



focus

group

FAULT HANDLING DOCUMENT

Author: Vicki Rishbeth

Version: 3.0

Date: 18/10/2016

Contents

1	INTRODUCTION	3
<hr/>		
2	SERVICE OVERVIEW	3
<hr/>		
3	FAULT REPORTING	
	- 3.1 FOCUS SUPPORT DESK	3
<hr/>		
4	FAULT LOCALISATION	
	- 4.1 PRELIMINARY CHECKS	4
	- 4.2 FAULT LOCALISATION PROCESS	4/5
<hr/>		
5	FAULT LOGGING REQUIREMENTS	5/6
<hr/>		
6	ESCALATION MATRICES	6
<hr/>		

1. Introduction

This document provides details of our fault reporting arrangements.

2. Service Overview

Reception, investigation, identification and resolution of all service faults are centralized by the Focus Group Support Desk. This desk will cover all products in the voice and data products supplied by the Focus Group.

Focus Group Support Desk provides a technical point of contact to resellers, partners and customers for fault reporting. The Support Desk answers all calls to 0330 024 2000 from 09:00 to 17:30 Monday to Friday. Outside of these hours, depending on the product and service level agreed this number will be covered by their respectively skilled teams.

3. Fault Reporting

All faults should be reported preferably by telephone via the Focus Group Support Desk on 0330 024 2000.

The Focus Group Support Desk technicians are comprehensively skilled and have considerable experience in telephony systems and services. Reporting by telephone allows the Support Desk technicians to perform an initial analysis and therefore capture all necessary information at the first point-of-contact. This information is entered directly into the Focus Group Fault Management Platform and immediately advises the associated Fault Reference number which will be used for all subsequent enquiry for the duration of the problem.

For less urgent queries please also feel free to log tickets to the support@focus-grp.co.uk mailbox. This is only allocated during normal office hours; anything urgent please follow this up with a call to the main support number.

3.1 Focus Group Support Desk

The Focus Group Support Desk will be manned from 9am to 5.30pm from Monday to Friday.

Should you experience problems with your services outside of these hours, the 0330 024 2000 number will route to the on-call Support Desk who will progress faults and escalate where necessary.

4. Fault Localisation

4.1 Preliminary Checks

To enable us to resolve any support queries as quickly as we would like we will need certain information from you to open and progress support tasks.

Problem symptoms referring to all faults should be captured and must be recent.

Example calls should not be older than 48 hours except where this is impossible. The details required before reporting to Focus Group Support Desk are listed in Section 5 'Fault Logging Requirements'.

4.2 Telephone Line Fault Localisation

Analogue lines

- Where possible swap the equipment in the telephone line and attempt to dial out.
- If there are extensions, ensure that all line box terminations are experiencing the same problem.
- Try to make and receive a call and make note of what happens (i.e no dial tone) If an intermittent fault; how regularly does it occur?
- Where a Telephone System is present, can you make internal calls?

ISDN2/30

- Reboot the Customer Premises Equipment (Telephone System). If you are unsure as to your equipment suitability for this then please first check with your system maintainer. This course of action resolves around 50% of faults reported to us.
- Where a Telephone System is present, can you make internal calls?
- Take note of what happens on incoming and outgoing calls.
- If fault is intermittent how often does it occur?
- Are DDI's affected also? If so all/some?

Data Line Fault Localisation

Broadband

- Firstly try rebooting the router. Power down and leave off for several minutes;
- Power back on; check for connectivity.
- If still no connectivity, plug an analogue handset into the line box; removing all micro-filters; check for dial tone. If none then follow analogue line fault localisation.
- If dial tone is present swap micro-filter if possible.
- Take note of which lights on router are on/off.
- If possible check the username and password in router.

Ethernet/MPLS/VPLS/Private Networks

Please confirm the first line checks below:

- Are you experiencing power issues on site?
- Has any maintenance work on the equipment been carried out and or could it have been disconnected?
- Has the router and NTU been rebooted?

If you have eliminated any power issues and the re-boot(s) have not restored service then please confirm the information below:

- Can you ping your default gateway?
- Can you provide a traceroute to destination on the internet (eg 8.8.8.8) or another site if this circuit is part of an MPLS or VPLS service?
- All light statuses for the LEDS on the NTU (not applicable if DSL service)
- All light statuses on the router
- Site contact name, number and access times should an engineer be required.

VOIP Fault Localisation

- Reboot access router. Power down and leave off for several minutes; power back on; check for connectivity.
- If using SIP trunks, reboot the telephone system in line with the advice of the system maintainer. Check lights on routers; make a note of which are on/off.
- If using ADSL as access method check for dial tone at socket.
- If using the Communicator/Horizon product, check if all handsets are experiencing issue.
- Check lights on routers; make a note of which are on/off.
- Take note of what happens on incoming and outgoing calls.
- If fault is intermittent how often does it occur?
- Are DDI's affected also? If so all/some? Which ones are affected?

5) Fault Logging Requirements

All current service faults should be preferably reported by telephone direct to the Focus Support Desk. Verbal communication will allow Support Desk to discuss the fault in detail and provide initial diagnostics without delay.

The following information should be provided to Focus Group Support Desk when logging a fault.

Line (WLR) Fault Requirements

1. End-User & Service details:

- a. End-User's Name
- b. (i) PSTN & ISDN2 -CLI of the faulty line (complete, including the STD code)
(ii) ISDN30 – Circuit Reference number & type of Switch.
- c. Full postal address of End-User's premises
- d. Contact name and telephone number (for BT & possible access purposes)
- e. End-User Site Non-Access periods.
- f. Required Call Divert telephone number. (Not International or premium rate)

2. Completed Preliminary Checks:

- a. Has the equipment been checked & is okay?
- b. Has the power supply been checked & is okay?
- c. Has (5.1) Fault Localisation Partner Process been completed?

3. Faults Details:

- a. Nature of fault
- b. Symptom of fault
- c. Intermittent/Frequency or permanent?
- d. When did the fault start?

Data Fault Requirements

1) Customer:

- Name:
- Full Postal Address
- Contact Number:
- Access hours to premise

2) Circuit reference or telephone number

- 3) What is the Problem?
 - Nature of fault
 - Symptom of fault
- 4) Frequent / Intermittent?
- 5) Has reboot been completed?
- 6) If broadband has line been tested or voice call attempted on the line from the test socket?
- 7) Trace routes to 8.8.8.8, default gateway and next hop/available address if possible

VOIP Fault Requirements

1. Customer:
 - a. Name
 - b. Full Postal Address
 - c. Contact Number
2. What is the Problem?
 - a. Nature of fault
 - b. Symptom of fault
3. Frequent/Intermittent?
4. If intermittent are there any patterns in the time(s) of failure?
5. Product type; Horizon, SIP Trunking etc
6. When did the problem start?
7. Identify your Route Make and Model
8. Have any changes happened on your local area network or firewall recently?
9. Which provided Internet Service are you using?

If you are having issues with call quality or particular destinations please complete the table below. We need at least three examples within the last 48 hours to investigate.

6) Fault Escalation Matrices

Upon logging the fault, the Support Desk will confirm the service level of the product you are on. On expiry of this SLA all faults will be automatically escalated as appropriate and guidance given to the end user.

Should you wish to escalate please find below the escalation path below. Please allow four hours post escalation for a response from each tier. Please also ensure you contact each level in order.

Line (WLR) Fault Escalation Matrix

Initial Contact	Email
Support Desk	support@focus-grp.co.uk
Level One	Email
Jade Billington	WLRsupport.escalations@focus-grp.co.uk
Level Two	Email
Head of Operations Ben Godwin	ben.godwin@focus-grp.co.uk

Data Support Escalation Matrix (Broadband)

Initial Contact	Email
Support Desk	datasupport@focus-grp.co.uk
Level One	Email
Jason-Paul Peters	datasupport.escalations@focus-grp.co.uk
Level Two	Email
Head of Operations Ben Godwin	ben.godwin@focus-grp.co.uk

Data Support (Ethernet, WAN, MPLS/VPLS, Leased Lines)

Initial Contact	Email
Support Desk	datasupport@focus-grp.co.uk
Level One	Email
Jason-Paul Peters	datasupport.escalations@focus-grp.co.uk
Level Two	Email
Networks Operations Manager, Ian Slater	ian.slater@focus-grp.co.uk
Level Three	Email
Head of Network Services, Luke Hunt	luke.hunt@focus-grp.co.uk

VOIP Support Escalation Matrix

Initial Contact	Email
Support Desk	voipsupport@focus-grp.co.uk
Level One	Email
Operations Manager, Sophy Jones	sophy.jones@focus-grp.co.uk
Level Two	Email
Head of Operations Ben Godwin	ben.godwin@focus-grp.co.uk

Engineering

Initial Contact	Email
Front Desk	support@focus-grp.co.uk
Level One	Email
Greg Olsen	greg.olsen@focus-grp.co.uk
Level Two	Email
Service Manager Jackie Hall	jackie.hall@focus-grp.co.uk
Level Three	Email