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| Interconnect Link Faults Template |
| Date: February 2025 |
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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 out customers to populate the template below and email to the generic mailbox i.c.repair@bt.com

NB this information can also be found in the CSP

Document Ownership & History  
The BT Business Customer Service has overall ownership of this document

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| **Issue Number** | **Date** | **Comment** |
| Issue 1 | November 2015 | First Issue – Sarah Wright  Sarah.j.wright@bt.com |
| Issue 2 | February 2016 | Second Issue – Sarah Wright  Sarah.j.wright@bt.com |
| Issue 3 | October 2019 | Third Issue – Cathie Egerton catherine.egerton@bt.com |
| Issue 4 | February 2025 | Forth Issue – Jamie Sparks  Jamie.sparks@bt.com |

Interconnect Faults Structured Questions

Please ensure that all relevant information is available for answering all the following questions when reporting any 2Mbit/s link faults. **Failure to complete the template will result in the fault being passed back for completion or amendments**. For further information and guidance, please consult your Interconnect Operations Liaison Manager.

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|  | **Question** | **Customer Guidance** |
| 1a | *Is the Fault affecting a single circuit? Or multiple circuits with the same A and B end?* |  |
| *(If Multiple – circuits will be tested)* |
| 1b | *Exact designation(s) of the faulty circuit? (A and B end)* |  |
|
| 2 | *Please List all affected circuits* | Please remove any spaces in Circuit references |
| *(First circuit will act as the lead fault – for escalations please refer to the first circuit/lead fault)* |
| 3 | Company name? |  |
|
| 4a | Name and contact details of the person reporting the fault (who can also help with diagnostics)? | Name: Tele: |
|
| 4b | Outside normal hours. Contact details for the person who will assist BT. Required for Priority 1 reported faults. | Name: Tele: |
| *(If subsequently, BT are unable to obtain assistance from the contact given in Q4b, then BT may re-grade the fault to priority 2.)* |
| 5 | Is the faulty circuit(s) a current live service? |  |
|  |  |
| (A check should first be made that the circuit has been commissioned and accepted into service. A BIS certificate should be held.) |  |
| 6 | Has the fault been proved off your network? |  |
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| (You will be required to prove the fault off your network, i.e. to |  |
| the point of connection (POC), before passing it to BT.) |  |
| 7 | Please confirm the exact method of faulting that has proven the fault off your network? |  |
| What was tested? |  |
| How was it tested? |  |
| Outcome of testing? |  |
| Have loops been applied? If so, where? |  |
| Have monitors been put on? If so, where? |  |
| 8 | When did the fault / incident occur? | Date. Time. |
|
|
| 9 | What are the fault symptoms being experienced? | Examples: Digital line fail, Distant alarm, Alarm indicator signal, Loss of frame alignment, Loss of multi-frame alignment, Bit error rate, Slip, Power failure, Remote Manual Blocked *(RMB),* If ‘Other’ - please supply description of alarm conditions |
| Is the fault intermittent? |  |
| How often are the alarms seen? |  |
| Please provide time stamps of all alarms. |  |
|  |  |
| 10 | Have you any other useful information? |  |
| **\***  If an *RMB* fault please supply channels numbers affected. |
| **\*\*** If channels are remote blocked by yourselves, please unblock for testing. |
| 11a | Does the faulty circuit(S) carry C7 signalling? | YES (Proceed to Q12)/NO (proceed to Q11b) |
| 11b | Provide the circuit ID for the parent sig link |  |
| 12 | Has the agreed grade of service been severely degraded because of this fault or is it likely to be in the next 24 hours? | YES / NO |
|  |

01/02/25

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