Fault Handling Document

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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 Front Desk.

Focus Group Front Desk provides a technical point of contact to resellers, partners and customers for fault reporting. The Front Desk answers all calls to 0330 024 2000 from 09:00 to 17:30 Monday to Friday. At all other times, the Front Desk on-call cover will answer any calls to this number. Please note that Mobile, ADSL & IT faults are only taken during office hours.

3 Fault Reporting:

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

The Focus Group Front Desk technicians are comprehensively skilled and have considerable experience in telephony systems and services. Reporting by telephone allows the Front 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.

4 Fault Localisation

- **4.1 Preliminary checks**

Problem symptoms relating 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 Front 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's 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?

Broadband Line Fault Localisation.

- 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.

VOIP Fault Localisation.

- Reboot access router. Power down and leave off for several minutes; power back on; check for connectivity.
- If using IPDC, reboot CPE. 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?

5. Fault Logging Requirements

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

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

Line 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?**

ADSL Fault Requirements

1. **Customer:**

   a. **Name:**
   b. **Full Postal Address**
   c. **Contact Number:**
   d. **Access hours to premise**

2. **What is the Problem?**

        a. Nature of fault
        b. Symptom of fault

3.   Frequent / Intermittent?

4.   Has reboot been completed?

5.   Has Line been tested?

6.   Telephone number ADSL is provisioned on.

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. IP Address: End Point:
5. A Number: B Number :
6. Time(s) of failure?
7. IPT Service Type?
a. IP Direct
b. Feature +
c. Communicator
8. When did problem start?
9. Identify your Router Make and Model?
10. Which ISP are you using?

Appendix

- *5.1 Escalation Contacts*

Initial Contact	Phone	Email
Front Desk	**0330 024 2000**	support@focus-grp.co.uk
Level One	**Phone**	**Email**
Operations Co-Ordinator Abbie Parkinson	**0330 024 2000**	abbie.parkinson@focus-grp.co.uk
Level Two	**Phone**	**Email**
Operations Manager Michelle Hayward	**0844 024 2200**	michelle.hayward@focus-grp.co.uk
Level Three	**Phone**	**Email**
Operations Director Vicki Rishbeth	**0330 024 2200**	vicki.rishbeth@focus-grp.co.uk

On logging the fault the Front 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.