the users on a per user basis for such future time interval in accordance with a selected allocation.

255. A Carrier Network for providing communication between multiple users and a Service Provider, comprising:

(a) computer network equipment defining an Intermediate Network and a shared communications medium, said Intermediate Network and said shared communications medium extending between the users and the Service Provider for conveying data therebetween, said shared communications medium joining the users with said Intermediate Network such that data of each user is conveyed over said shared communications medium to and from the Intermediate Network whereby the users compete for network access; and

(b) software for managing network access of the users across said shared communications medium, said software including computer-executable instructions that performs the steps of:

(i) monitoring the network access usage by each user for a time interval; and

(ii) based on the monitored network access usage, setting a network access allowance for each user representing a level of network access made available for utilization by the user during a future time interval, but not necessarily representing the level of network access that will be utilized by such user during the future time interval.

256. The Carrier Network of claim 255, wherein said network equipment further defines a Cable Network and said shared communications medium comprises a coaxial cable of said Cable Network.

257. The Carrier Network of claim 256, wherein said software comprises software modules distributed within computer readable media of said network equipment.

258. The Carrier Network of claim 256, wherein said software comprises software modules stored in a computer readable medium of a hardware component.

259. The Carrier Network of claim 258, wherein said hardware component is physically located with said network equipment.

260. The Carrier Network of claim 259, wherein said Carrier Network comprises a Data-Over-Cable (DOC) Network and said hardware component is located within a regional data center of said DOC Network.

261. The Carrier Network of claim 259, wherein said Carrier Network comprises a Data-Over-Cable (DOC) Network and said hardware component is located within a headend of said DOC Network.

262. The Carrier Network of claim 258, wherein said hardware component is physically located remotely from said network equipment.

263. The Carrier Network of claim 262, wherein said hardware component is directly connected with said network equipment for communication therebetween.

264. The Carrier Network of claim 262, wherein said hardware component is indirectly connected with said network equipment through the Internet for communication therebetween.

265. The Carrier Network of claim 256, wherein said software modules include:

(i) a first software component that manages a database for storage and retrieval of data;

(ii) a second software component that collects data representative of network access usage from said network equipment, and that sends data representative of network access usage to said first component for storage thereof; and

(iii) a third component that retrieves data representative of network access usage stored in said first component and sets, based at least partially thereon, network access allowances for the users for the future time interval.

266. The Carrier Network of claim 265, further includes a fourth component having a graphical user interface for sending data to said first component for storage and for retrieval of data stored by said first component.

267. The Carrier Network of claim 255, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

268. The Carrier Network of claim 267, wherein the step of monitoring comprises monitoring bandwidth that is consumed by each user in an upstream direction across said shared communications medium in time intervals of one minute to fifteen minutes.

269. The Carrier Network of claim 267, wherein the step of monitoring comprises monitoring bandwidth that is consumed by each user in the downstream direction across said shared communications medium in time intervals of fifteen minutes to sixty minutes.

270. The Carrier Network of claim 255, wherein the time interval for which network access usage is monitored and the future time interval are equal in length.

271. The Carrier Network of claim 255, wherein the time interval for which network access usage is monitored and the future time interval each is approximately one minute to sixty minutes in length.

272. The Carrier Network of claim 255, wherein the step of monitoring network access usage includes collecting data representative of the number of logical data units transmitted from and to each user during a time interval.

273. The Carrier Network of claim 255, wherein the step of monitoring network access usage includes collecting data representative of the number of bytes and data packets transmitted from and to each user during a time interval.

274. The Carrier Network of claim 255, wherein the step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are dropped during a time interval.

275. The Carrier Network of claim 255, wherein the step of monitoring network access usage includes collecting data representative of the number of bytes and data packets of the user that are dropped during a time interval.

276. The Carrier Network of claim 255, wherein the step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are requested to be transmitted in an upstream direction across said shared communications medium during a time interval.

277. The Carrier Network of claim 255, wherein said step of setting a network access allowance for each user comprises allocating network access equally to the users and setting the network access allowance for each user equal to that user's allocated network access.

278. The Carrier Network of claim 277, wherein said software further includes computer-executable instructions that perform the additional step of prioritizing the users for allocating network access.

279. The Carrier Network of claim 278, wherein the prioritizing is based on fairness considerations.

280. The Carrier Network of claim 279, wherein the users are prioritized based on user throughput during a time interval, with a user with lesser throughput rate receiving priority over a user with greater throughput rate.

281. The Carrier Network of claim 279, wherein the users are prioritized based on data loss for each user during a time interval, with a user with greater data loss rate having priority over a user with lesser data loss rate.

282. The Carrier Network of claim 279, wherein the users are prioritized based on network access usage for a particular time of day, with a user with lesser network access usage for the particular time of day receiving priority over a user with greater network access usage for the particular time of day.

283. The Carrier Network of claim 279, wherein the users are prioritized based on both user throughput and data loss of the user during a time interval.

284. The Carrier Network of claim 279, wherein users are prioritized based on an established minimum quality of service (QoS) standard.

285. The Carrier Network of claim 278, wherein prioritizing is based on service level agreements (SLAs) of the users regarding the provision of network access.

286. The Carrier Network of claim 285, wherein SLAs specify respective minimum levels of network access for users, and prioritizing includes comparing each user's monitored network access usage with the specified respective minimum levels of network access, and awarding priority to a user when said respective monitored network access usage for such user falls below the user's specified respective minimum level of network access.

287. The Carrier Network of claim 285, wherein SLAs specify respective time-of-day (TOD) minimum levels of network access for users, and prioritizing includes comparing the monitored network access usages for such users during the specified respective TOD with the specified respective TOD minimum levels of network access, and awarding priority to a user when the monitored network access usage during the specified respective TOD for such user falls below the user's specified respective TOD minimum level of network access.

288. The Carrier Network of claim 285, wherein SLAs specify respective minimum levels of network access up to a maximum burstable levels with target probability for users, and prioritizing includes comparing the monitored network access usage both with the respective minimum levels of network access for such users and with the respective maximum burstable levels of network access for such users, and comparing the instances the respective maximum levels of network access were obtained for such users out of all instances the respective maximum levels of network access were requested for such users.

289. The Carrier Network of claim 285, wherein SLAs provide respective fees for network access usage, and prioritizing comprises sorting such users based on each user's respective fee in decreasing order, with a user with a higher fee receiving priority over a user with a lesser fee.

290. The Carrier Network of claim 285, wherein SLAs provide respective credits for levels of network access below respective guaranteed levels for users, and prioritizing comprises sorting such users based on each user's respective credit in decreasing order, with a user with a higher credit receiving priority over a user with a lower credit.

291. The Carrier Network of claim 285, wherein SLAs specify respective minimum levels of network access for users, and allocating network access comprises allocating network access to such users equal to each user's specified respective minimum level of network access.

292. The Carrier Network of claim 285, wherein said software further includes computer-executable instructions that perform the step of forecasting network access usage by each user during the future time interval based on the monitoring of network access usage by each user.

293. The Carrier Network of claim 292, wherein forecasting comprises predicting future network access usage of each user based upon monitored past network access usage patterns of each user.

294. The Carrier Network of claim 292, wherein forecasting comprises applying an adaptive-response-rate single exponential smoothing function and a Holt-Winters' seasonal exponential smoothing function to the monitored network access usages of the users.

295. The Carrier Network of claim 292, wherein said step of setting a network access allowance for each user comprises allocating network access to users proportional to each user's forecasted network access usage.

296. The Carrier Network of claim 292, wherein said step of setting a network access allowance for each user comprises allocating network access, and wherein said software further includes computer-executable instructions that perform the step of prioritizing the users for allocating network access.

297. The Carrier Network of claim 296, wherein prioritizing is based on each user's forecasted network access usage.

298. The Carrier Network of claim 296, wherein said users are prioritized in increasing order of each user's forecasted network access usage, with a user with a lesser forecasted network access usage receiving priority over a user with a greater forecasted network access usage.

299. The Carrier Network of claim 292, wherein said step of setting a network access allowance for each user comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access equally to the users.

300. The Carrier Network of claim 292, wherein said step of setting a network access allowance for each user comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access to the users proportionally based on each user's forecasted network access usage.

301. A computer-readable medium having computer-executable instructions that manage network access across a shared communications medium between competing users of a Carrier Network, said instructions performing the steps of:

(a) monitoring the network access usage by each user for a time interval; and

(b) setting a network access allowance for each user representing a level of network access made available for utilization by the user during a future time interval, but not necessarily representing the level of network access that will be utilized by such user during the future time interval.

302. The computer-readable medium of claim 301, wherein said step of setting a network access allowance for each user comprises allocating network access, and wherein said software further includes computer-executable instructions performing the step of prioritizing the users for allocating network access.

303. The computer-readable medium of claim 302, wherein the prioritizing is based on fairness considerations.

304. The computer-readable medium of claim 302, wherein the users are prioritized based on user throughput during a time interval, with a user with lesser throughput rate receiving priority over a user with greater throughput rate.

305. The computer-readable medium of claim 302, wherein the users are prioritized based on data loss for each user during a time interval, with a user with greater data loss rate having priority over a user with lesser data loss rate.

306. The computer-readable medium of claim 302, wherein the users are prioritized based on network access usage for a particular time of day, with a user with lesser network access usage for the particular time of day receiving priority over a user with greater network access usage for the particular time of day.

307. The computer-readable medium of claim 302, wherein the users are prioritized based on both user throughput and data loss of the user during a time interval.

308. The computer-readable medium of claim 302, wherein users are prioritized based on an established minimum quality of service (QoS) standard.

309. The computer-readable medium of claim 302, wherein prioritizing is based on service level agreements (SLAs) of the users regarding the provision of network access.

310. The computer-readable medium of claim 309, wherein SLAs specify respective minimum levels of network access for users, and prioritizing includes comparing the monitored network access usages for the users with the specified respective minimum levels of network access, and awarding priority to a user when the respective monitored network access usage for such user falls below the user's specified respective minimum level of network access.

311. The computer-readable medium of claim 309, wherein SLAs specify respective time-of-day (TOD) minimum levels of network access for users, and prioritizing includes comparing the monitored network access usages for such users during the specified respective TOD with the specified respective TOD minimum levels of network access, and awarding priority to a user when the monitored network access usage during the specified respective TOD for such user falls below the user's specified respective TOD minimum level of network access.

312. The computer-readable medium of claim 309, wherein SLAs specify respective minimum levels of network access up to a maximum burstable levels with target probability for users, and prioritizing includes comparing the monitored network access usage both with the respective minimum levels of network access for such users and with the respective maximum burstable levels of network access for such users, and comparing the instances the respective maximum levels of network access were obtained for such users out of all instances the respective maximum levels of network access were requested for such users.

313. The computer-readable medium of claim 309, wherein SLAs provide a respective fee for network access usage, and prioritizing comprises sorting such users based on each user's respective fee in decreasing order, with a user with a higher fee receiving priority over a user with a lesser fee.

314. The computer-readable medium of claim 309, wherein SLAs provide respective credits for levels of network access below respective guaranteed levels for users, and prioritizing

comprises sorting such users based on each user's respective credit in decreasing order, with a user with a higher credit receiving priority over a user with a lower credit.

315. The computer-readable medium of claim 309, wherein SLAs specify respective minimum levels of network access for users, and allocating network access comprises allocating network access to such users equal to each user's specified respective minimum level of network access.

316. The computer-readable medium of claim 309, further comprising computer-executable instructions performing the step of forecasting network access usage by each user during the future time interval based the monitoring of network access usage by each user.

317. The computer-readable medium of claim 316, wherein forecasting comprises predicting future network access usage of each user based upon monitored past network access usage patterns of each user.

318. The computer-readable medium of claim 316, wherein forecasting comprises applying an adaptive-response-rate single exponential smoothing function and a Holt-Winters' seasonal exponential smoothing function to the monitored network access usages of the users.

319. The computer-readable medium of claim 316, wherein allocating network access comprises allocating network access to users proportional to each user's forecasted network access usage.

320. The computer-readable medium of claim 316, further comprising computer-executable instructions performing the step of prioritizing the users for allocating network access.

321. The computer-readable medium of claim 320, wherein prioritizing is based on each user's forecasted network access usage.

322. The computer-readable medium of claim 320, wherein said users are prioritized in increasing order of each user's forecasted network access usage, with a user with a lesser forecasted network access usage receiving priority over a user with a greater forecasted network access usage.

323. The computer-readable medium of claim 316, wherein allocating network access comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access equally to the users.

324. The computer-readable medium of claim 316, wherein allocating network access comprises allocating network access to the users equal to each user's forecasted network access usage, and then allocating any remaining network access to the users proportionally based on each user's forecasted network access usage.

325. A computerized method of allocating among a plurality of users bandwidth for conveying information across a shared communications medium, comprising the steps of:

(a) receiving data representative of past bandwidth of each user during a time interval;

(b) forecasting future bandwidth of each user over a future time interval based on the data representative of the past bandwidth;

(c) prioritizing users; and

(d) allocating bandwidth to each user sequentially in decreasing order of user priority.

326. The computerized method of claim 325, wherein the bandwidth that is monitored is the bandwidth requested for each user.

327. The computerized method of claim 325, wherein the bandwidth that is monitored is the bandwidth consumption of each user.

328. The computerized method of claim 327, wherein the bandwidth that is forecasted is the bandwidth consumption of each user.

329. The computerized method of claim 328, wherein users are prioritized based on each user's forecasted future bandwidth consumption in increasing order, whereby a user with a lesser forecasted bandwidth consumption receives a higher priority than a user with a greater forecasted bandwidth consumption.

330. The computerized method of claim 328, wherein each user's allocation of bandwidth for the future time interval is set to equal each user's forecasted bandwidth consumption subject to a respective, predetermined maximum value and subject to bandwidth availability

331. The computerized method of claim 330, further comprising distributing equally to the users any unallocated bandwidth.

332. The computerized method of claim 330, further comprising distributing to the users any unallocated bandwidth remaining in amounts proportional to the users' forecasted bandwidth consumptions.

333. The computerized method of claim 330, wherein the data representative of past bandwidth consumption comprise the number of logical data units transmitted from and to each user during the past time interval.

334. The computerized method of claim 330, wherein the data representative of past bandwidth consumption comprise data representative of the number of bytes transmitted from and to each user during the past time interval.

335. The computerized method of claim 330, wherein the data representative of past bandwidth consumption comprise data representative of the number of data packets transmitted from and to each user during the past time interval.

336. A computerized method of allocating among a plurality of users bandwidth for conveying information across a shared communications medium, comprising the steps of:

(a) receiving data representative of past bandwidth of each user during a time interval;

(b) forecasting future bandwidth of each user over a future time interval based on the data representative of the past bandwidth;

(c) setting each user's allocation of bandwidth for the future time interval equal to each user's forecasted bandwidth multiplied by a ratio of the total bandwidth available to the users' total forecasted bandwidth, and subject to a respective, predetermined maximum value and subject to bandwidth availability.

337. The computerized method of claim 336, wherein the data representative of past bandwidth comprise the number of logical data units transmitted from and to each user during the past time interval.

338. The computerized method of claim 336, wherein the data representative of past bandwidth comprise data representative of the number of bytes and data packets transmitted from and to each user during the past time interval.

339. The computerized method of claim 336, wherein the data representative of past bandwidth comprise data representative of the number of logical data units of the user that are requested to be transmitted in an upstream direction during the past time interval.

340. A computerized method of allocating among a plurality of users bandwidth for conveying information across a shared communications medium, comprising the steps of:

(a) receiving data representative of past bandwidth of each user during a time interval, and data representative of respective fees that are charged to the users for bandwidth;

(b) forecasting future bandwidth of each user over a future time interval based on the data representative of the past bandwidth;

(c) prioritizing users based on the respective fee charged to each user in decreasing order, whereby a user with a higher fee receives a higher priority than a user with a lesser fee; and

(d) sequentially for each user in decreasing order of user priority, setting each user's allocation of bandwidth for the future time interval equal to each user's forecasted bandwidth subject to a respective, predetermined maximum value and subject to availability.

341. The computerized method of claim 340, wherein the data representative of past bandwidth comprise the number of logical data units transmitted from and to each user during the past time interval.

342. The computerized method of claim 340, wherein the data representative of past bandwidth comprise data representative of the number of bytes and data packets transmitted from and to each user during the past time interval.

343. The computerized method of claim 340, wherein the data representative of past bandwidth comprise data representative of the number of logical data units of the user that are requested to be transmitted in an upstream direction during the past time interval.

344. A computerized method of allocating among a plurality of users bandwidth for conveying information across a shared communications medium, comprising the steps of:

(a) receiving data representative of past bandwidth of each user during a time interval, and data representative of respective credits that are applied to accounts of the users for bandwidth shortfalls below respective bandwidth levels specified to the users;

(b) forecasting future bandwidth by each user over a future time interval based on the data representative of the past bandwidth;

(c) prioritizing users based on the respective credit in decreasing order, whereby a user with a higher credit receives a higher priority than a user with a lesser credit; and

(d) sequentially for each user in decreasing order of user priority, setting each user's allocation of bandwidth for the future time interval equal to each user's forecasted bandwidth subject to a respective, predetermined maximum specified value and subject to availability.

345. The computerized method of claim 344, wherein any unallocated bandwidth remaining is distributed to the users sequentially in decreasing user priority such that each user's allocation equals the user's forecasted bandwidth, subject to a respective, predetermined maximum allowed value of bandwidth and subject to availability.

346. The computerized method of claim 344, wherein any unallocated bandwidth remaining is distributed equally to the users subject to a respective, predetermined maximum allowed value of bandwidth.

347. The computerized method of claim 344, further comprising setting each user's allocation of bandwidth for the future time interval only in an amount equal to the forecasted bandwidth of the user multiplied by the ratio of total bandwidth available for allocation to the total forecasted bandwidth of the users, but only when the total forecasted bandwidth exceeds the total bandwidth available for allocation.

348. The computerized method of claim 344, wherein the data representative of past bandwidth comprise the number of logical data units transmitted from and to each user during the past time interval.

349. The computerized method of claim 344, wherein the data representative of past bandwidth consumption comprise data representative of the number of bytes and data packets transmitted from and to each user during the past time interval.

350. The computerized method of claim 344, wherein the data representative of past bandwidth consumption comprise data representative of the number of logical data units of the user that are requested to be transmitted in an upstream direction during the past time interval.

351. A computer-readable medium having computer-executable instructions that allocates among a plurality of users bandwidth for conveying information across a shared communications medium, said instructions performing the steps of:

(a) receiving data representative of past bandwidth of each user during a time interval;

(b) forecasting future bandwidth of each user over a future time interval based on the data representative of the past bandwidth;

(c) prioritizing users based on each user's forecasted future bandwidth in increasing order, whereby a user with a lesser forecasted bandwidth receives a higher priority than a user with a greater forecasted bandwidth; and

(d) sequentially for each user in decreasing order of user priority, setting each user's allocation of bandwidth for the future time interval equal to each user's forecasted

bandwidth subject to a respective, predetermined maximum value and subject to bandwidth availability.

352. The computer-readable medium of claim 351, wherein said instructions further perform the step of distributing equally to the users any unallocated bandwidth.

353. The computer-readable medium of claim 351, wherein said instructions further perform the step of distributing to the users any unallocated bandwidth remaining in amounts proportional to the users' forecasted bandwidths.

354. A computer-readable medium having computer-executable instructions that allocates among a plurality of users bandwidth for conveying information across a shared communications medium, said instructions performing the steps of:

(a) receiving data representative of past bandwidth of each user during a time interval;

(b) forecasting future bandwidth of each user over a future time interval based on the data representative of the past bandwidth;

(c) setting each user's allocation of bandwidth for the future time interval equal to each user's forecasted bandwidth multiplied by a ratio of the total bandwidth available to the users' total forecasted bandwidth, and subject to a respective, predetermined maximum value and subject to bandwidth availability.

355. A computer-readable medium having computer-executable instructions that allocates among a plurality of users bandwidth for conveying information across a shared communications medium, said instructions performing the steps of:

(a) receiving data representative of past bandwidth by each user during a time interval, and data representative of respective fees that are charged to the users for bandwidth;

(b) forecasting future bandwidth by each user over a future time interval based on the data representative of the past bandwidth;

(c) prioritizing users based on the respective fee in decreasing order, whereby a user with a higher fee receives a higher priority than a user with a lesser fee; and

(d) sequentially for each user in decreasing order of user priority, setting each user's allocation of bandwidth for the future time interval equal to each user's forecasted bandwidth subject to a respective, predetermined maximum specified value and subject to availability.

356. A computer-readable medium having computer-executable instructions that allocates among a plurality of users bandwidth for conveying information across a shared communications medium, said instructions performing the steps of:

(a) receiving data representative of past bandwidth of each user during a time interval, and data representative of respective credits that are applied to accounts of the users for bandwidth shortfalls below respective levels of network access specified to the users;

(b) forecasting future bandwidth of each user over a future time interval based on the data representative of the past bandwidth;

(c) prioritizing users based on the respective credit in decreasing order, whereby a user with a higher credit receives a higher priority than a user with a lesser credit; and

(d) sequentially for each user in decreasing order of user priority, setting each user's allocation of bandwidth for the future time interval equal to each user's forecasted bandwidth subject to a respective, predetermined maximum specified value and subject to availability.

357. The computer-readable medium of claim 356, wherein said instructions further perform the step of distributing any unallocated bandwidth to the users sequentially in decreasing user priority such that each user's allocation equals the user's forecasted bandwidth, subject to a respective, predetermined maximum allowed value of bandwidth and subject to availability.

358. The computer-readable medium of claim 356, wherein said instructions further perform the step of distributing any unallocated bandwidth equally to the users subject to a respective, predetermined maximum allowed value of bandwidth.

359. The computer-readable medium of claim 356, wherein said instructions further perform the step of setting each user's allocation of bandwidth for the future time interval only in an amount equal to the forecasted bandwidth of the user multiplied by the ratio of total bandwidth available for allocation to the total forecasted bandwidth of the users, but only when the total forecasted bandwidth exceeds the total bandwidth available for allocation.

360. A method of providing network access across a shared communications medium between at least four competing users, with at least a first pair of users being grouped within a first class and at least a second pair of different users being grouped within a second class, comprising the steps of:

(a) determining class and user allowances of network access for a first time interval by allocating network access to each user class for a first future time interval and, for each user class, allocating network access to each user within the class for the first time interval,

(b) providing network access to each user during the first time interval such that no user receives more network access than that user's allowance and no class receives more collective network access than that class' network allowance;

(c) determining class and user allowances of network access for a second time interval by allocating network access to each user class for a second future time interval succeeding the first time interval and, for each user class, allocating network access to each user for the second time interval, the allocated network access for the second time interval for at least one user differing from that user's allocated network access for the first time interval; and

(d) providing network access to each user during the second time interval such that no user receives more network access than that user's allowance and no class receives more collective network access than that class' allowance.

361. The method of claim 360, wherein for at least one class the allocated network access for the first time interval for each user differs from the allocated network access for the second time interval for that user.

362. The method of claim 360, wherein for each class the allocated network access for the first time interval for each user differs from the allocated network access for the second time interval for that user.

363. The method of claim 360, wherein the collective network access allocated to each class for the first time interval differs from the collective network access allocated to each class for the second time interval.

364. The method of claim 360, further comprising requesting a minimum level of network access for a user for utilization during the first future time interval, and wherein said allocating network access to such user for the first future time interval comprises setting the level of network access allocated to such user to an amount equal to or greater than the requested minimum level.

365. The method of claim 364, wherein said allocating network access to such user for the second future time interval comprises setting the level of network access allocated to such user to an amount less than the requested minimum level for the first time interval.

366. The method of claim 360, wherein each of the first future time interval and the second future time interval has a period of between one minute and sixty minutes.

367. The method of claim 360, wherein network access comprises bandwidth across the shared communications medium for consumption by each user in conveying data of the user.

368. The method of claim 360, further comprising the step of monitoring network access usage by each user.

369. The method of claim 368, further comprising the step of tracking network access usage for each user class.

370. The method of claim 368, wherein said step of monitoring network access usage by each user includes collecting data representative of logical data units transmitted from and to each user during a past time interval.

371. The method of claim 368, further comprising tracking logical data units transmitted from and to each user class during a past time interval.

372. The method of claim 368, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are dropped during a past time interval.

373. The method of claim 368, further comprising tracking the number of logical data units that are dropped for each user class during a past time interval.

374. The method of claim 368, wherein said step of monitoring network access usage includes collecting data representative of the number of logical data units of the user that are requested to be transmitted in an upstream direction during a past time interval.

375. The method of claim 368, further comprising tracking the number of logical data units of each user class that are requested to be transmitted in an upstream direction during a past time interval.

376. The method of claim 360, wherein the shared communications medium is part of a Cable Network and the shared communications medium comprises a coaxial cable.

377. The method of claim 360, wherein the shared communications medium is part of a Shared Access Carrier Network comprises a wireless network.

378. The method of claim 360, further comprising prioritizing the user classes for allocating network access.

379. The method of claim 378, further comprising prioritizing the users for allocating network access.

380. The method of claim 378, wherein said prioritizing of the user classes is based on fairness considerations.

381. The method of claim 380, wherein the user classes are prioritized based on collective user throughput during a past time interval, with a user class with lesser collective user throughput receiving priority over a user class with greater collective user throughput.

382. The method of claim 380, wherein the user classes are prioritized based on collective data loss for each user class during a past time interval, with a user class with greater collective data loss having priority over a user class with lesser collective data loss.

383. The method of claim 380, wherein the user classes are prioritized based on collective network access usage for a particular time of day, with a user class with lesser collective network access usage for the particular time of day receiving priority over a user class with greater collective network access usage for the particular time of day.

384. The method of claim 380, wherein the user classes are prioritized based on both collective user throughput for the class and collective data loss of the users for the class during a time interval.

385. The method of claim 380, wherein user classes are prioritized based on an established minimum quality of service (QoS) standard.

386. The method of claim 378, wherein said step of prioritizing is based on class service level agreements (CSLAs) for at least two user classes regarding the provision of network access to each respective class.

387. The method of claim 386, further comprising the step of tracking network access usage by each user class.

388. The method of claim 387, wherein each CSLA specifies a respective minimum level of collective network access for the respective users therein, and said step of prioritizing

includes comparing said monitored network access usages for the user classes with the specified respective minimum levels of collective network access therefor, and awarding priority to a user class when said monitored network access usage for such user class falls below the specified respective minimum level of collective network access for such class.

389. The method of claim 387, wherein each CSLA specifies a respective time-of-day (TOD) minimum level of collective network access for the respective users therein, and said step of prioritizing includes comparing said monitored network access usages for such user classes during the specified respective TOD with the specified respective TOD minimum levels of collective network access, and awarding priority to a user class when said monitored network access usage during the specified respective TOD for such user class falls below the specified respective TOD minimum level of collective network access of such user class.

390. The method of claim 387, wherein each CSLA specifies a respective minimum level of collective network access up to a maximum burstable level with target probability for the respective users therein, and said step of prioritizing includes comparing for each user class said monitored network access usage both with the respective minimum level of collective network access and with the respective maximum burstable level of collective network access, and comparing the instances the respective maximum level of network access were obtained out of all instances the respective maximum level of network access could have been utilized.

391. The method of claim 387, wherein each CSLA provides a respective fee for collective network access usage, and said step of prioritizing comprises sorting such user classes based on each class' respective fee in decreasing order, with a user class with a higher fee receiving priority over a user class with a lesser fee.

392. The method of claim 387, wherein each CSLA provides a respective credit for a level of collective network access falling below a respective guaranteed level for the user class, and said step of prioritizing comprises sorting such user classes based on each class' respective credit in decreasing order, with a user class with a higher credit receiving priority over a user class with a lower credit.

393. The method of claim 387, wherein each CSLA specifies a respective minimum level of collective network access for the user class, and said step of allocating network access comprises setting the respective level of collective network access of the user class equal to the class' specified respective minimum level of collective network access.

394. The method of claim 368, further comprising the step of forecasting collective network access usage by each user class during a future time interval based on said step of monitoring network access usage by each user.

395. The method of claim 394, wherein said step of forecasting comprises summing within each class a forecasted network access usage of each user.

396. The method of claim 394, wherein said step of forecasting network access usage of each user comprises applying an adaptive-response-rate single exponential smoothing function and a Holt-Winters' seasonal exponential smoothing function to said monitored network access usages of each user.

397. The method of claim 395, wherein said step of allocating network access to each user class comprises setting the respective levels of network access of the user classes proportional to each class' forecasted network access usage.

398. The method of claim 395, further comprising the step of prioritizing the user classes for allocating network access.

399. The method of claim 398, wherein said prioritizing is based on each class' forecasted network access usage.

400. The method of claim 398, wherein said user classes are prioritized in increasing order of each class' forecasted network access usage, with a user class with a lesser forecasted network access usage receiving priority over a user class with a greater forecasted network access usage.

401. The method of claim 398, wherein said step of allocating network access comprises setting the respective levels of network access equal to each class' forecasted network access usage, and then allocating any remaining network access to the user classes proportional to the number of users within each class.

402. The method of claim 398, wherein said step of allocating network access comprises setting the respective levels of network access equal to each class' forecasted network access usage, and then allocating any remaining network access to the user classes proportionally based on each class' forecasted network access usage.

403. The method of claim 378, wherein said step of prioritizing is based on class service level agreements (CSLAs) regarding the provision of collective network access.

404. The method of claim 403, further comprising the step of monitoring collective network access usage of each class.

405. The method of claim 404, wherein CSLAs specify respective minimum levels of collective network access for classes, and said step of prioritizing includes comparing said monitored network access usages for such classes with the specified respective minimum levels of collective network access, and awarding priority to a class when said respective monitored network access usage for such class falls below the class' specified respective minimum level of collective network access.

406. The method of claim 404, wherein CSLAs specify respective time-of-day (TOD) minimum levels of collective network access for classes, and said step of prioritizing includes comparing said monitored network access usages for such classes during the specified respective TOD with the specified respective TOD minimum levels of collective network access, and awarding priority to a class when said monitored network access usage during the

specified respective TOD for such class falls below the class' specified respective TOD minimum level of collective network access.

407. The method of claim 404, wherein CSLAs specify respective minimum levels of collective network access up to a maximum burstable levels with target probability for classes, and said step of prioritizing includes comparing said monitored network access usage for each such class both with the respective minimum levels of collective network access and with the respective maximum burstable levels of collective network access, and comparing the instances the respective maximum levels of collective network access were obtained for each such class out of all instances the respective maximum levels of collective network access could have been utilized.

408. The method of claim 404, wherein CSLAs provide respective fees for collective network access usage of classes, and said step of prioritizing comprises sorting such classes based on each class' respective fee in decreasing order, with a class with a higher fee receiving priority over a class with a lower fee.

409. The method of claim 404, wherein CSLAs provide respective credits for levels of collective network access below respective guaranteed levels for classes, and said step of prioritizing comprises sorting such classes based on each class' respective credit in decreasing order, with a class with a higher credit receiving priority over a class with a lower credit.

410. The method of claim 404, wherein CSLAs specify respective minimum levels of collective network access for classes, and said step of allocating network access comprises setting the allocations of collective network access for such classes equal to each class' specified respective minimum level of collective network access

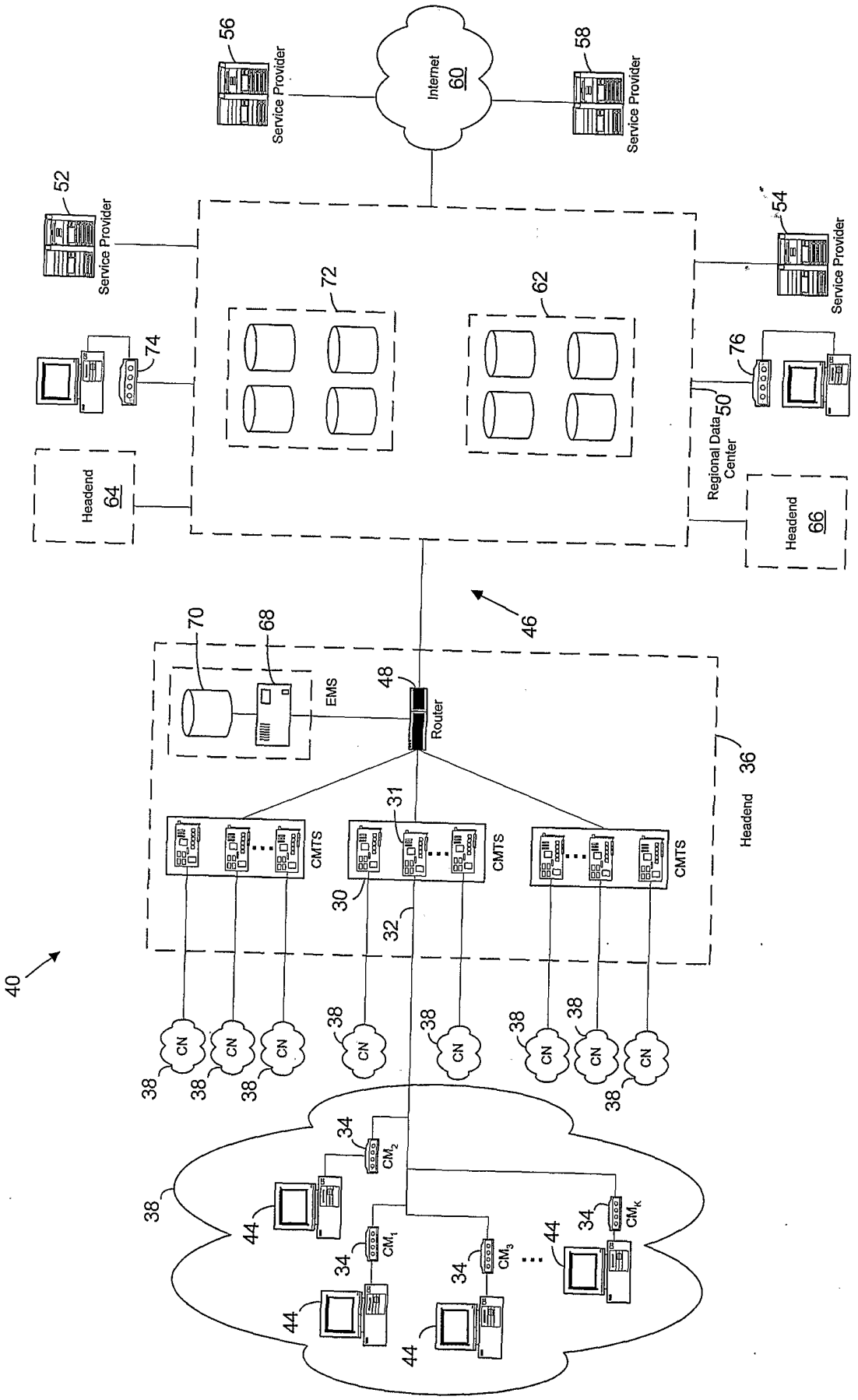
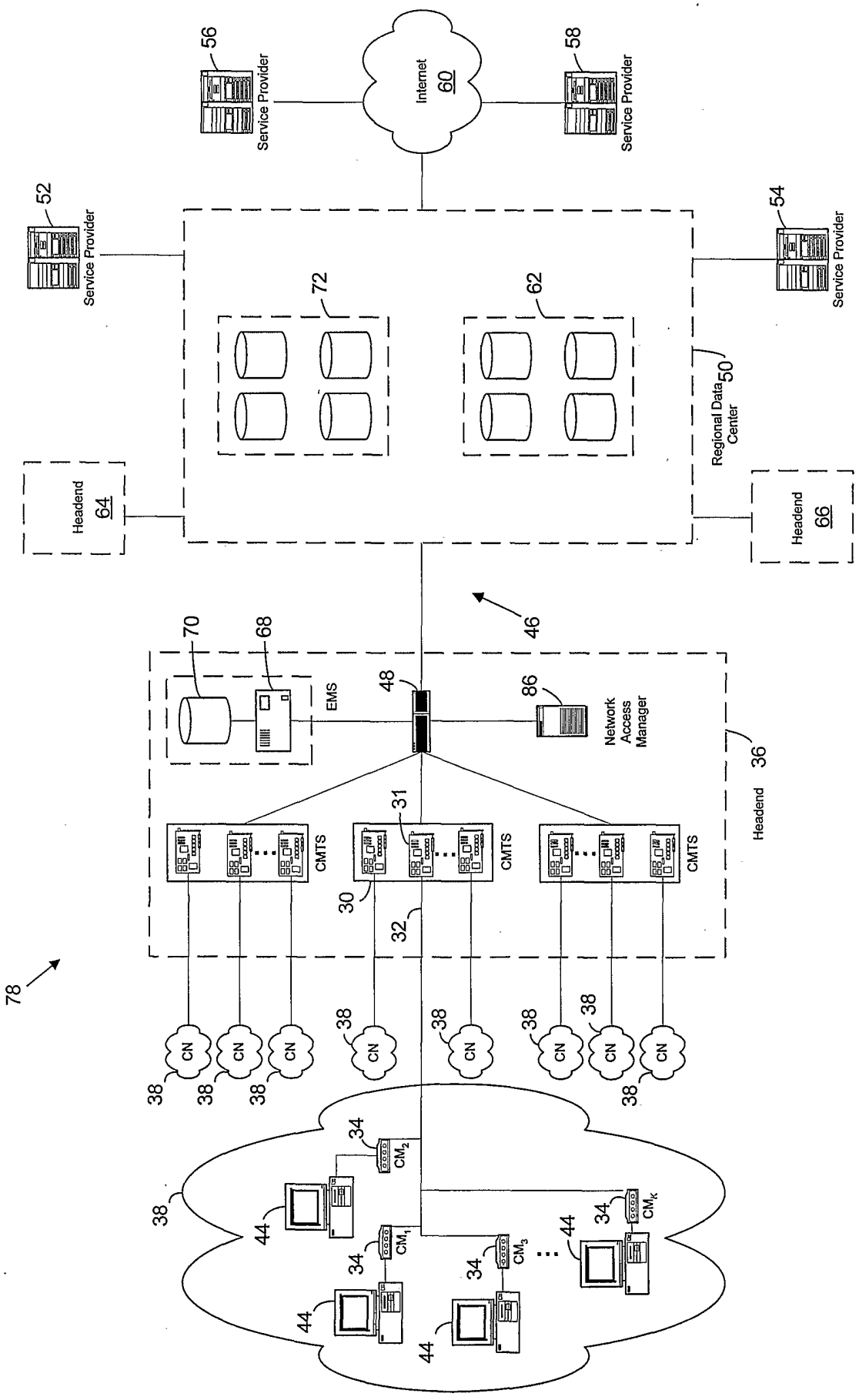


FIG. 1
(Prior Art)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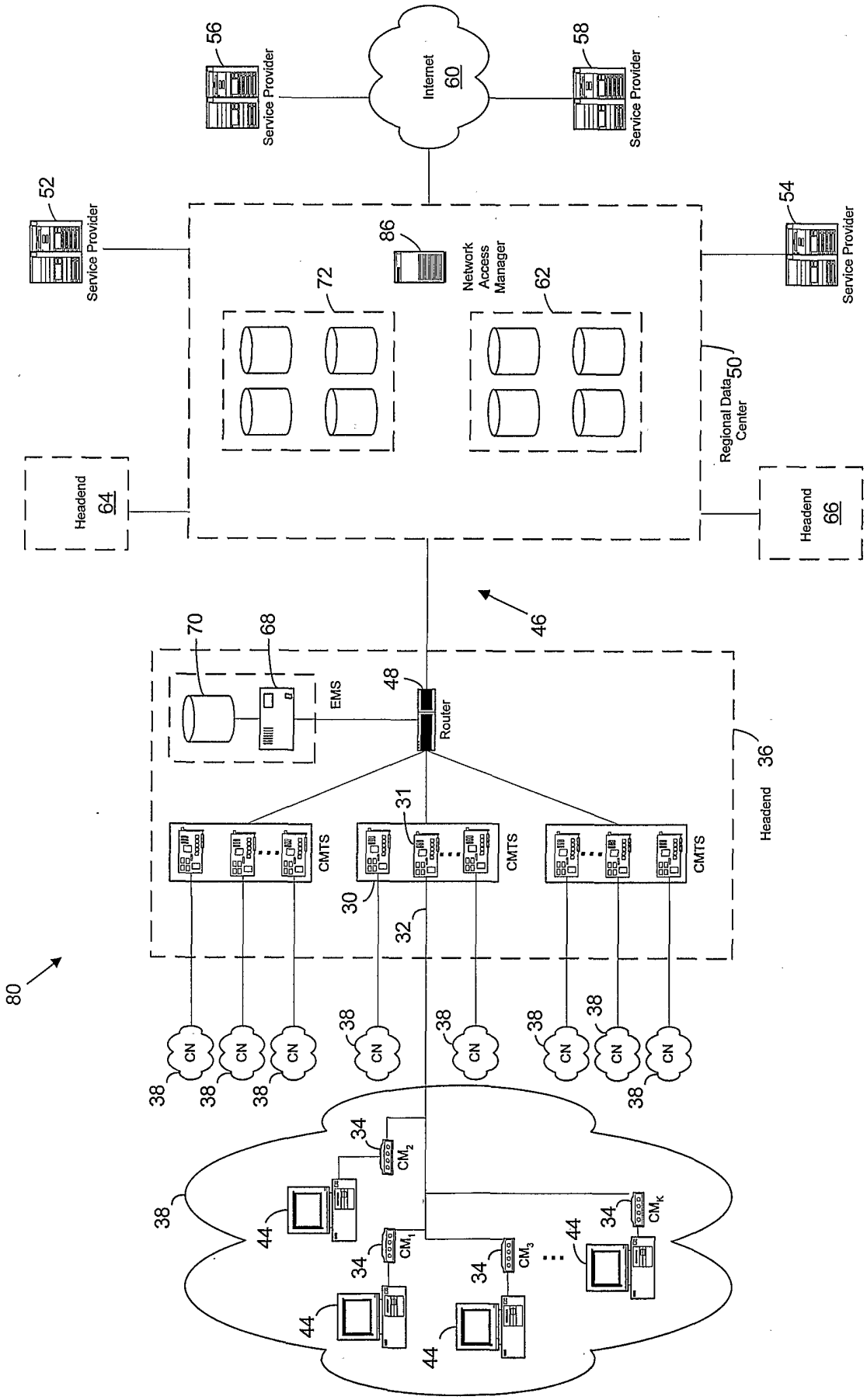
Service Provider
Internet
60
58
Service Provider
52
Service Provider
54
Service Provider
72
62
Regional Data Center
50
Headend
64
Headend
66
46
70
68
EMS
48
86
Network Access Manager
Headend
36
CMTS
31
CMTS
CMTS
30
32
78
CN
38
34
CM_2
CM_1
CM_3
CM_K
44

FIG. 2


Internet
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Service Provider
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Service Provider
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Network Access Manager
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Regional Data Center
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Headend
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70
68
EMS
48
Router
Headend
36
CMTS
CMTS
CMTS
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80
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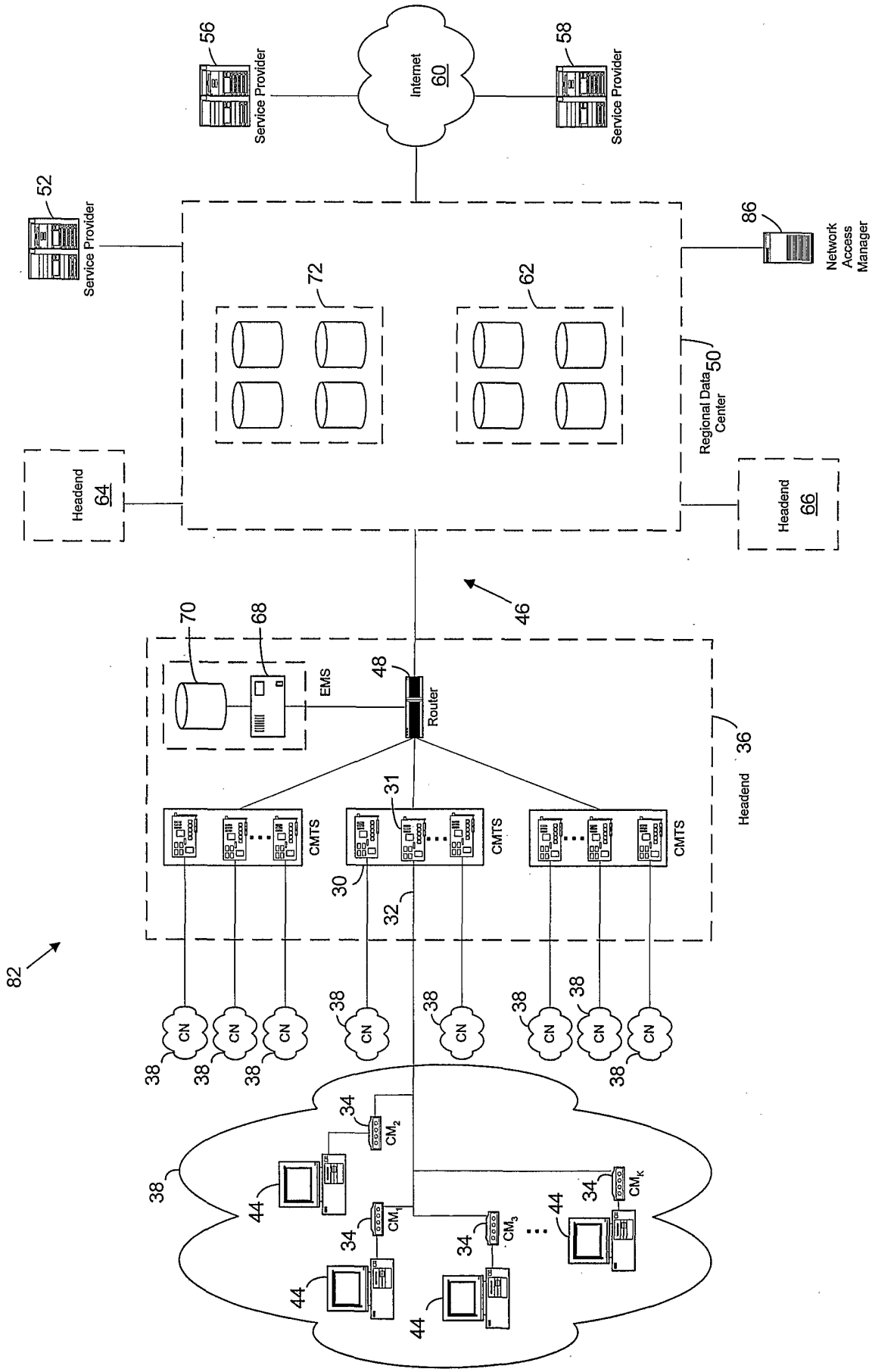
CM_1
CM_2
CM_3
CM_K
44

FIG. 3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68
EMS
48
Router
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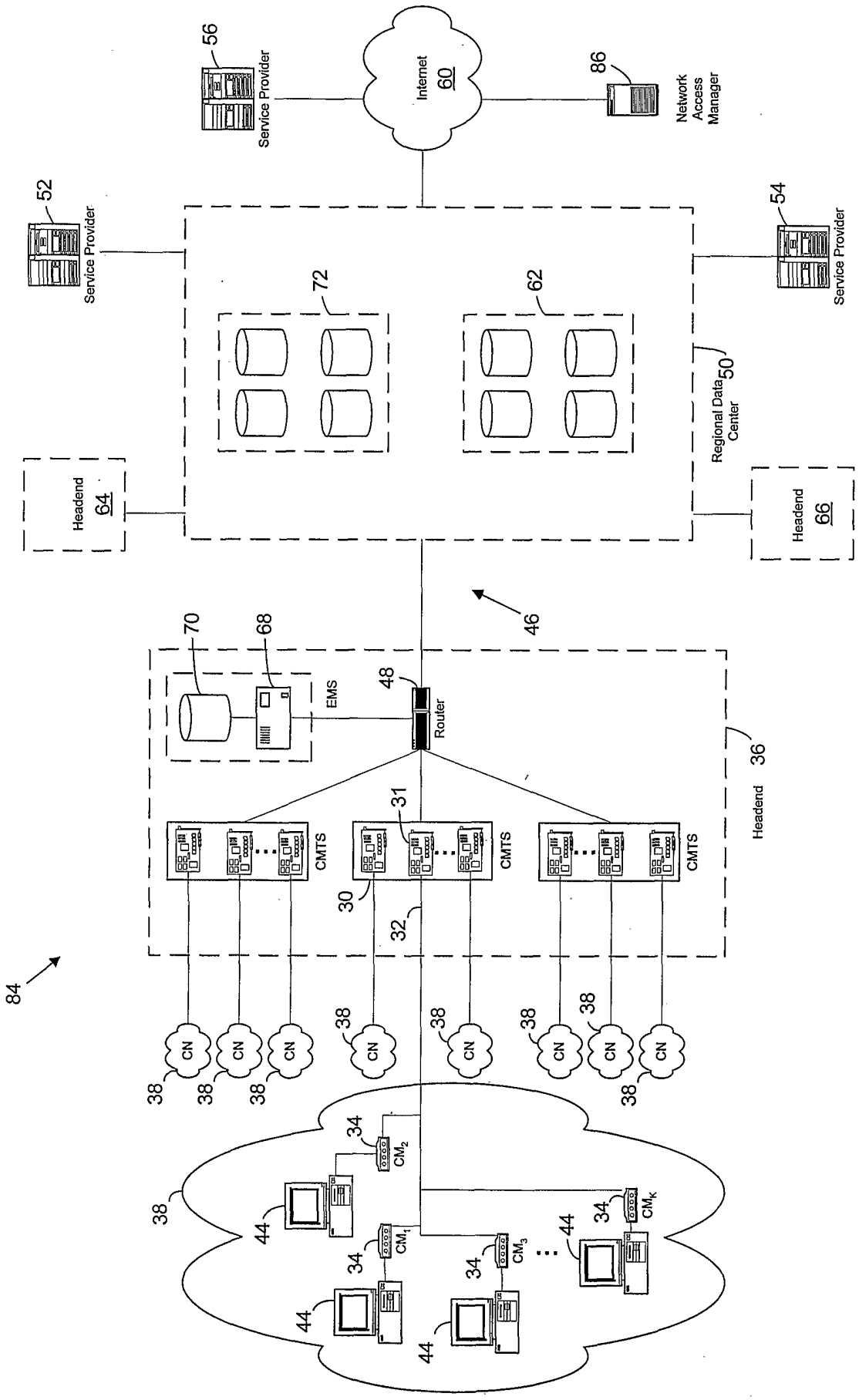
CM3
CMK
44

FIG. 4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Service Provider
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86
Network Access Manager
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Service Provider
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Service Provider
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Regional Data Center
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EMS
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Router
36
Headend
CMTS
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CMTS
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84
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CN
34
CM2
CM1
CM3
CMK
44

FIG. 5

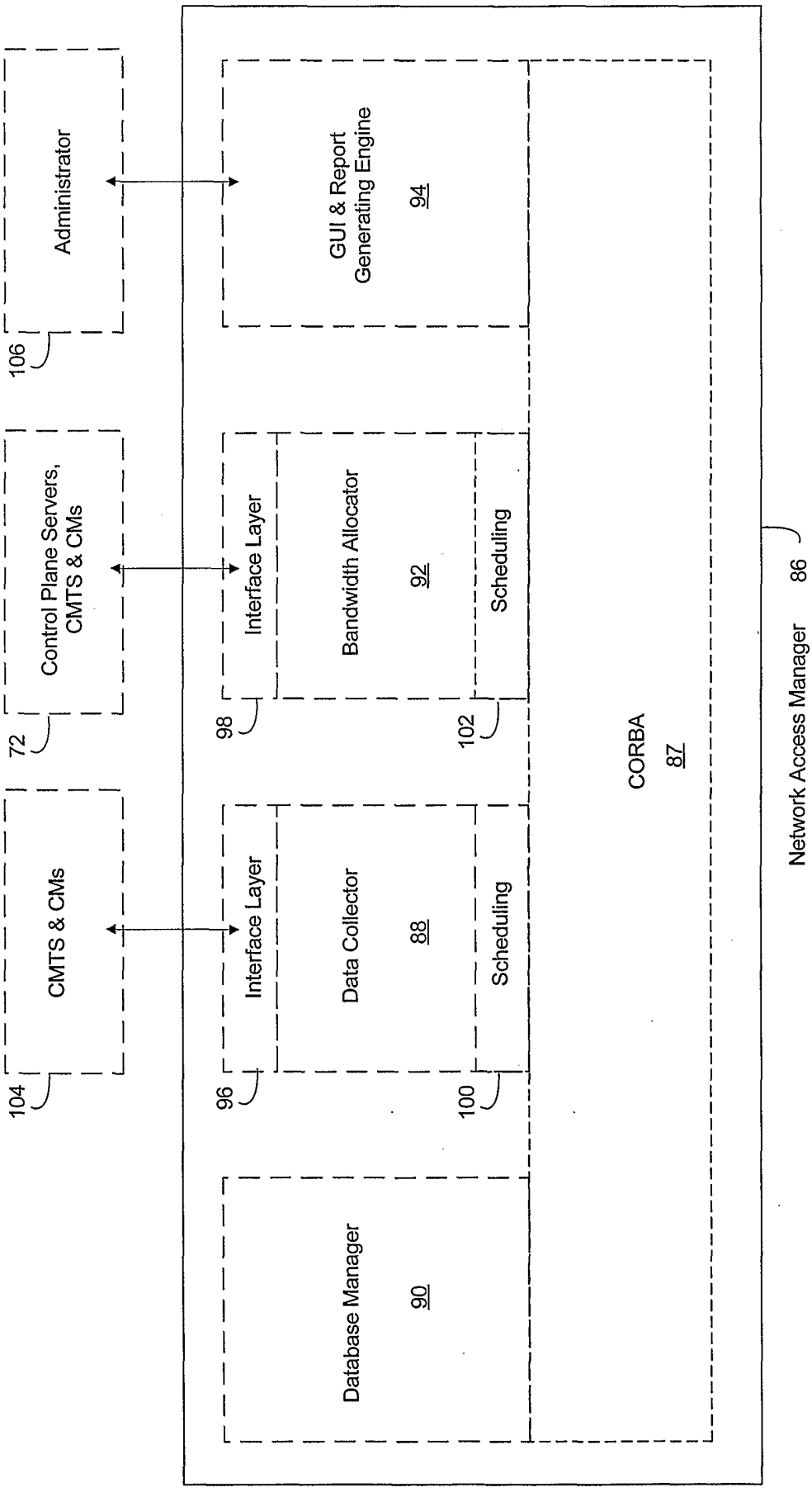
Administrator
106
GUI & Report Generating Engine
94
Control Plane Servers, CMTS & CMs
72
Interface Layer
98
Bandwidth Allocator
92
Scheduling
102
CMTS & CMs
104
Interface Layer
96
Data Collector
88
Scheduling
100
Database Manager
90
CORBA
87
Network Access Manager
86

FIG. 6

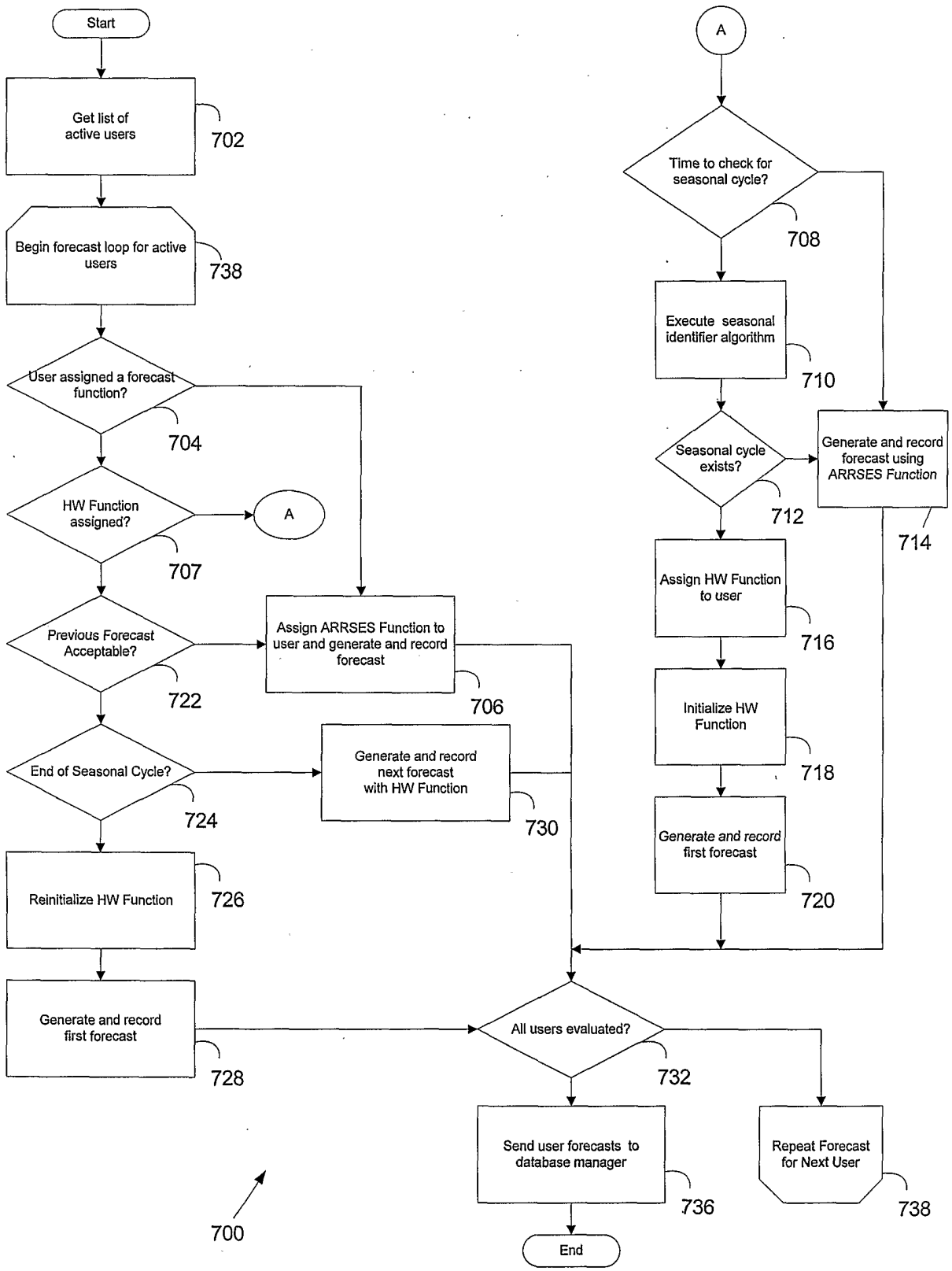
Start
Get list of active users
702
Begin forecast loop for active users
738
User assigned a forecast function?
704
HW Function assigned?
707
A
Previous Forecast Acceptable?
722
Assign ARRSES Function to user and generate and record forecast
706
End of Seasonal Cycle?
724
Generate and record next forecast with HW Function
730
Reinitialize HW Function
726
Generate and record first forecast
728
A
Time to check for seasonal cycle?
708
Execute seasonal identifier algorithm
710
Seasonal cycle exists?
712
Generate and record forecast using ARRSES Function
714
Assign HW Function to user
716
Initialize HW Function
718
Generate and record first forecast
720
All users evaluated?
732
Send user forecasts to database manager
736
Repeat Forecast for Next User
738
End
700

FIG. 7

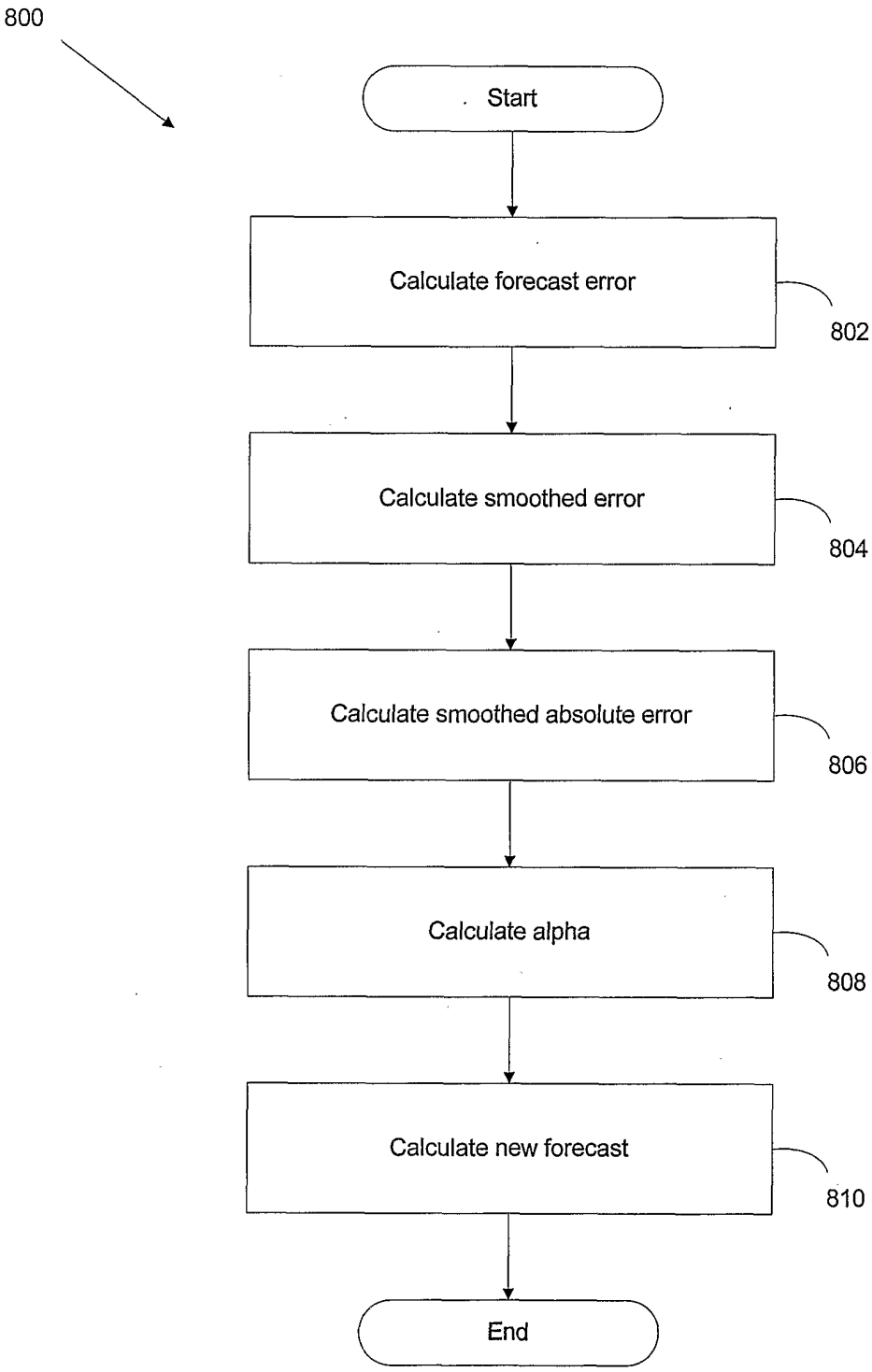
800
Start
Calculate forecast error
802
Calculate smoothed error
804
Calculate smoothed absolute error
806
Calculate alpha
808
Calculate new forecast
810
End

FIG. 8

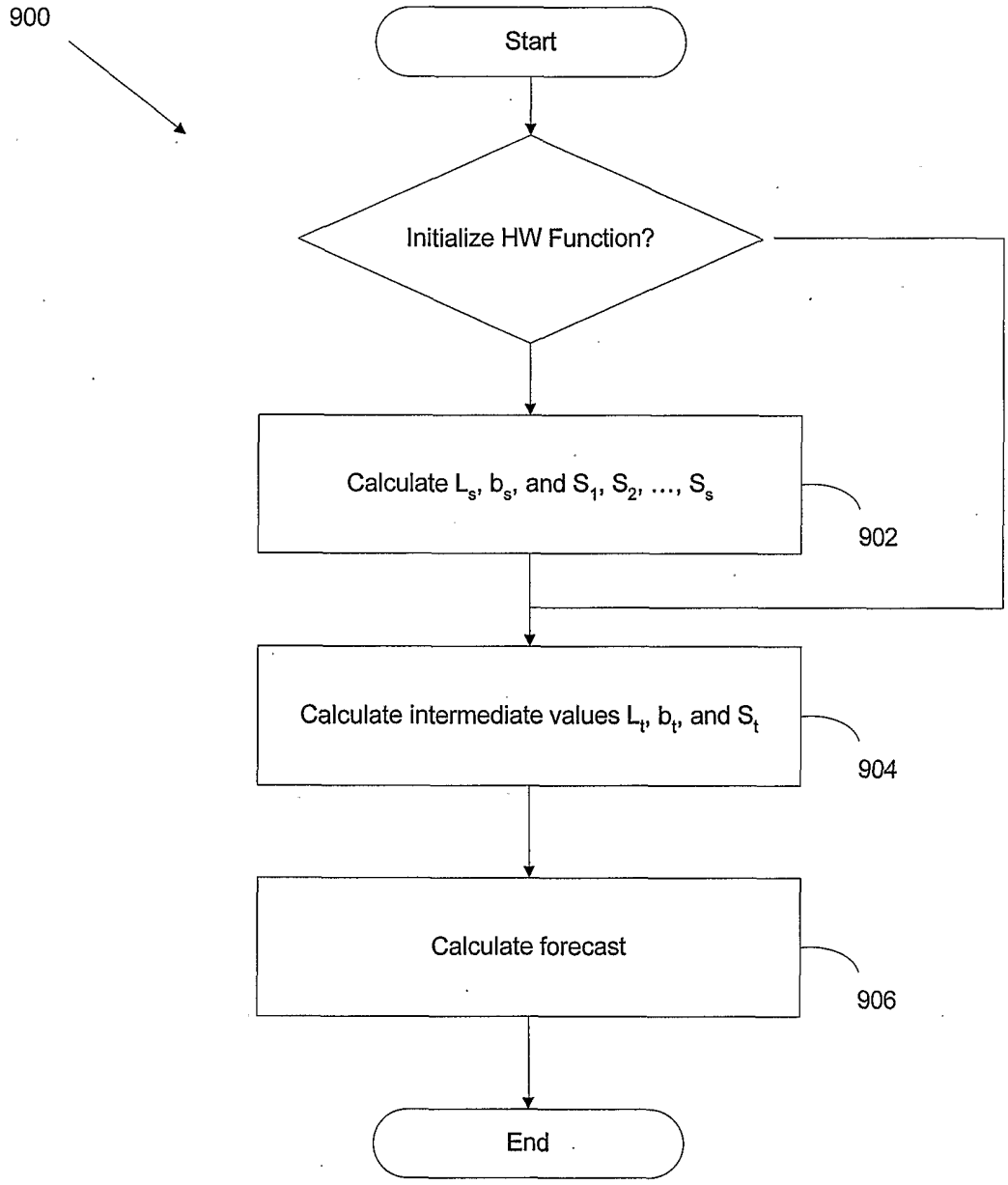
900
Start
Initialize HW Function?
Calculate L_s, b_s, and S_1, S_2, ..., S_s
902
Calculate intermediate values L_t, b_t, and S_t
904
Calculate forecast
906
End

FIG. 9

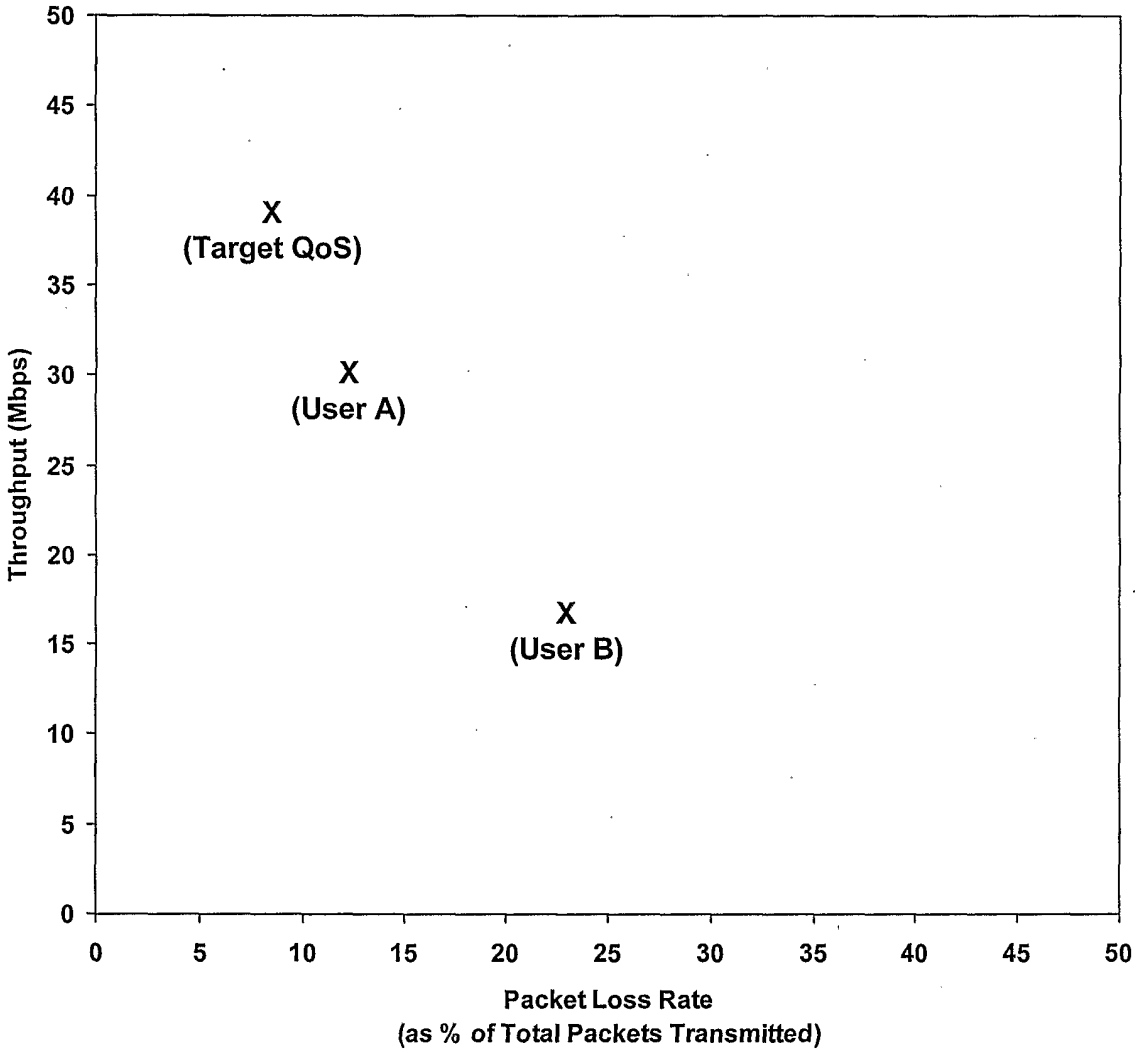
50
45
40
35
30
25
20
15
10
5
0
Throughput (Mbps)
X
(Target QoS)
X
(User A)
X
(User B)
0
5
10
15
20
25
30
35
40
45
50
Packet Loss Rate
(as % of Total Packets Transmitted)

FIG. 10

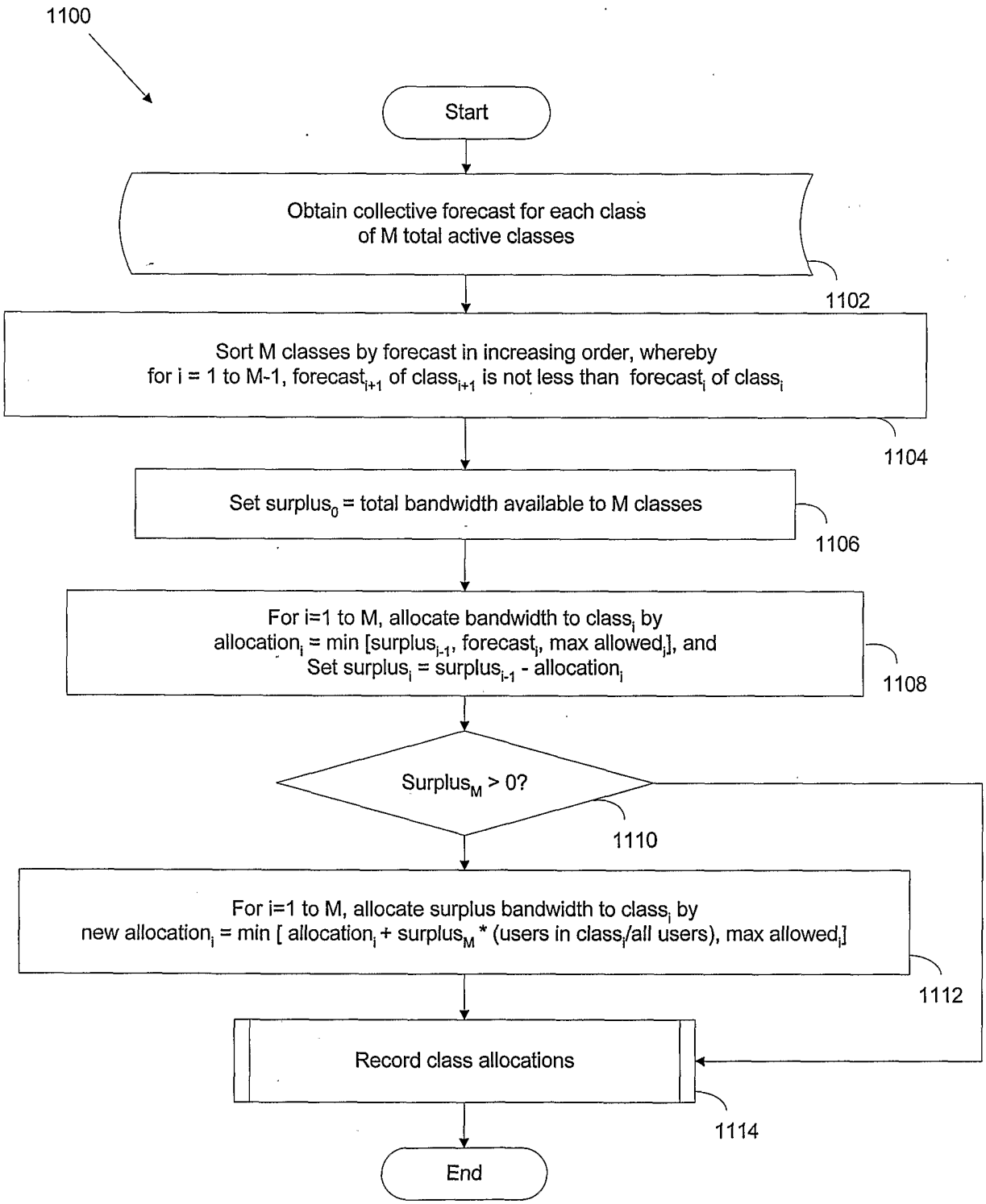
1100
Start
Obtain collective forecast for each class of M total active classes
1102
Sort M classes by forecast in increasing order, whereby for i = 1 to M-1, forecast$_{i+1}$ of class$_{i+1}$ is not less than forecast$_i$ of class$_i$
1104
Set surplus$_0$ = total bandwidth available to M classes
1106
For i=1 to M, allocate bandwidth to class$_i$ by allocation$_i$ = min [surplus$_{i-1}$, forecast$_i$, max allowed$_i$], and Set surplus$_i$ = surplus$_{i-1}$ - allocation$_i$
1108
Surplus$_M$ > 0?
1110
For i=1 to M, allocate surplus bandwidth to class$_i$ by new allocation$_i$ = min [allocation$_i$ + surplus$_M$ * (users in class$_i$/all users), max allowed$_i$]
1112
Record class allocations
1114
End

FIG. 11

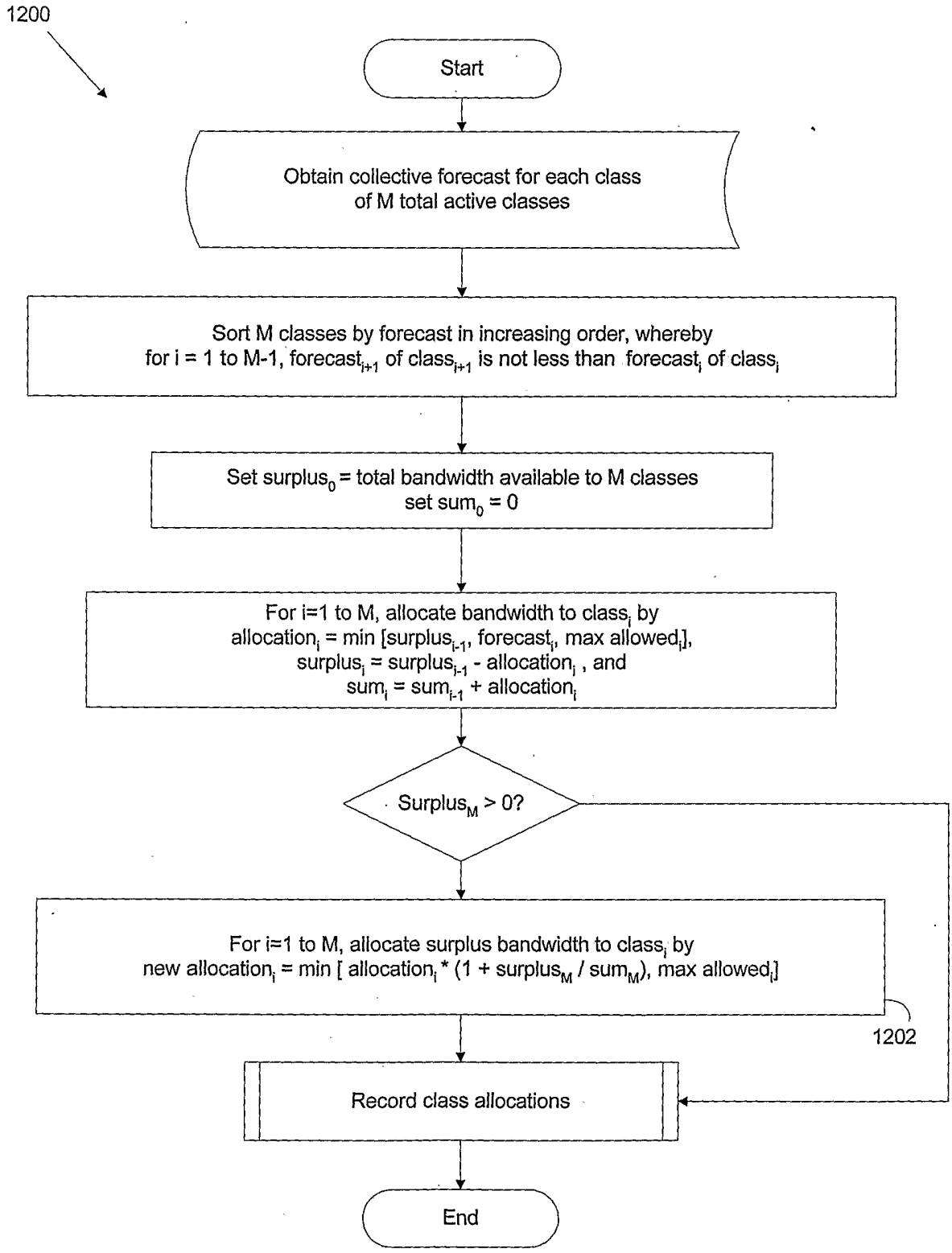
1200
Start
Obtain collective forecast for each class of M total active classes
Sort M classes by forecast in increasing order, whereby for i = 1 to M-1, forecast$_{i+1}$ of class$_{i+1}$ is not less than forecast$_i$ of class$_i$
Set surplus$_0$ = total bandwidth available to M classes
set sum$_0$ = 0
For i=1 to M, allocate bandwidth to class$_i$ by
allocation$_i$ = min [surplus$_{i-1}$, forecast$_i$, max allowed$_i$],
surplus$_i$ = surplus$_{i-1}$ - allocation$_i$, and
sum$_i$ = sum$_{i-1}$ + allocation$_i$
Surplus$_M$ > 0?
For i=1 to M, allocate surplus bandwidth to class$_i$ by
new allocation$_i$ = min [allocation$_i$ * (1 + surplus$_M$ / sum$_M$), max allowed$_i$]
1202
Record class allocations
End

FIG. 12

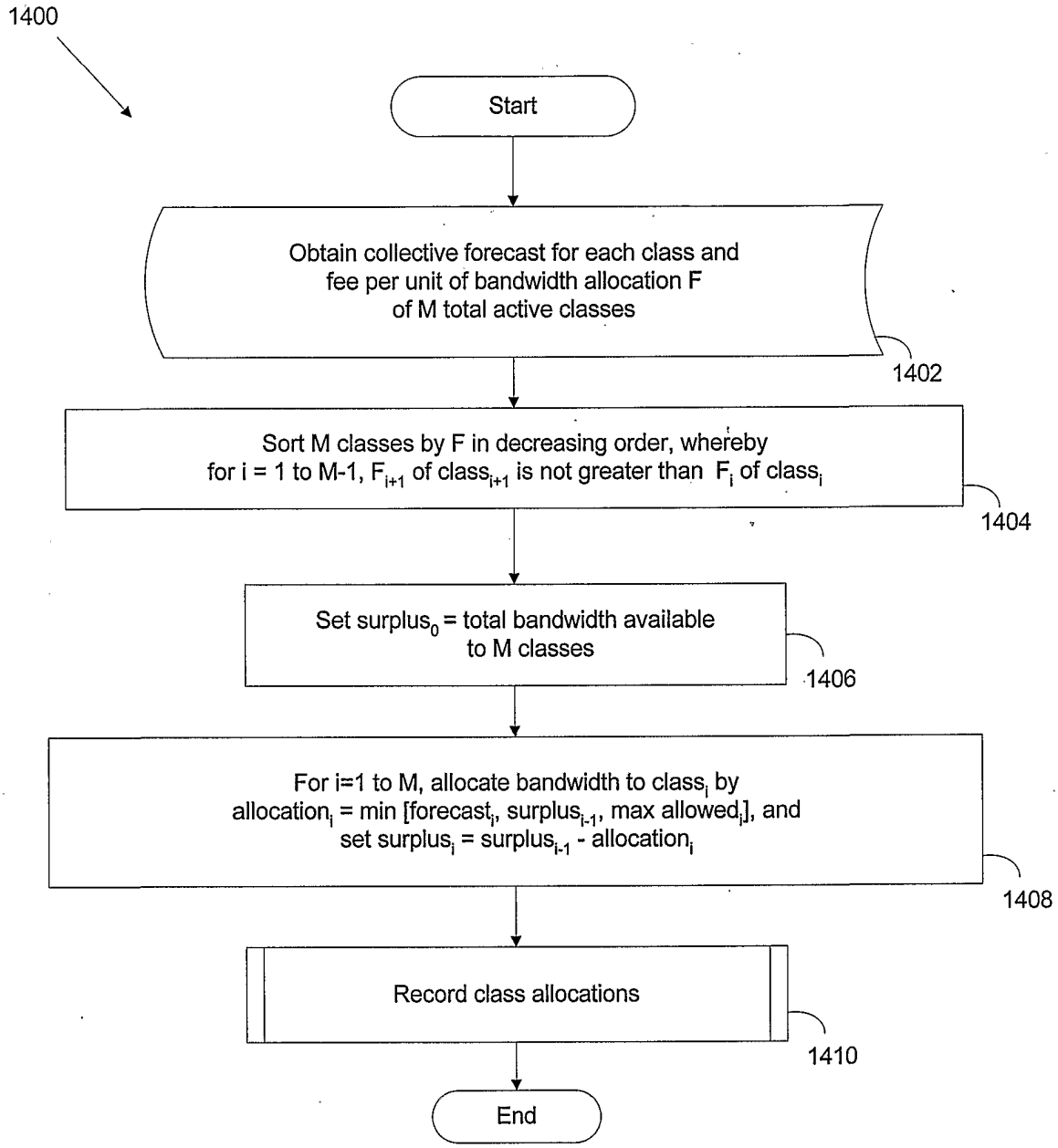
1400
Start
Obtain collective forecast for each class and fee per unit of bandwidth allocation F of M total active classes
1402
Sort M classes by F in decreasing order, whereby for i = 1 to M-1, F_{i+1} of $class_{i+1}$ is not greater than F_i of $class_i$
1404
Set $surplus_0$ = total bandwidth available to M classes
1406
For i=1 to M, allocate bandwidth to $class_i$ by $allocation_i$ = min [$forecast_i$, $surplus_{i-1}$, max $allowed_i$], and set $surplus_i$ = $surplus_{i-1}$ - $allocation_i$
1408
Record class allocations
1410
End

FIG. 14

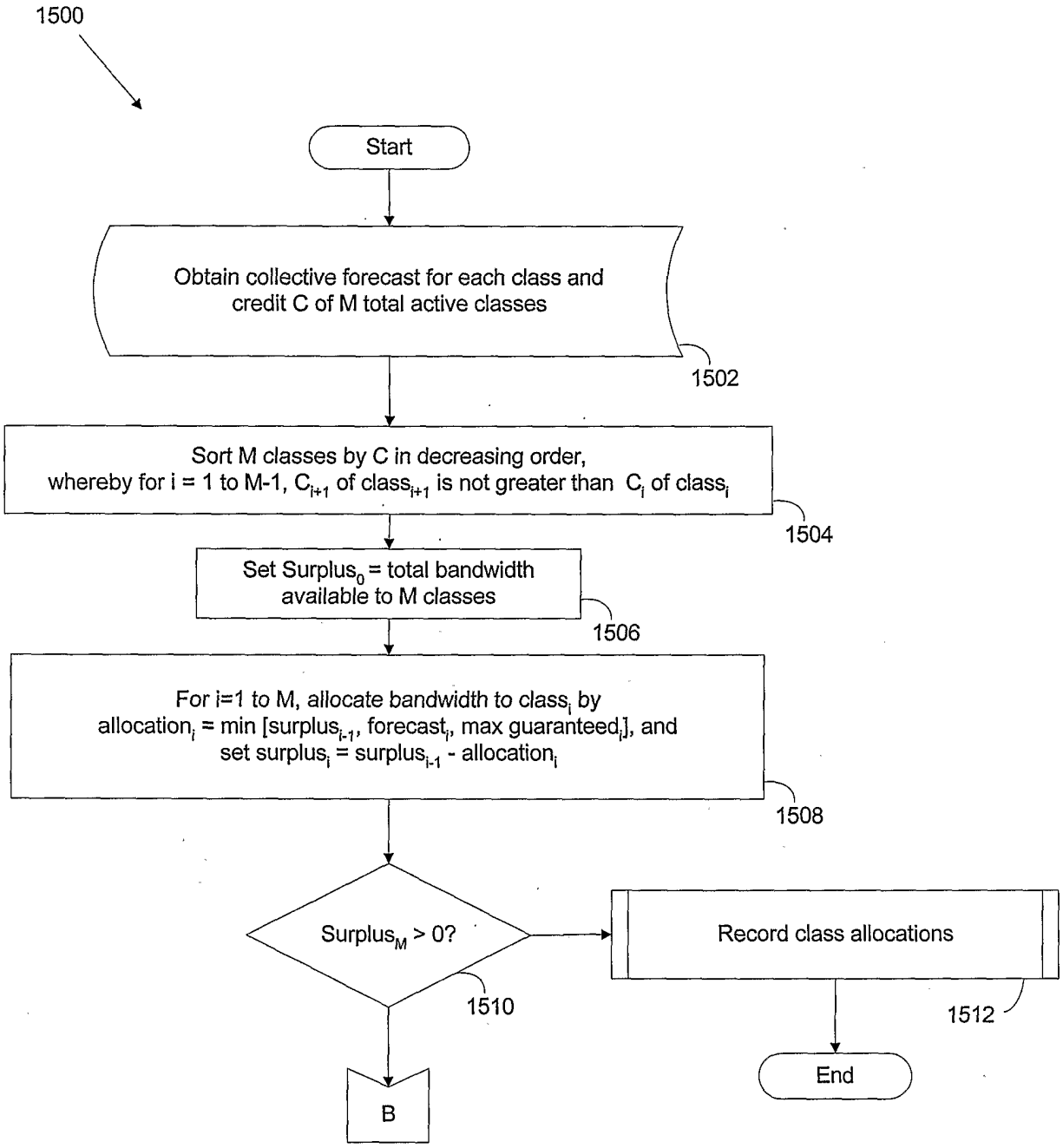
1500
Start
Obtain collective forecast for each class and credit C of M total active classes
1502
Sort M classes by C in decreasing order, whereby for i = 1 to M-1, C_{i+1} of $class_{i+1}$ is not greater than C_i of $class_i$
1504
Set $Surplus_0$ = total bandwidth available to M classes
1506
For i=1 to M, allocate bandwidth to $class_i$ by $allocation_i$ = min [$surplus_{i-1}$, $forecast_i$, max $guaranteed_i$], and set $surplus_i$ = $surplus_{i-1}$ - $allocation_i$
1508
$Surplus_M$ > 0?
1510
Record class allocations
1512
End
B

FIG. 15a

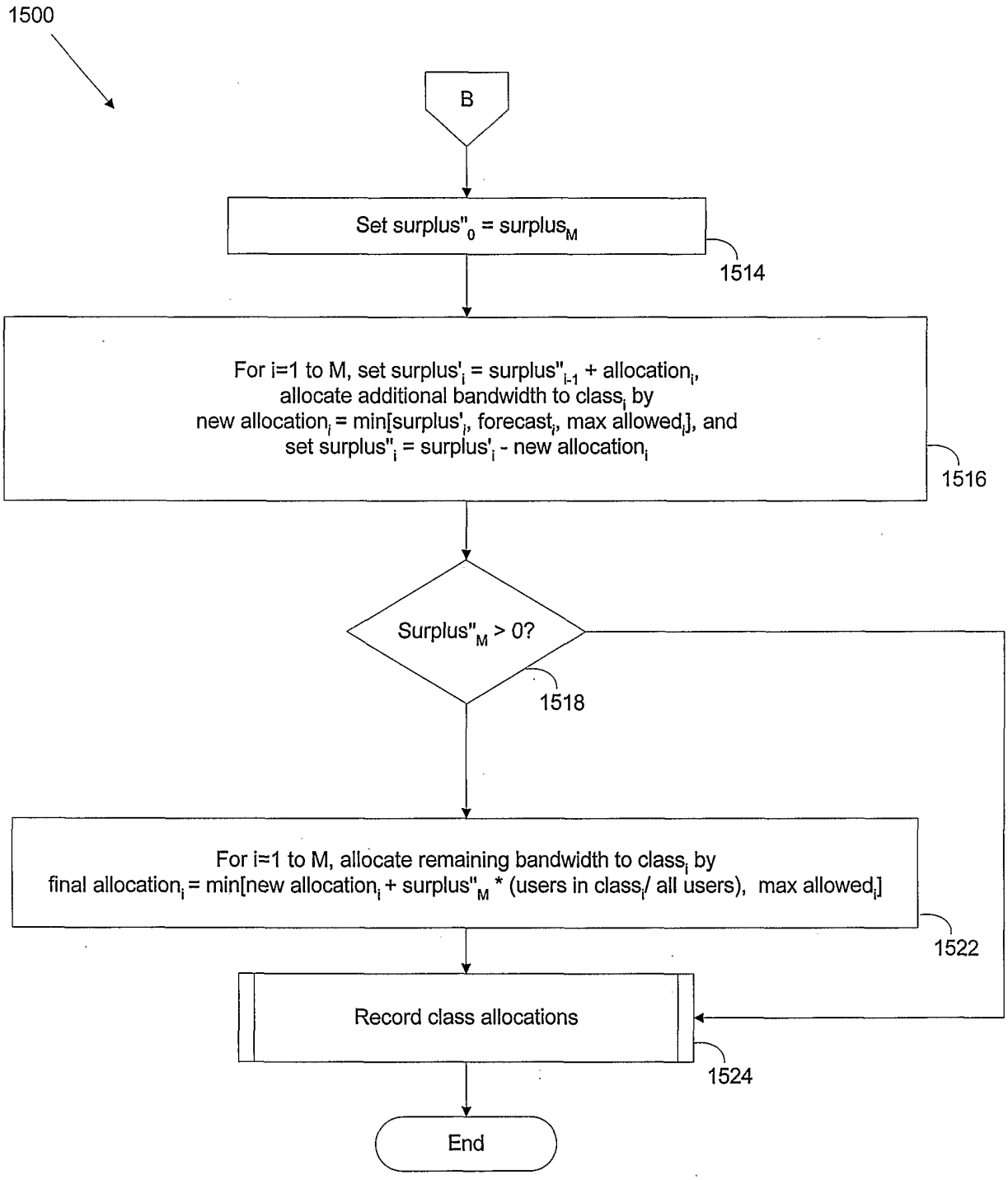
1500
B
Set surplus"$_0$ = surplus$_M$
1514
For i=1 to M, set surplus'$_i$ = surplus"$_{i-1}$ + allocation$_i$,
allocate additional bandwidth to class$_i$ by
new allocation$_i$ = min[surplus'$_i$, forecast$_i$, max allowed$_i$], and
set surplus"$_i$ = surplus'$_i$ - new allocation$_i$
1516
Surplus"$_M$ > 0?
1518
For i=1 to M, allocate remaining bandwidth to class$_i$ by
final allocation$_i$ = min[new allocation$_i$ + surplus"$_M$ * (users in class$_i$/ all users), max allowed$_i$]
1522
Record class allocations
1524
End

FIG. 15b

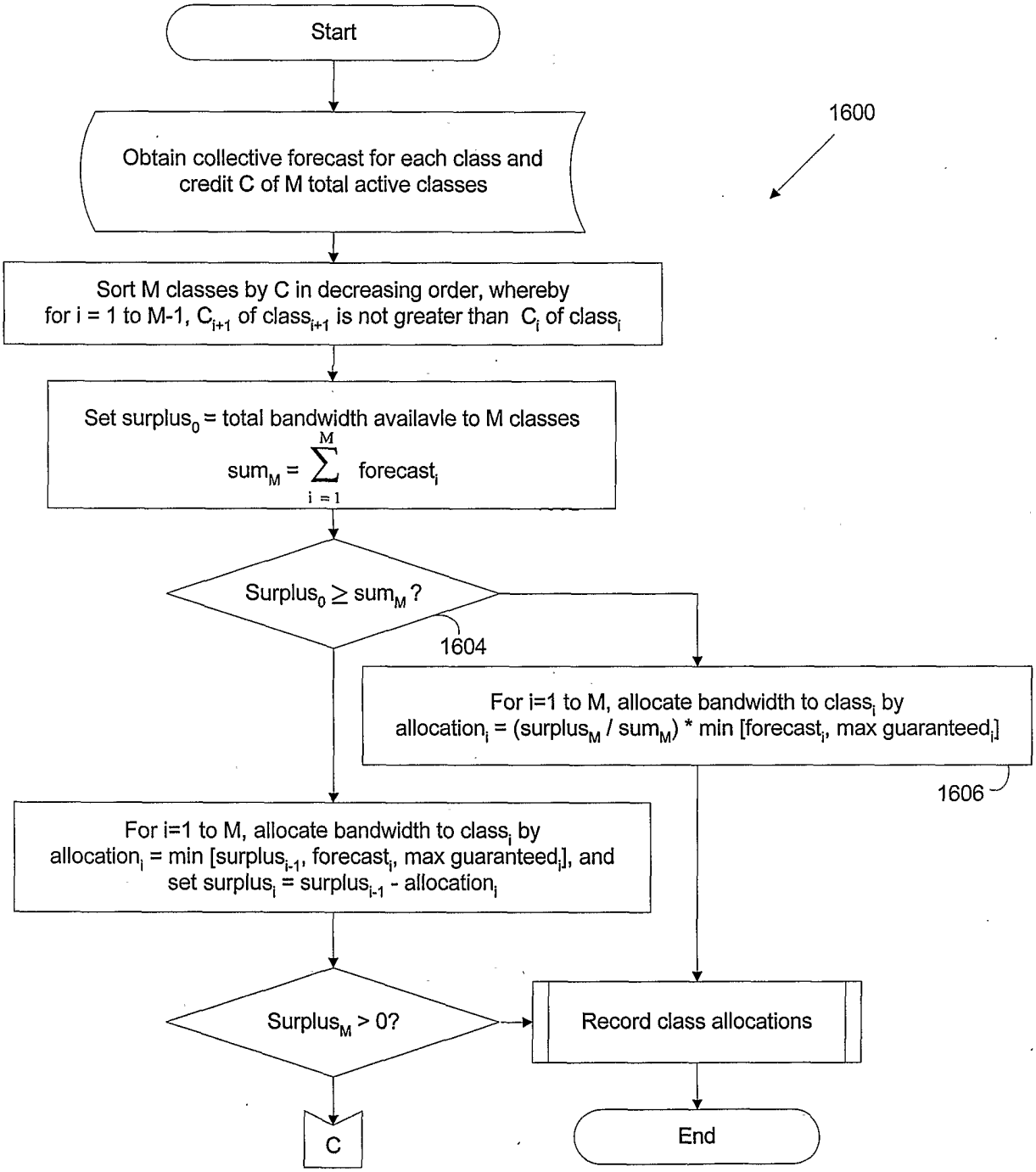
Start
1600
Obtain collective forecast for each class and credit C of M total active classes
Sort M classes by C in decreasing order, whereby for i = 1 to M-1, C_{i+1} of $class_{i+1}$ is not greater than C_i of $class_i$
Set $surplus_0$ = total bandwidth availavle to M classes
$sum_M = \sum_{i=1}^{M} forecast_i$
$Surplus_0 \geq sum_M$?
1604
For i=1 to M, allocate bandwidth to $class_i$ by $allocation_i = (surplus_M / sum_M) * min [forecast_i, max\ guaranteed_i]$
1606
For i=1 to M, allocate bandwidth to $class_i$ by $allocation_i = min [surplus_{i-1}, forecast_i, max\ guaranteed_i]$, and set $surplus_i = surplus_{i-1} - allocation_i$
$Surplus_M > 0$?
Record class allocations
C
End

FIG. 16a

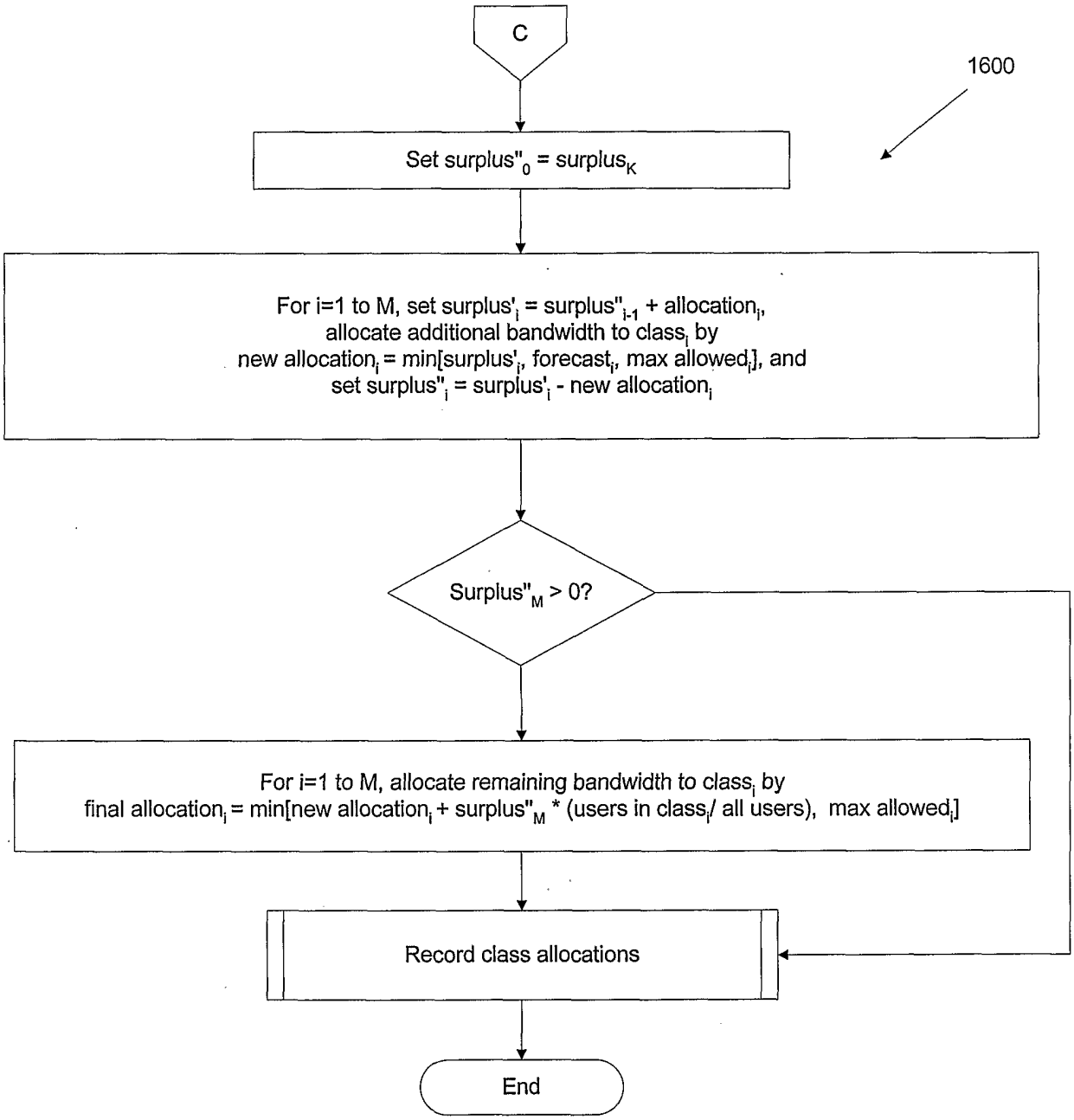
C
1600
Set surplus"$_0$ = surplus$_K$
For i=1 to M, set surplus'$_i$ = surplus"$_{i-1}$ + allocation$_i$,
allocate additional bandwidth to class$_i$ by
new allocation$_i$ = min[surplus'$_i$, forecast$_i$, max allowed$_i$], and
set surplus"$_i$ = surplus'$_i$ - new allocation$_i$
Surplus"$_M$ > 0?
For i=1 to M, allocate remaining bandwidth to class$_i$ by
final allocation$_i$ = min[new allocation$_i$ + surplus"$_M$ * (users in class$_i$/ all users), max allowed$_i$]
Record class allocations
End

FIG. 16b

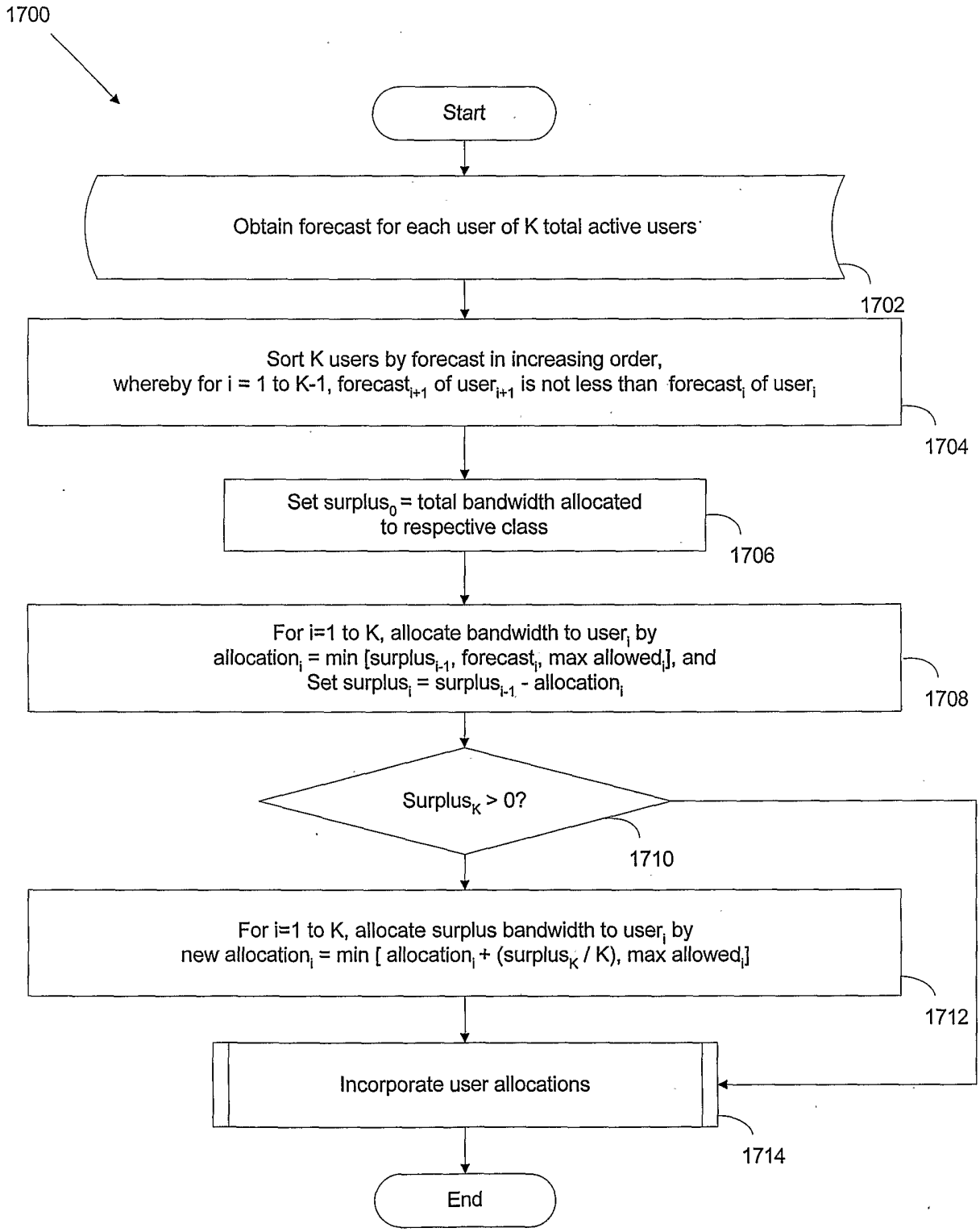
1700
Start
Obtain forecast for each user of K total active users
1702
Sort K users by forecast in increasing order, whereby for i = 1 to K-1, forecast$_{i+1}$ of user$_{i+1}$ is not less than forecast$_i$ of user$_i$
1704
Set surplus$_0$ = total bandwidth allocated to respective class
1706
For i=1 to K, allocate bandwidth to user$_i$ by allocation$_i$ = min [surplus$_{i-1}$, forecast$_i$, max allowed$_i$], and Set surplus$_i$ = surplus$_{i-1}$ - allocation$_i$
1708
Surplus$_K$ > 0?
1710
For i=1 to K, allocate surplus bandwidth to user$_i$ by new allocation$_i$ = min [allocation$_i$ + (surplus$_K$ / K), max allowed$_i$]
1712
Incorporate user allocations
1714
End

FIG. 17

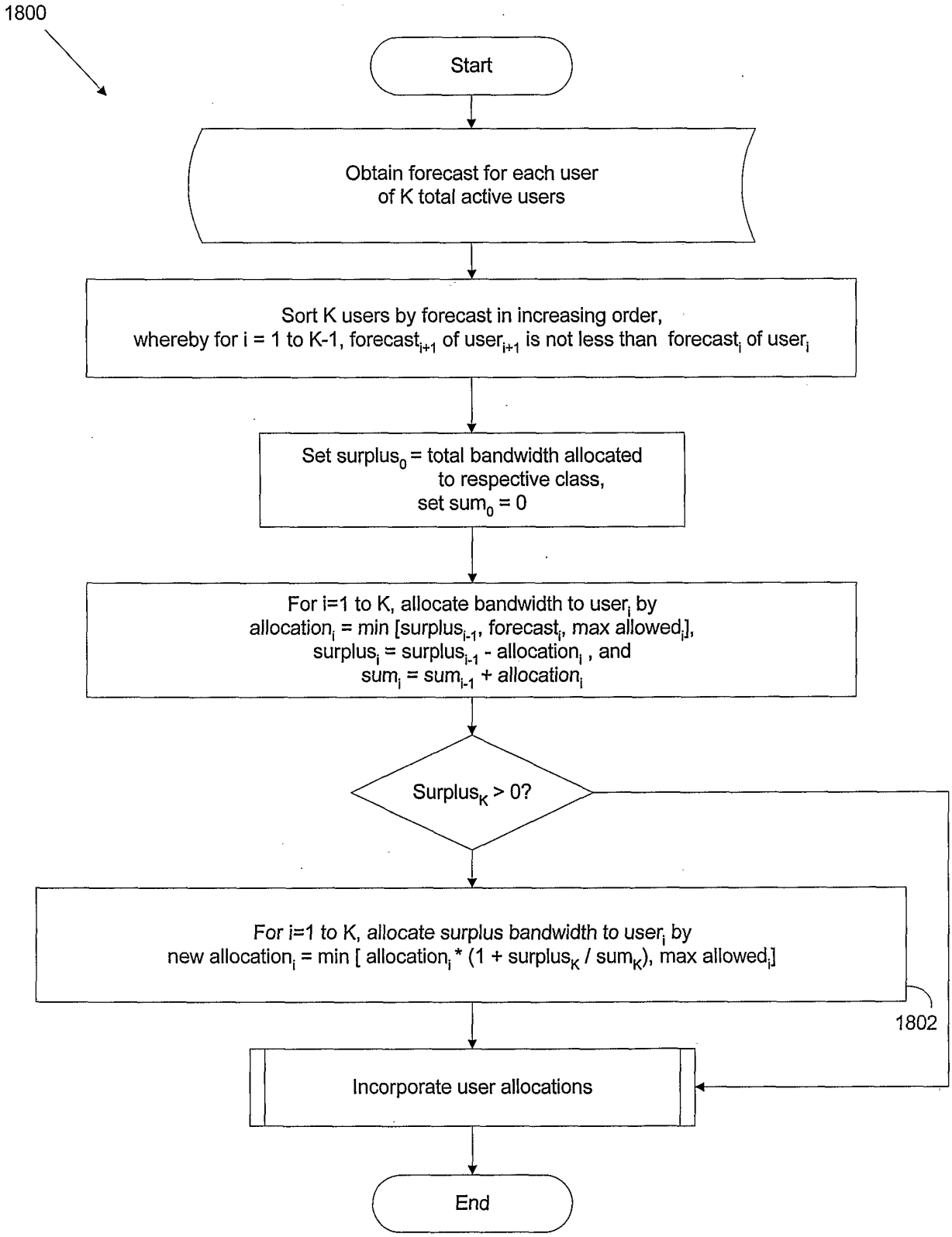
1800
Start
Obtain forecast for each user of K total active users
Sort K users by forecast in increasing order, whereby for i = 1 to K-1, forecast$_{i+1}$ of user$_{i+1}$ is not less than forecast$_i$ of user$_i$
Set surplus$_0$ = total bandwidth allocated to respective class, set sum$_0$ = 0
For i=1 to K, allocate bandwidth to user$_i$ by allocation$_i$ = min [surplus$_{i-1}$, forecast$_i$, max allowed$_i$], surplus$_i$ = surplus$_{i-1}$ - allocation$_i$, and sum$_i$ = sum$_{i-1}$ + allocation$_i$
Surplus$_K$ > 0?
For i=1 to K, allocate surplus bandwidth to user$_i$ by new allocation$_i$ = min [allocation$_i$ * (1 + surplus$_K$ / sum$_K$), max allowed$_i$]
1802
Incorporate user allocations
End

FIG. 18

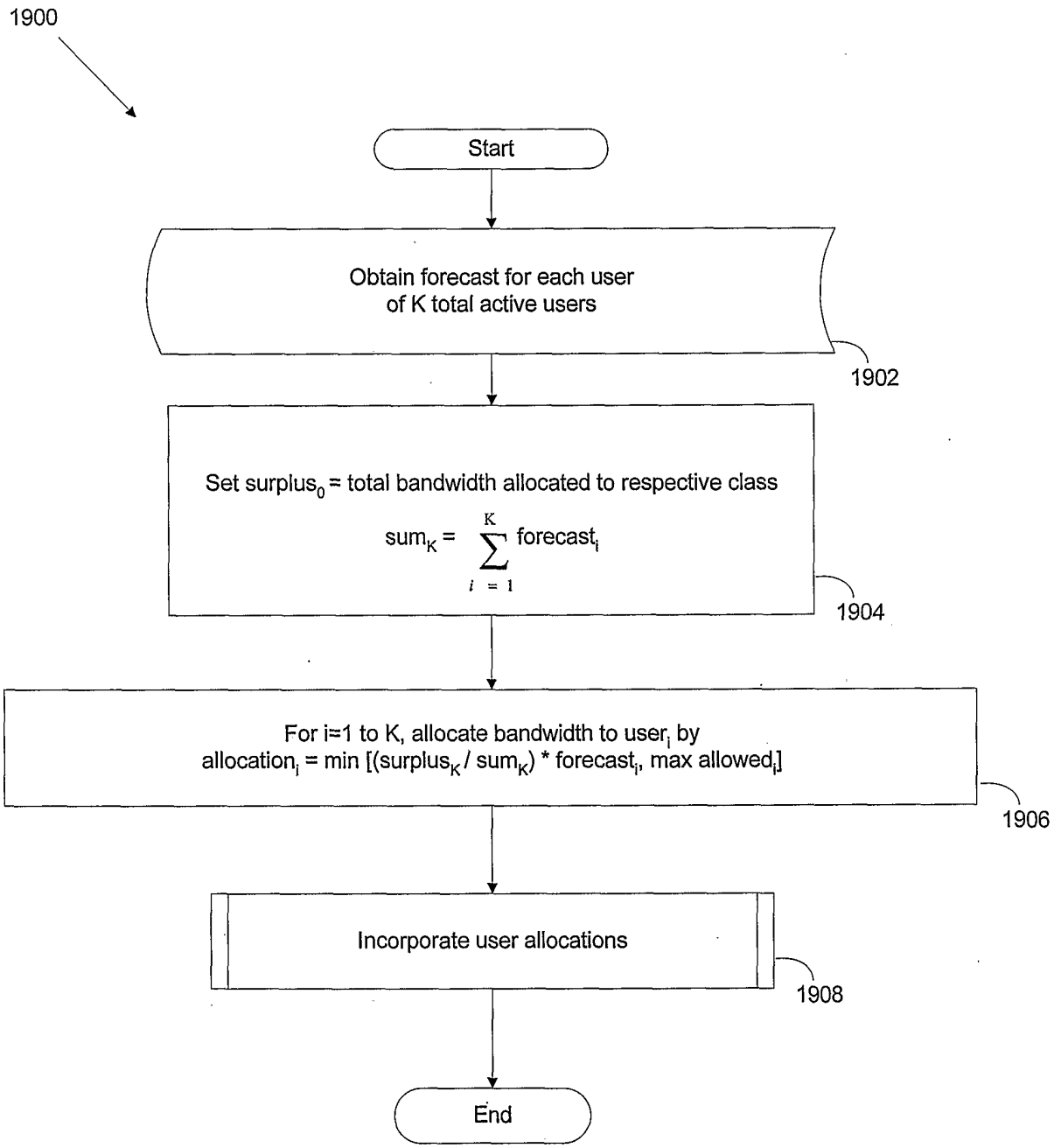
1900
Start
Obtain forecast for each user of K total active users
1902
Set surplus$_0$ = total bandwidth allocated to respective class
$sum_K = \sum_{i=1}^{K} forecast_i$
1904
For i=1 to K, allocate bandwidth to user$_i$ by
allocation$_i$ = min [(surplus$_K$ / sum$_K$) * forecast$_i$, max allowed$_i$]
1906
Incorporate user allocations
1908
End

FIG. 19

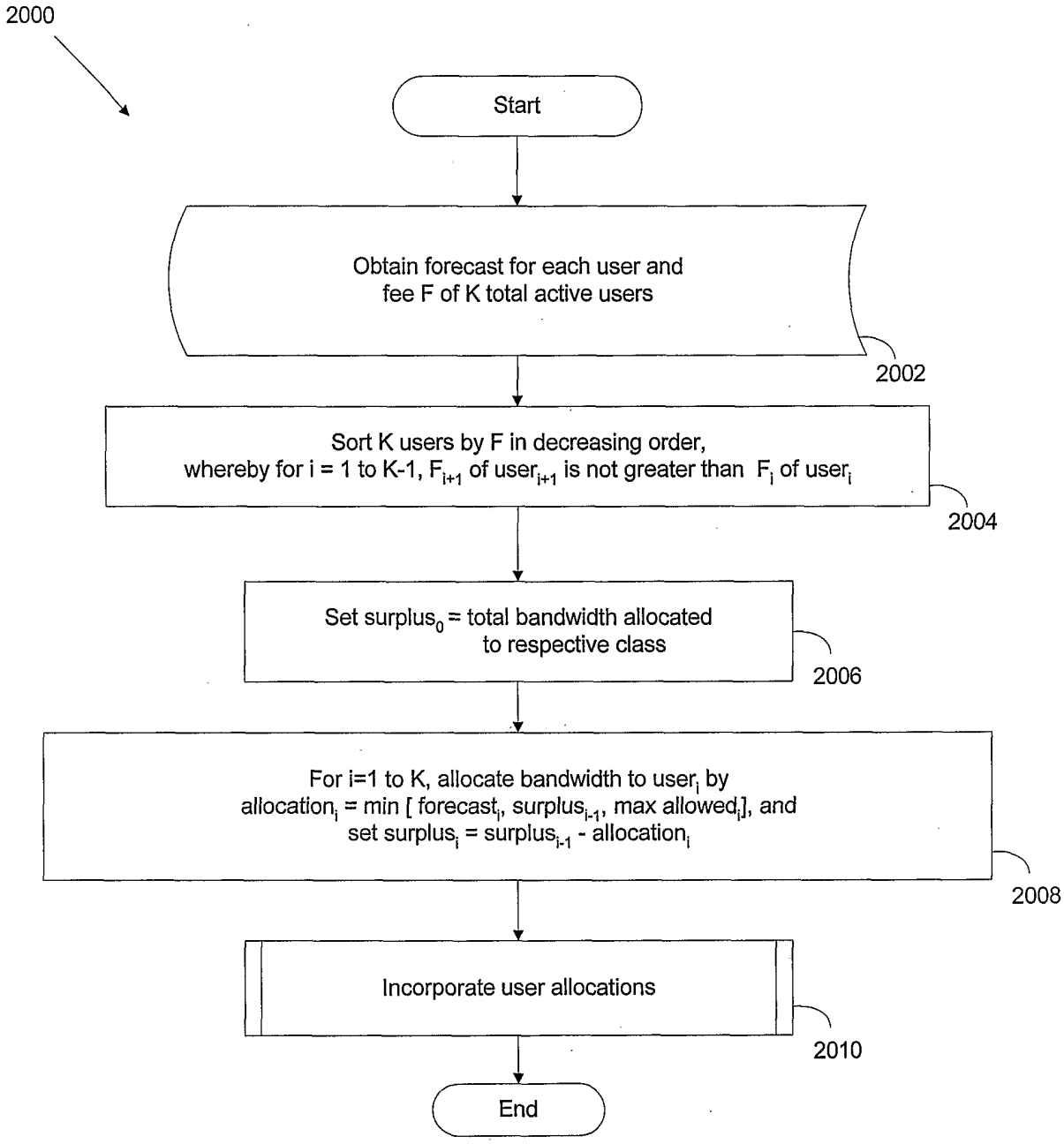
2000
Start
Obtain forecast for each user and fee F of K total active users
2002
Sort K users by F in decreasing order, whereby for i = 1 to K-1, F_{i+1} of $user_{i+1}$ is not greater than F_i of $user_i$
2004
Set $surplus_0$ = total bandwidth allocated to respective class
2006
For i=1 to K, allocate bandwidth to $user_i$ by $allocation_i$ = min [$forecast_i$, $surplus_{i-1}$, $max\ allowed_i$], and set $surplus_i$ = $surplus_{i-1}$ - $allocation_i$
2008
Incorporate user allocations
2010
End

FIG. 20

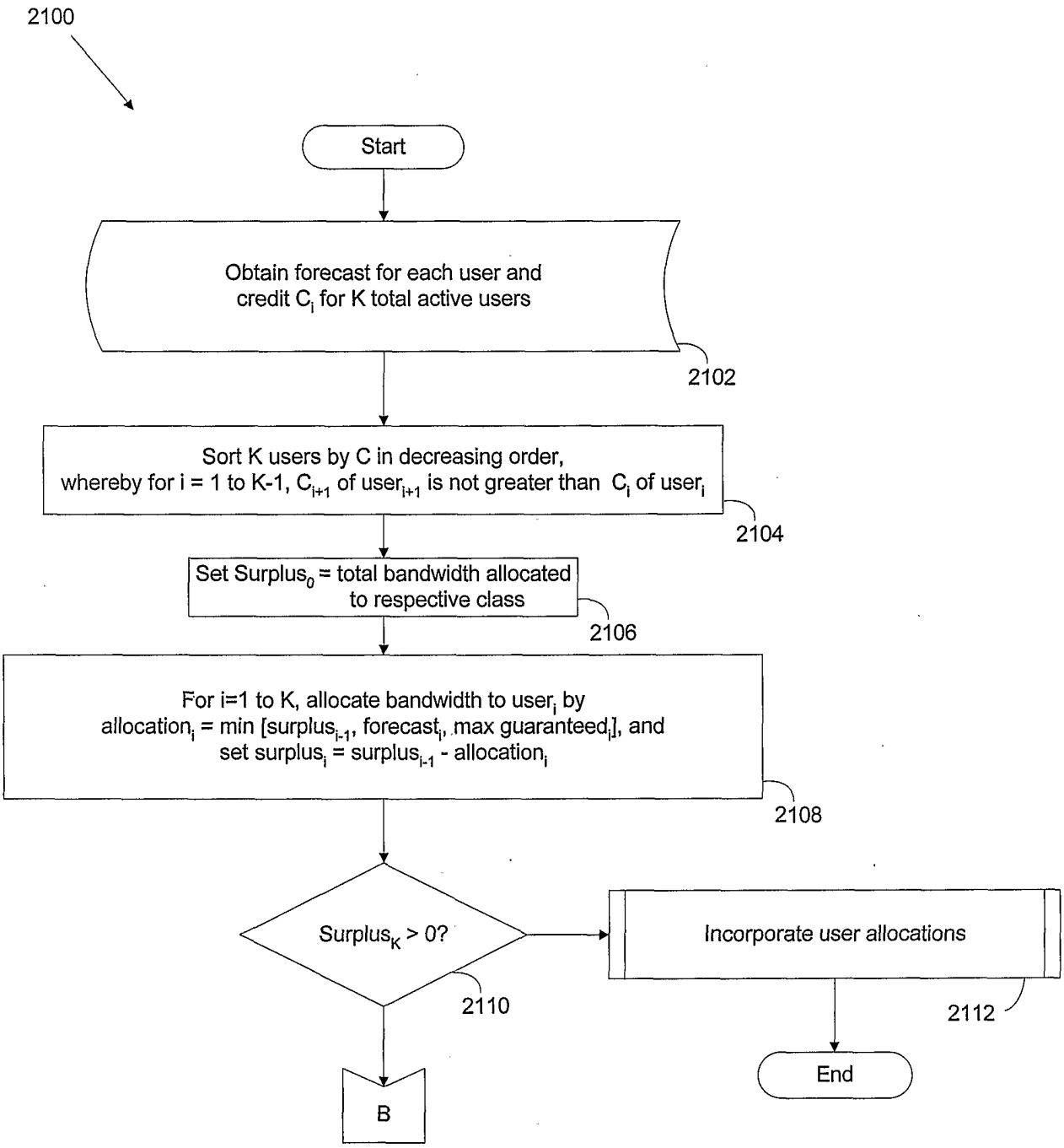
2100
Start
Obtain forecast for each user and credit C_i for K total active users
2102
Sort K users by C in decreasing order, whereby for i = 1 to K-1, C_{i+1} of $user_{i+1}$ is not greater than C_i of $user_i$
2104
Set $Surplus_0$ = total bandwidth allocated to respective class
2106
For i=1 to K, allocate bandwidth to $user_i$ by $allocation_i$ = min [$surplus_{i-1}$, $forecast_i$, max $guaranteed_i$], and set $surplus_i$ = $surplus_{i-1}$ - $allocation_i$
2108
$Surplus_K$ > 0?
2110
Incorporate user allocations
2112
End
B

FIG. 21a

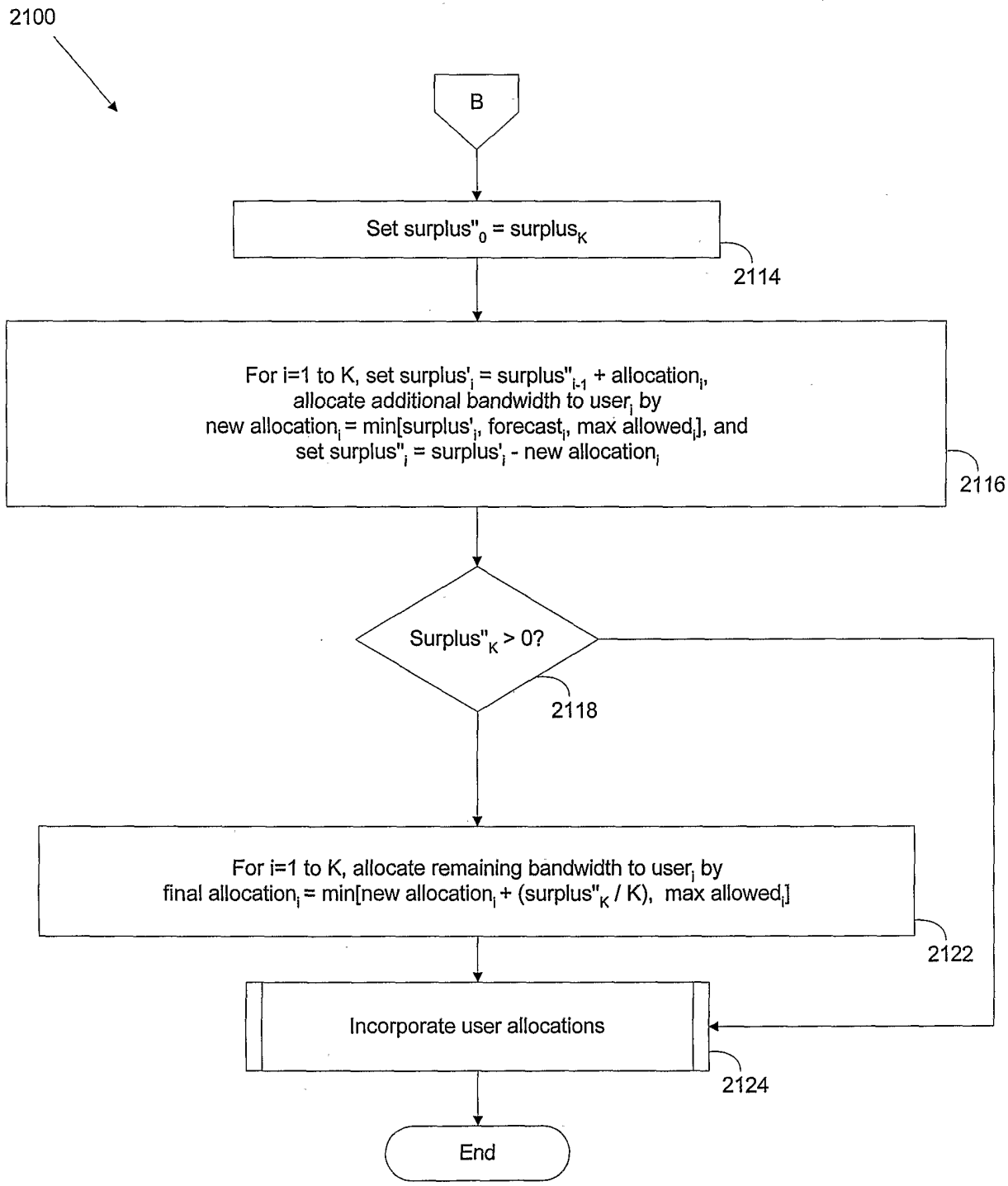
2100
B
Set surplus"$_0$ = surplus$_K$
2114
For i=1 to K, set surplus'$_i$ = surplus"$_{i-1}$ + allocation$_i$,
allocate additional bandwidth to user$_i$ by
new allocation$_i$ = min[surplus'$_i$, forecast$_i$, max allowed$_i$], and
set surplus"$_i$ = surplus'$_i$ - new allocation$_i$
2116
Surplus"$_K$ > 0?
2118
For i=1 to K, allocate remaining bandwidth to user$_i$ by
final allocation$_i$ = min[new allocation$_i$ + (surplus"$_K$ / K), max allowed$_i$]
2122
Incorporate user allocations
2124
End

FIG. 21b

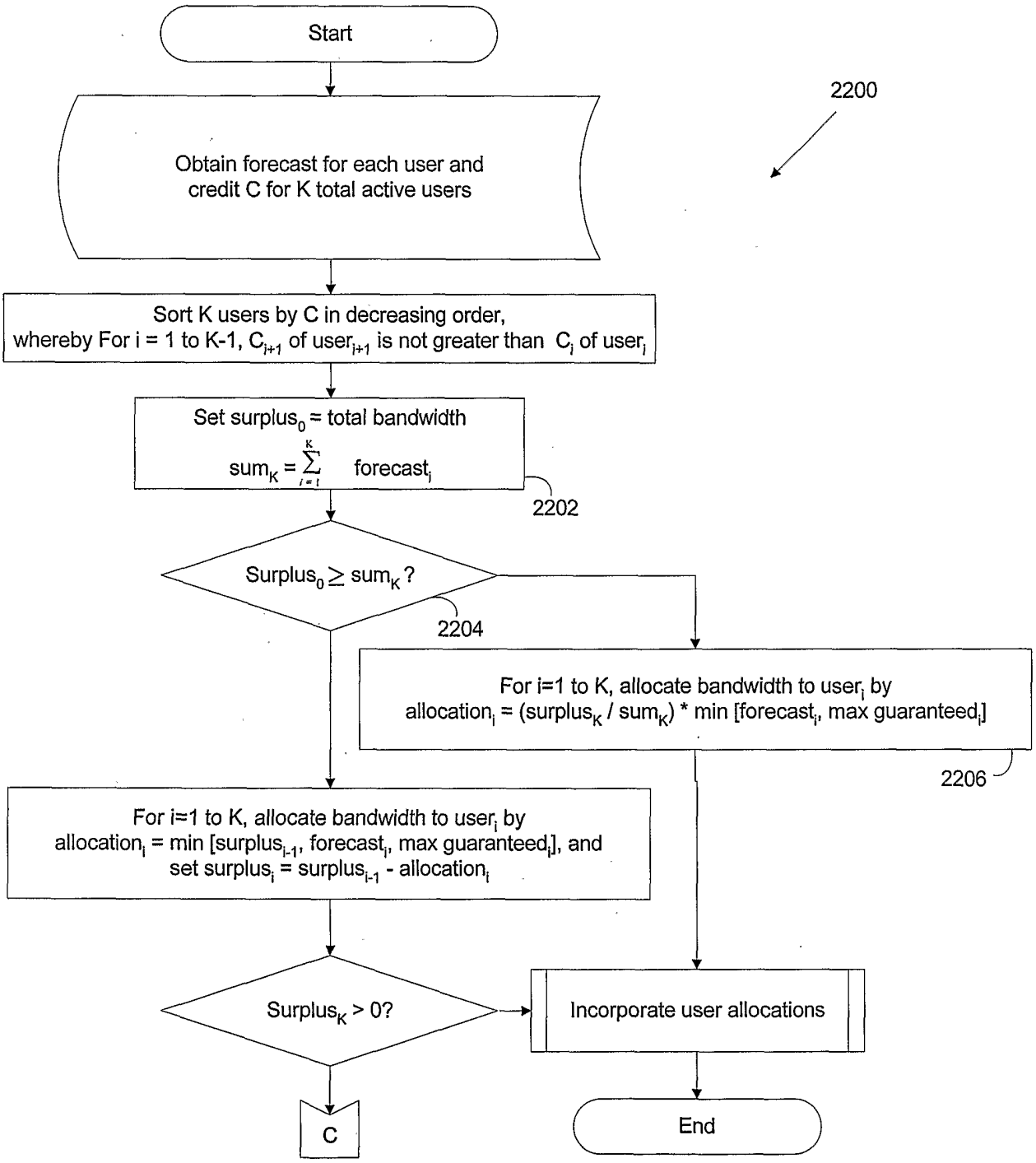
Start
2200
Obtain forecast for each user and credit C for K total active users
Sort K users by C in decreasing order, whereby For i = 1 to K-1, C_{i+1} of $user_{i+1}$ is not greater than C_i of $user_i$
Set $surplus_0$ = total bandwidth
$sum_K = \sum_{i=1}^{K} forecast_i$
2202
$Surplus_0 \geq sum_K$?
2204
For i=1 to K, allocate bandwidth to $user_i$ by $allocation_i = (surplus_K / sum_K) * min [forecast_i, max\ guaranteed_i]$
2206
For i=1 to K, allocate bandwidth to $user_i$ by $allocation_i = min [surplus_{i-1}, forecast_i, max\ guaranteed_i]$, and set $surplus_i = surplus_{i-1} - allocation_i$
$Surplus_K > 0$?
Incorporate user allocations
C
End

FIG. 22a

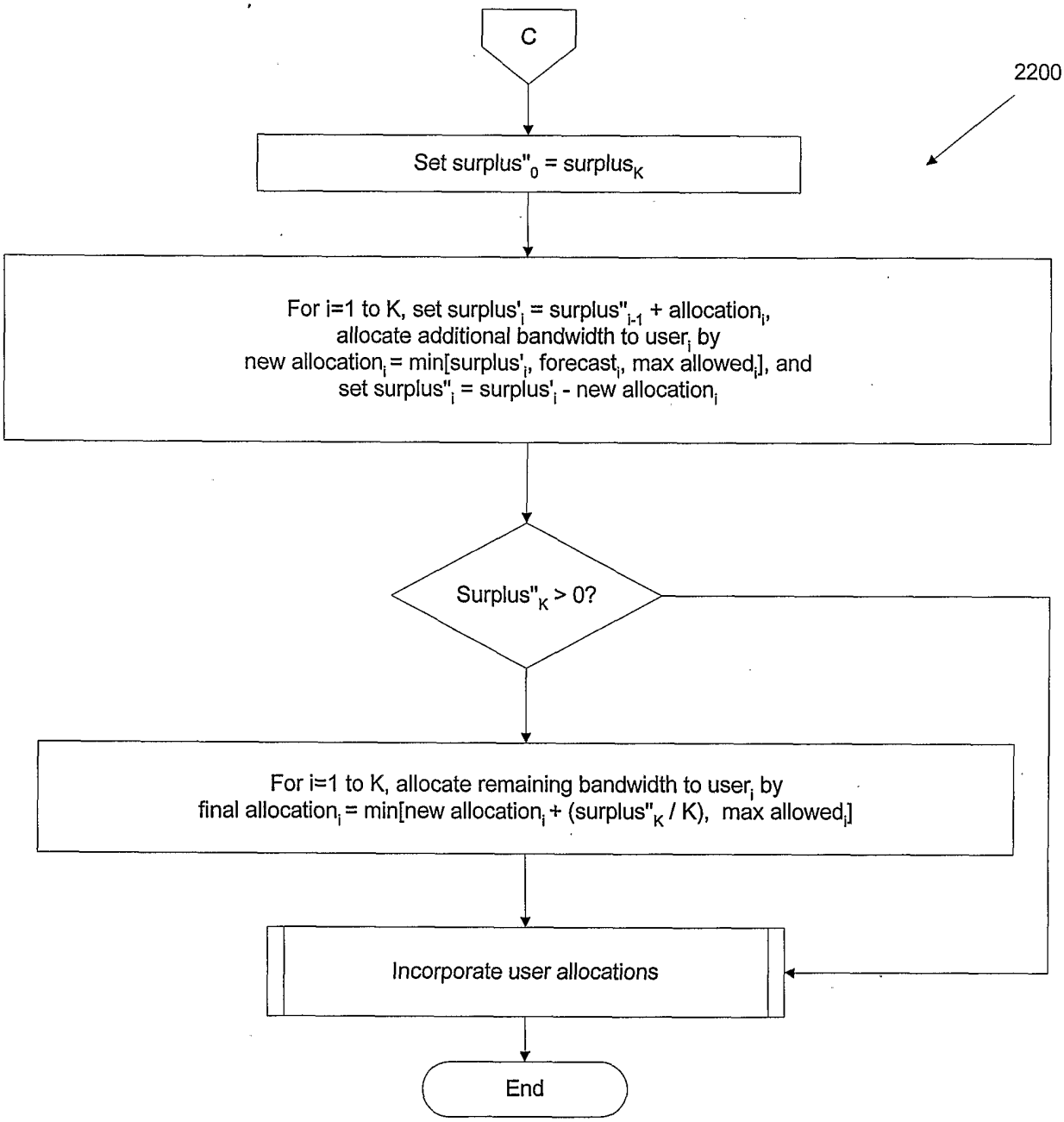
C
2200
Set surplus"$_0$ = surplus$_K$
For i=1 to K, set surplus'$_i$ = surplus"$_{i-1}$ + allocation$_i$,
allocate additional bandwidth to user$_i$ by
new allocation$_i$ = min[surplus'$_i$, forecast$_i$, max allowed$_i$], and
set surplus"$_i$ = surplus'$_i$ - new allocation$_i$
Surplus"$_K$ > 0?
For i=1 to K, allocate remaining bandwidth to user$_i$ by
final allocation$_i$ = min[new allocation$_i$ + (surplus"$_K$ / K), max allowed$_i$]
Incorporate user allocations
End

FIG. 22b

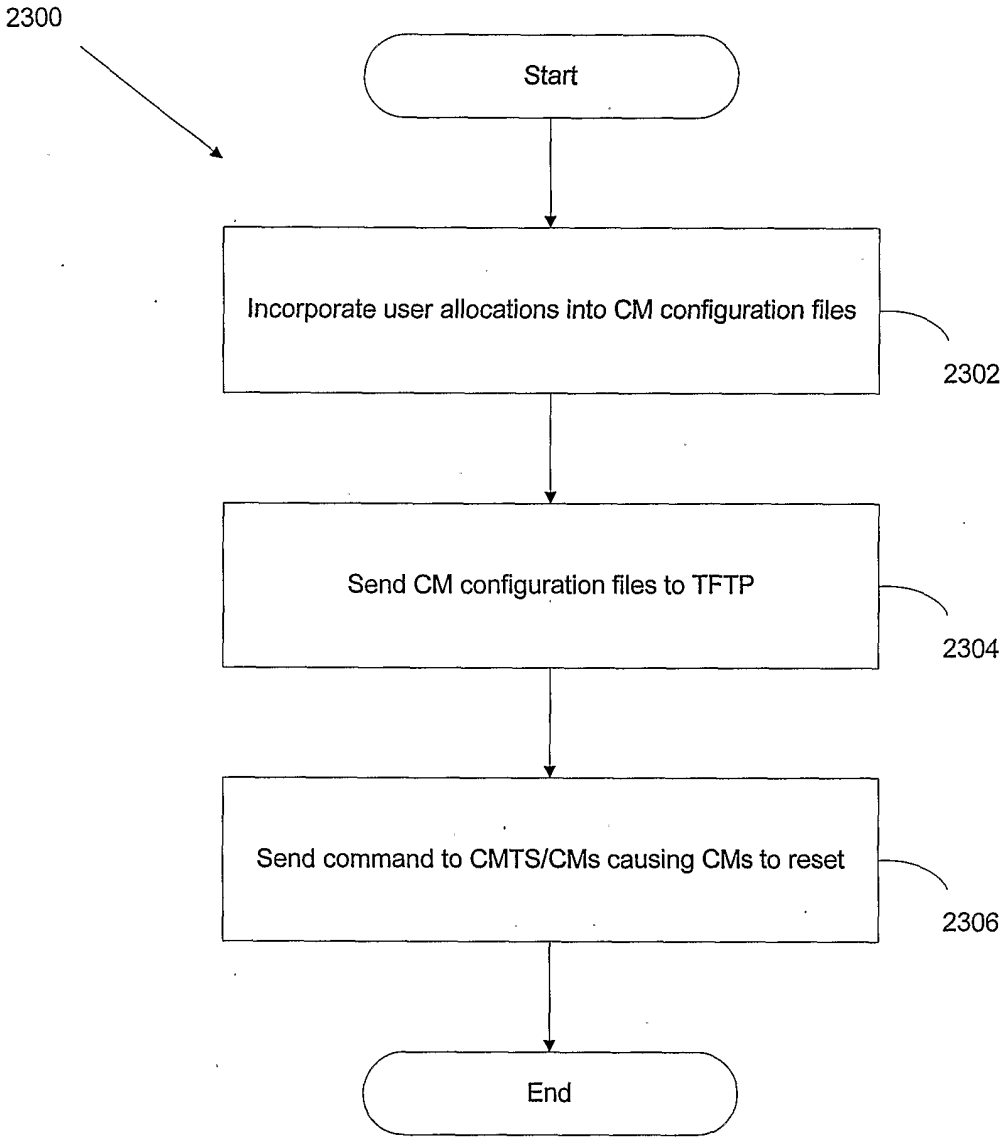
2300
Start
Incorporate user allocations into CM configuration files
2302
Send CM configuration files to TFTP
2304
Send command to CMTS/CMs causing CMs to reset
2306
End

FIG. 23

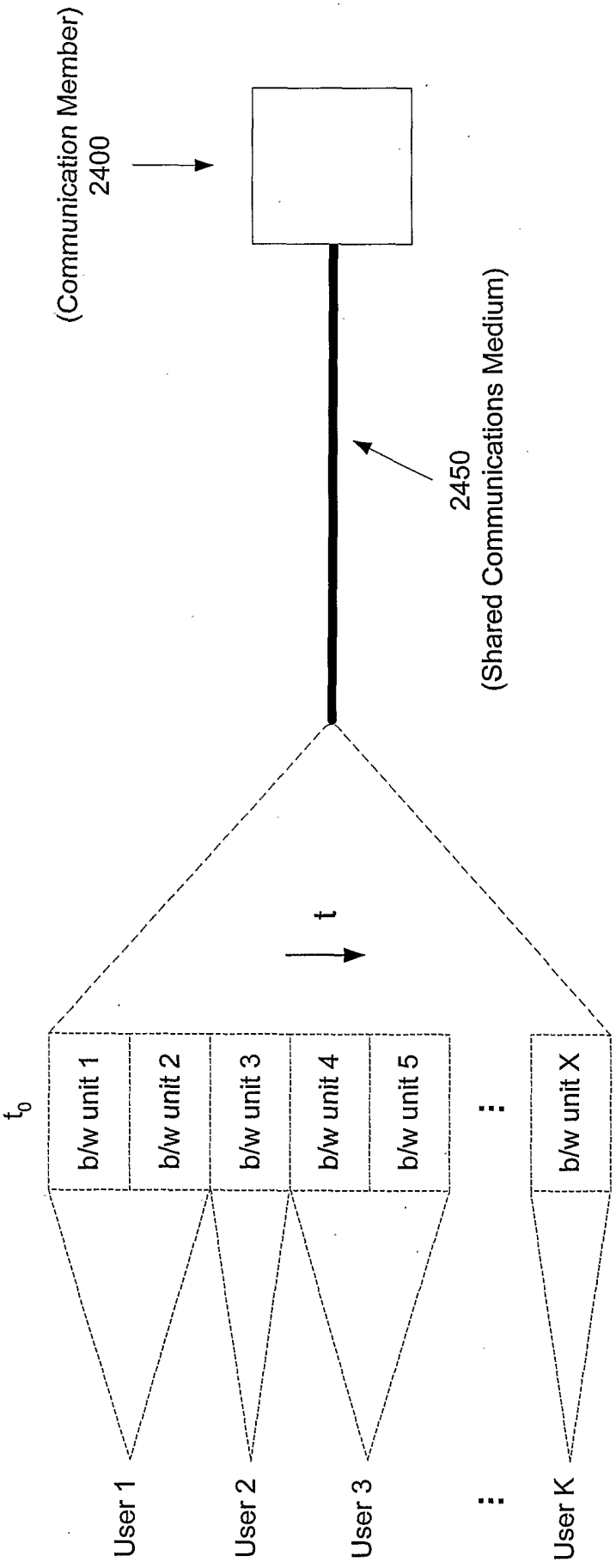
(Communication Member)
2400
2450
(Shared Communications Medium)
t
t_0
b/w unit 1
b/w unit 2
b/w unit 3
b/w unit 4
b/w unit 5
b/w unit X
t_0 + dt
User 1
User 2
User 3
User K

FIG. 24

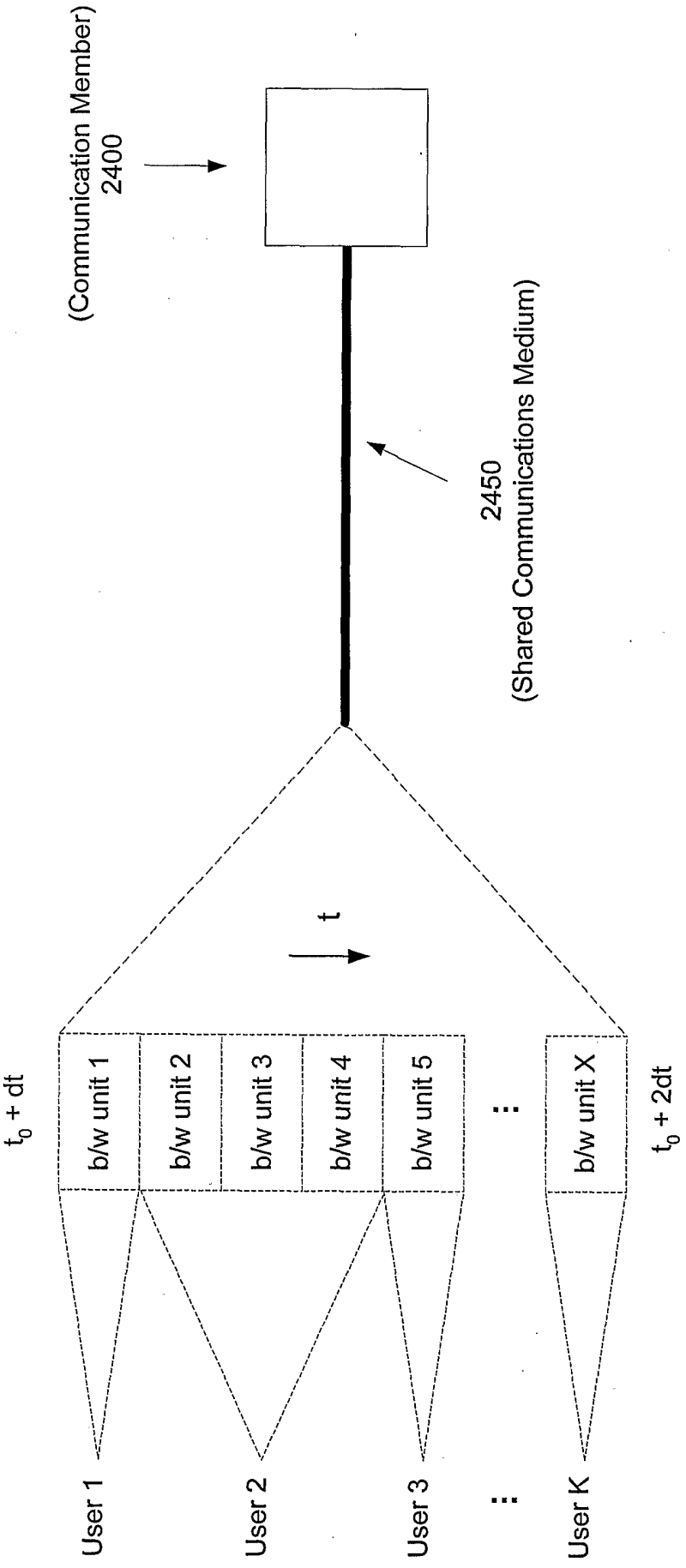
(Communication Member)
2400
2450
(Shared Communications Medium)
t
t_0 + dt
t_0 + 2dt
b/w unit 1
b/w unit 2
b/w unit 3
b/w unit 4
b/w unit 5
b/w unit X
User 1
User 2
User 3
User K

FIG. 25

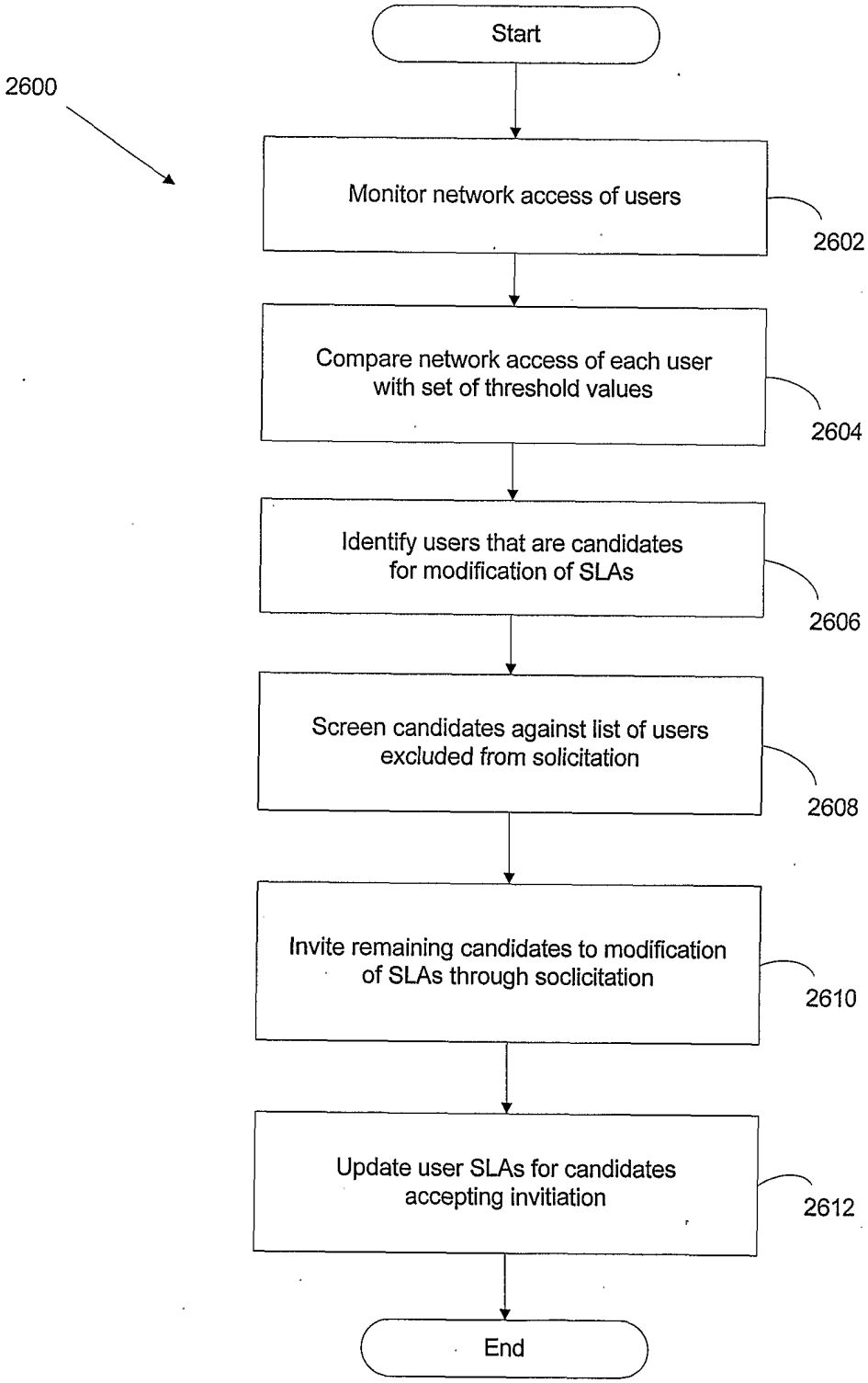
Start
2600
Monitor network access of users
2602
Compare network access of each user with set of threshold values
2604
Identify users that are candidates for modification of SLAs
2606
Screen candidates against list of users excluded from solicitation
2608
Invite remaining candidates to modification of SLAs through soclicitation
2610
Update user SLAs for candidates accepting invitiation
2612
End

FIG. 26

INTERNATIONAL SEARCH REPORT

International application No.
PCT/US01/07209

A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 17/30
US CL : 709/251, 224, 225, 227, 228, 253, 232, 235; 707/9, 10
According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 709/251, 224, 225, 227, 228, 253, 232, 235; 707/9, 10

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

CAS ONLINE; DIALOG; WEST/EAST

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 5,935,218 A (BEYDA et al) 10 August 1999, see entire document.	1-410
Y	US 5,963,963 A (SCHMUCK et al.) 05 Otober 1999, see entire document.	1-410
Y	US 5,857,193 A (SUTCLIFFE et al.) 05 January 1999, see entire document.	1-410

☐ Further documents are listed in the continuation of Box C. ☐ See patent family annex.

*	Special categories of cited documents:	"T"	later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
"A"	document defining the general state of the art which is not considered to be of particular relevance	"X"	document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
"E"	earlier document published on or after the international filing date	"Y"	document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
"L"	document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	"&"	document member of the same patent family
"O"	document referring to an oral disclosure, use, exhibition or other means		
"P"	document published prior to the international filing date but later than the priority date claimed		

Date of the actual completion of the international search 05 APRIL 2001	Date of mailing of the international search report 05 JUN 2001
Name and mailing address of the ISA/US Commissioner of Patents and Trademarks Box PCT Washington, D.C. 20231 Facsimile No. (703) 305-3230	Authorized officer JEAN M. CORRIELUS Telephone No. (703) 306-3035

Form PCT/ISA/210 (second sheet) (July 1998)★