

Service Levels

Service Levels: Fix Times

	Analogue / ISDN 2 / ISDN 30 / Superway / Centrex / Broadband	
	KC Direct	KC Direct (LLU)
Business Select	8am – 6pm, Monday – Friday 10 Working Hours	41 Clock Hours
Enterprise Select	8am – 6pm, Monday – Sunday 5 Working Hours	41 Clock Hours
Corporate select	24 / 7 5 Clock Hours	21 Clock Hours

Fault Management Process

1. You will contact the Customer Network Operations Centre to report a fault on a freephone number - 0800 9155154 or any other number that we notify to you for this purpose.
2. The Customer Network Operations Centre staff will log details of the reported fault on our faults system and issue you with a Fault Reference Number (FRN).
3. The Customer Network Operations Centre will determine whether the fault is a Service Affecting Fault and, if required, contact you for further information.
4. The fault is diagnosed and if a field engineer is required to carry out a visit to your site this will be arranged with you.
5. If the reported fault is deemed to be a fault at another Network Operator's level, we will advise you to liaise with your Network Operator to manage the fault resolution.
6. Once the fault is resolved it will be passed back to the Customer Network Operations Centre which will confirm to you that the Service has been restored and close the fault.
7. If you require an update on the status of the fault, you should contact Customer Network Operations Centre on 0800 9 155 154.

Fault Escalation

1. Fault escalation procedures can be invoked in the following situations:
2. Where a fault condition is serious enough to cause a significant impact, or presents a significant threat to the Services
3. If a reported fault exceeds the Time To Resolve Faults (TTRF)
4. Where an individual fault condition is particularly sensitive and is deemed to be business affecting.
5. Either of us may at any time during the fault condition request immediate escalation of the fault.
6. Escalation may be via the appropriate Customer Network Operation Centre operations contact or on a direct peer to peer level.
7. All requests are to clearly state the reason for escalation and any subsequent actions will be recorded on our fault systems.
8. We will respond to all such requests within 20 minutes of the request being made.