

Interconnect Link Faults Template

Date: October 2019

Version 5

Date: 29h October 2019

**Interconnect Link Faults**

**Objective of Template**

In order to improve customer experience and reduce cycle time on Interconnect Link faults BTW Customer Service are asking our customers to use this template when reporting a Link Fault using eCo Repair Self-Serve Tool, but also to populate the template below and email to the generic mailbox i.c.repair@bt.com if you don’t use self serve. *NB the below information is a requirement in every case.*

NB this information can also be found in the CSP

**Document Ownership**

BT Wholesale Customer Service has overall ownership of this document

**Document History**

| **Issue Number** | **Date** | **Comment** |
| --- | --- | --- |
| Issue 1 | November 2015 | First Issue – Sarah WrightSarah.j.wright@bt.com |
| Issue 2 | February 2016 | Second Issue – Sarah WrightSarah.j.wright@bt.com |
| Issue 3  | October 2019 | Third Issue – Cathy EgertonCatherine.egerton@bt.com |

# Link Faults Structured Questions

Please ensure that **all** the relevant information is provided against each of the below questions when reporting a fault on any 2Mbit/s link.

|  |  |  |
| --- | --- | --- |
| 1 | *Exact designation(s) of the faulty circuits(s)* |  |
| 2 | Company name |  |
| 3 | Name of the person reporting the fault |  |
| 4 | Contact details for the person reporting the fault  | Tel:Email : |
| 5 | Contact details for the person who will assist BT with diagnostics and restoration.  |  |
| 6 | Outside normal hours. Contact details for the person who will assist BT. Required for Priority 1 reported faults. |  |
| 7 | Has the faulty circuit(s) ever been brought into service? (A check should first be made that the circuit has been commissioned and accepted into service. A BIS certificate should be held.) | To continue with the fault report,the answer here should be YESNotes: |
| 8 | Has the fault been proved off your network?(You will be required to prove the fault off your network, i.e. to the point of connection (POC), indicating what tests have been done to localise the fault? before passing it to BT.) | To continue with the fault report,the answer here should be YESNotes: |
| 9 | When did the fault / incident occur? | Date. Time. |
| 10 | What are the fault symptoms being experienced?Other \*\* | Digital line failDistant alarmAlarm indicator signalLoss of frame alignmentLoss of multi-frame alignmentBit error rateSlipPower failureRemote Manual Blocked *(RMB) \** |
| 11 | Is the fault limited to a specific time of the day? (Intermittent time stamps?) |  |
| 12 | Is this fault affecting all calls, or a specific percentage of calls? (which channels are you experiencing issues with?) |  |
| 13 | Have you any other useful information?**\***  If an *RMB* fault please supply channels numbers affected.**\*\*** If *'Other'*please supply description of alarm conditions. |  |
| 14 | Does the faulty circuit(S) carry C7 signalling? | **YES / NO** |
| 15 | Has the agreed grade of service been severely degraded as a result of this fault or is it likely to be in the next 24 hours? | **YES / NO** |
| 16 | *Will co-operation be made available to assist BT to diagnose and restore the fault outside of normal working hours? (Q6)* ***(If subsequently, BT are unable to obtain assistance from the contact given in Q6, then BT may re-grade the fault to priority 2.)*** | **YES / NO** |
| 17 | *Priority- For a Priority 1 fault the answers to both* *Q 13 & Q 14 must be 'YES'* |  |
| 18 | If answers to either Q13 or Q14 are NO and Priority 1 is required please supply supporting reason for the change from priority 2  |  |
| 19 | *What is the fault reference your company has allocated?**(See top of sheet)* |  |



Email **clientreception@bt.com** or call

**0800 671 045**

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