

Incident Management

Fault Reporting and Management Handbook

Node4 Limited

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Fault Reporting and Management Handbook

In the event that you become aware of any fault in the operation of the services provided to you by Node4, you should notify us as soon as possible. Notifying Node4 of a support incident.

Before contacting Node4

If you are not the designated IT contact for your company, please check beforehand that nobody within your organization has already raised a support ticket for the same fault.

To help us diagnose and resolve any suspected faults rapidly and effectively, you should endeavour to ensure that you are in possession of the following information when contacting Node4 technical support:

Customer organisation name

Details of the services provided by us to you
Customer fault site address & relevant contact details

Where there is a circuit fault - circuit details (DSL username, Telephone numbers, Circuit ID)
Detailed description of the fault and steps to reproduce if appropriate

Details of any tests you may have carried out
Availability of access to the site for Node4 engineering staff, or their contractors
Whether affected services can be taken out of service, if necessary, for testing

Please check the support website (<http://www.node4.co.uk/support>) for known issues / outages that may be affecting your service before raising an incident with technical support. The website also contains a knowledge base of common problems and solutions to check before contacting us.

Contact methods

All incidents raised with Node4 will be tracked using our web-based helpdesk system.

Our preferred method of contact is for you to raise your own support ticket on this system via our support website. <http://www.node4.co.uk/support>. If this is not possible, you can contact us via email (techsupport@node4.co.uk) or telephone (0845 1232229 during contracted support hours only).

Our technical staff will raise a support ticket on your behalf.

Each support incident will be assigned a unique ticket ID. Please quote this ticket ID when:

- Requesting a progress report
- Calling back to say that the fault has been cleared
- Providing an update to a Technical Support Engineer

High Priority Incidents

If you raise a Level 1 or Level 2 severity fault (see definitions below) and we have not responded or acknowledged the fault within 30 minutes, please contact us by telephone on 0845 1232229.

Keeping you informed

Incident progress

You will be kept informed of progress on your incident via our helpdesk system. You can log into the system at any time at <http://www.node4.co.uk/support> with your own username and password (created when you raise your first support ticket) to view the progress of your incidents.

Email updates will be sent upon ticket creation and every subsequent time the support ticket is updated (e.g. notes added, status changed etc). Updates will continue to be sent until the incident has been closed, cancelled or the process is put on hold because, for example:

- You fail to provide any necessary information requested by us
- You fail to provide access to site when requested
- You request the fault to be put on hold until downtime is arranged

For Level 1 and Level 2 faults (see below) we will endeavour to contact you within 30 minutes of the fault being rectified to confirm restoration of service.

Incident severity

Each new incident will be assigned a severity level by a Node4 Technician based on the following definitions.

Severity	Description Per day
Level 1	A major fault resulting in total service
Level 2	A major fault resulting in a severe service degradation or loss of service to a significant percentage of users.
Level 3*	A minor fault resulting in a limited or degraded service or a single end user fault.
Level 4*	General, non-service affecting support. This includes installation support.
Level 5*	Level 5 should be used for requesting a change to an existing service or system.

Incident status

As an incident is progressed, it will be assigned one of the following statuses by a Node4 technician. Not all incidents will pass through every status.

Status	Description
New	All new incidents and the ones that are reopened get this status.
In Progress	Our technicians are working on solving the issue.
On Hold/Waiting	We are waiting for information or input from the customer
Resolved	The incident is resolved, but we are awaiting customer confirmation
Closed	Customer has confirmed that solution is satisfactory Incident has been completed and closed by Node4

Hours of Support

The following table details the standard contracted support hours depending on the service purchased.

Service Level	Support Hours
Bronze	Standard business hours support 9am to 5.30pm week

	days, excluding bank and national holidays
Silver*	Support hours between 7am and 7pm weekdays, excluding bank and national holidays
Silver Plus*	Support hours between 7am and 7pm 7-days a week, including bank and national holidays, excluding Christmas day, Boxing day and new year's day
Gold*	Support hours 24/7 7-days a week, excluding Christmas day, Boxing day and new year's day

* *Support out of standard business hours is for Level 1 & 2 incidents only.*

Time to Resolve Fault (TTRF)

Time to resolve fault is defined as the time between the fault being reported with Node 4 (i.e. a support ticket is issued) and resolution of the problem (not including time waiting for customer input). Please refer to the schedule for your particular service for more information on TTRF and obtaining service credits if we fail to meet TTRF targets.

Faults logged by Node4

We may raise faults against alarms on the Node4 Network or customers monitored equipment. If a fault affects the services then we will use reasonable endeavours to promptly inform the named contact(s) via our helpdesk system primarily, or by telephone in circumstances where the fault means that they would not receive email. The start time of a fault is the time it is detected by us and a fault ticket number is allocated.

Third Party Services

Support for third party equipment and services are subject to the specific support agreements in place with those parties; where applicable Node4 will manage the fault with those third parties.

Copies of these agreements can be provided upon request from your Node4 Account Manager.

Third party services include (but are not limited to): vendor hardware & software support, Wide Area Network (WAN) services, cabling, power and environment.

Other faults not covered

If the fault cannot be traced to Node4 services, network or equipment, or it appears to be a problem with resources or equipment for which we are not responsible, we will provide you with a report of tests that have been carried out and an explanation of how the fault was traced.

If Node4 prove beyond reasonable doubt that the fault is not related to a Node4 service, network or equipment, and you continues to request support then we reserve the right to charge for you for this support.

Should you require support services outside of Node4's obligations, this will be charged for.

Escalation Process

If you wish to escalate a fault you should speak to the engineer dealing with the ticket first. If no resolution is agreed you can then request to speak to the Technical Support Manager. If no resolution is agree you can speak to your Account Manager.

Any grievances or complaints must be put in writing to the Technical Support Manager and the Sales Manager by emailing escalations@node4.co.uk (please include the support ticket ID in any correspondence).