

A large, stylized graphic of a leaf or branch, rendered in shades of dark green and black, occupies the left side of the page. The leaf has several pointed segments, with some showing a lighter green outline.

LOG A FAULT
ONLINE

chalvington



GROUP

COMMS | MOBILES | NETWORK SERVICES | ICT SOLUTIONS | ENERGY

Log a Fault

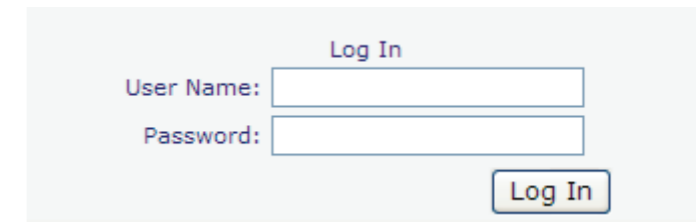
If you suspect a fault on one of your lines, you are able to report this directly.

Differing access levels are available to your provider when creating your account. Depending on your configuration, you may not see all of the following options when logging faults.

If in doubt, please call our Customer Services Team on **01323 440555**

STEP ONE - LOG IN

Visit **www.chalvingtongroup.com** and at the bottom of the Homepage, click **'Billing'**



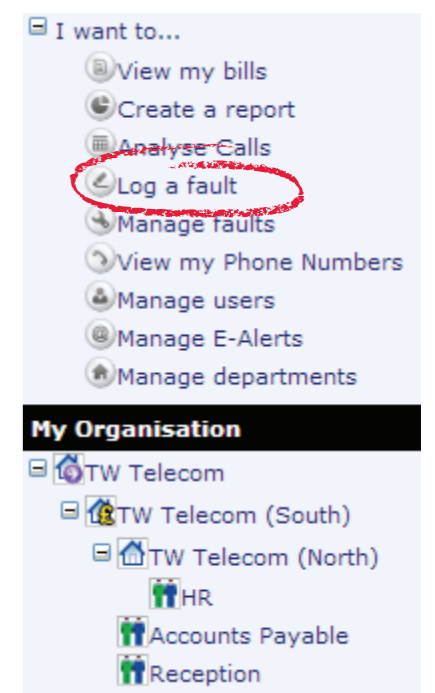
A screenshot of a login form. At the top right, it says "Log In". Below that, there are two input fields: "User Name:" and "Password:". To the right of the "Password:" field is a "Log In" button.

STEP TWO - SELECT 'LOG A FAULT'

Once successfully logged in, the billing home page will be displayed. The left-hand menu lists the various sections of the website (the default home page is set to 'view my bills').

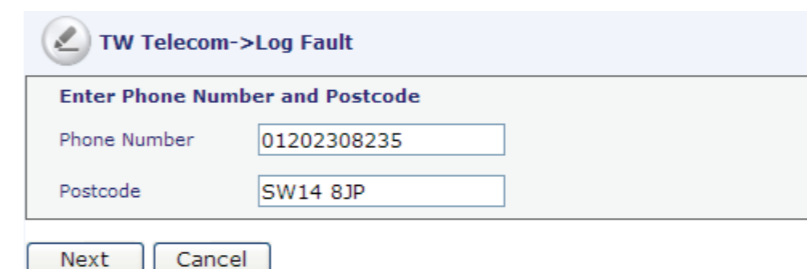
Some of the options may not appear on your version - please contact your provider for more information.

You need to select - **'Log a fault'**.



STEP THREE - ENTER TELEPHONE NUMBER

Type in the telephone number and the corresponding postcode (i.e. the postcode which matches the location of the telephone number) will be populated automatically.



A screenshot of a form titled "TW Telecom->Log Fault". The form has a header "Enter Phone Number and Postcode". Below this, there are two input fields: "Phone Number" with the value "01202308235" and "Postcode" with the value "SW14 8JP". At the bottom of the form are two buttons: "Next" and "Cancel".

STEP FOUR - USE LOOKUP

The line details will be shown in the next screen. If this is not the case, use the 'lookup' feature.

TW Telecom->Log Fault

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308235	Service type	PSTN Single Line

Check details

Enter Postcode

If the above details are wrong, please enter the correct postcode above and click Lookup. Otherwise click Next to continue.

STEP FIVE- FAULT TYPE

The fault can be reported as occurring with the line itself, or one of its network and calling features (e.g. Call Waiting, Call Minder, etc.)

TW Telecom->Log Fault

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308235	Service type	PSTN Single Line

Select fault type

Fault Type

STEP SIX - LINE TEST

If you have chosen line fault the next step is to perform a line test. This can take up to a minute to complete, but it may only take a few seconds.


TW Telecom->Log Fault

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308235	Service type	PSTN Single Line

Line Test

Click the button to start the line test.

You may lose your Internet connection during the test.
If this happens, wait a few minutes and try reconnecting to the Internet. When your connection is restored, log back into this site and browse for this number to view the line test results and continue logging the fault.

 Awaiting results of Line Test

You may lose your Internet connection during the test.
If this happens, wait a few minutes and try reconnecting to the Internet. When your connection is restored, log back into this site and browse for this number to view the line test results and continue logging the fault.

Line test results

Time	Line	Outcome	Test results	Location	Log fault
17:10	01202308042	Pass	LINE TEST OK	OK	No

In the instance of a line test failing (i.e. detecting a fault), select the 'Nature of Fault' and the line test result you wish to report on.

Nature of Fault

Time	Line	Outcome	Test results	Location	Log fault
17:19	01202308042	Fail	FAULT - Dis One Leg In Network	Exchange	Yes

STEP SEVEN- LOGGIN SCREEN

The main logging screen follows – it's been broken down into sections below. As much accurate information as possible should be provided in order to help resolve the fault.

Fault details offers an opportunity to add any extra information about the nature of the fault. The 'fault type' will be remembered from the previous step, but can still be changed at this point.

Fault details

- ? Fault ref
- ? Phone number: 01202308235
- ? Summary: al tone, but calls still received on line
- ? Fault type: No Dial Tone
- ? Notes: Has occurred since Tuesday p.m., issue is constant

The site refers to the location of the actual line.

The access details and hazard notes are mandatory fields, but can be filled with 'n/a' or 'none' if there is no information to be provided here.

Site information

- ? Access details: Entrance at rear of building
- ? Hazard notes: Chemicals on site
- ? Available until: 07/04/2011 17:00
- and then from: 08/04/2011 08:30
- or
- ? 24-hour Access:

In the illustrated example, a Temp Call Divert is being placed, however there is also the option of Busy Out Line. A Temp Call Divert will re-direct any traffic from the faulty number to the number provided here. Once the fault is cleared, the divert will be removed automatically. Both divert options are chargeable to activate.

Call routing

- ? Type: Temp Call Divert
- ? Redirect to number: 02086149090

Please note: you will be responsible for paying any charges associated with Call Divert

In the case of a multi-line, a Busy-Out Line will direct all incoming traffic on the faulty line to the other numbers on the installation, thus providing an uninterrupted service. It is not imperative to provide a routing option, so 'none' also appears in the drop-down menu.

STEP SEVEN- LOGGIN SCREEN CONT.....

The 'Expedite' option will invariably incur a high additional charge. Use of this feature enables you to have the fault cleared within a shorter time-frame. Please contact your service provider for information on this, as well as Auth. Band charges.

Charges

- ? Care level: 2: Mon-Sat Working Hrs
- ? Expedite: 4: 6-Hour Repair (£650.00)
- ? Auth. Band: 1: 2 hours

Once the relevant information has been provided, the fault can be submitted (or aborted). You may wish to book an appointment before submitting – see the following steps.

Appointment

- ? Appointment Date: (Not booked)

Please note: once an appointment has been booked, it cannot be cancelled

STEP EIGHT- BOOK APPOINTMENT

Depending on the nature of the fault, it may not be deemed necessary to book an appointment (as outlined in the below image).

Click Get Available Slots to retrieve a list of available appointment slots. Then select the slot you wish to reserve and click OK.

Note that the appointment will not be booked until you submit the fault report.

Click on 'Get Available Slots', then simply select the desired appointment time from the resulting list.

Click Get Available Slots to retrieve a list of available appointment slots. Then select the slot you wish to reserve and click OK.
Note that the appointment will not be booked until you submit the fault report.

Date	Time Slot	
2011-04-20	AM	<input checked="" type="radio"/>
2011-04-20	PM	<input type="radio"/>
2011-04-21	AM	<input type="radio"/>
2011-04-21	PM	<input type="radio"/>
2011-04-23	AM	<input type="radio"/>

STEP NINE- NATURE OF FAULT

If you select to log a fault relating to a network and calling feature, select the nature of the fault and the relevant feature from the drop-down list.

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308234	Service type	WLR3 PSTN Single Line
Calling/Network Feature Fault			
Nature of Fault	Exchange Service Facility		
Feature	Call Waiting		
PIN	<input type="text"/>		

Next Back Cancel

This will take you to the fault details page, from where the process is the same as with logging a line fault.

STEP TEN- MANAGE FAULTS

Now you have logged the faults, you will want to keep track of the progress and how we are actioning them. Back in the Main Menu, click 'Manage faults'.



STEP ELEVEN - FAULTS SUMMARY

Manage Faults provides an overview of all faults, whether in creation or closed.

Phone Number	Site	Fault Summary	Status	Reference	Date Logged
01202308042	TW Telecom (South)	Problem has occurred since yesterday PM	Not logged	31775	06/04/2011
01202308235	TW Telecom (South)	test	Response required	31003	06/04/2011
01202337968	TW Telecom (South)	test	Not logged	23438	25/02/2011
01202308234	TW Telecom (South)	test2	Closed	23426	25/02/2011

STEP TWELVE - FAULTS SUMMARY

Clicking on the Fault Summary column will open the fault details screen (containing the information you have submitted).

Fault details		Fault status	
? Fault ref	36422	? Status	Logged
? Phone number	01202308235	? Created on	20/04/2011 11:24
? Summary	No dial tone, but calls still received on line	Created by	Alex Ross
? Fault type	No Dial Tone	Line test	
? Notes	Has occurred since Tuesday p.m., issue is constant	? Line test ref	GeSS135838:135838
		? Line test result	T008: FAULT - Dis One Leg In Network
Site information		Call routing	
? Access details	Entrance at rear of building	? Type	Temp Call Divert
? Hazard notes	Chemicals on site	? Divert Number	02086149090
? Access times	Available until 21/04/2011 17:00 and then from 22/04/2011 09:00	Charges	
		? Expedite	To care level 4: 6-Hour Repair (Price: £650.00)
		? Auth band	1
Appointment			
? Appointment date	(Not booked)		

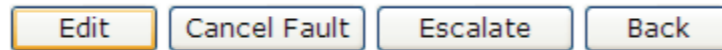
STEP THIRTEEN - ACTION HISTORY

The Action History is displayed below the fault details. You can track the progress of your fault here, reading chronologically from the bottom upwards. Confirmation/acceptance of the fault, the fault reference number, appointment confirmations, fault rejections, and several other status updates can be followed here.

Date	Action	Reference
09/04/2011 17:07:46	Clear code: 171.2	
09/04/2011 17:07:46	Openreach status Closed(Cancelled)	
09/04/2011 17:07:44	Clear code: 171.2	
09/04/2011 17:07:44	Openreach status Open(Clear Unconfirmed)	
06/04/2011 15:14:55	Clear code: 171.2	
06/04/2011 15:14:55	Openreach status Open(Clear Unconfirmed)	
06/04/2011 14:46:57	Openreach status Open(Implementing Solution)	
06/04/2011 12:28:04	Update	
06/04/2011 12:28:04	Required clearance band: 0	
06/04/2011 12:28:04	Fault Location: Fault located at exchange	
06/04/2011 12:28:04	Estimated response: 08/04/2011 12:26	

STEP FOURTEEN - FAULT OPTIONS

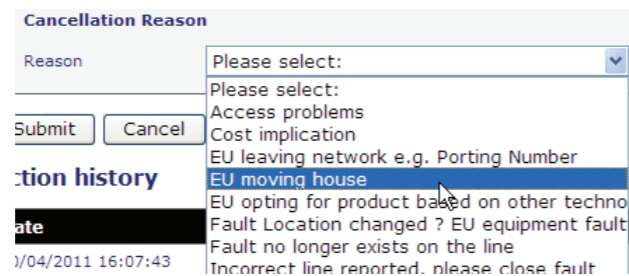
Depending on the status of the fault, the following options may be available:



'Edit' allows you to change a limited amount of the submitted information. The fault is then re-submitted. There will be a stage where the fault has progressed too far and any amendment would be rejected.

STEP FIFTEEN - FAULT OPTIONS

If you cancel a fault, you must wait for the cancellation to be 'complete' before logging anything else on the same telephone number.

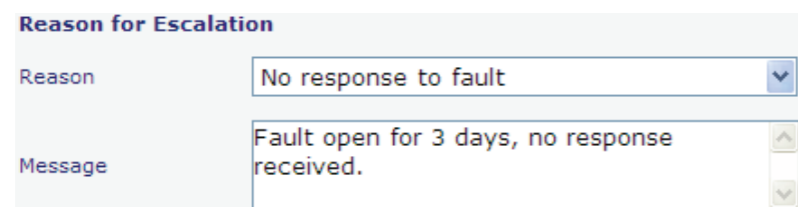


The screenshot shows a 'Cancellation Reason' dialog box. It has a 'Reason' dropdown menu with a 'Please select:' prompt. Below the dropdown is a list of reasons: 'Access problems', 'Cost implication', 'EU leaving network e.g. Porting Number', 'EU moving house', 'EU opting for product based on other technology', 'Fault Location changed? EU equipment fault', 'Fault no longer exists on the line', and 'Incorrect line reported. please close fault'. There are 'Submit' and 'Cancel' buttons.

STEP SIXTEEN - ESCALATE

'Escalate' gives you the opportunity to select a reason from a drop-down, as well as adding a note to be submitted as part of the escalation. It is then placed in an escalation queue. Reasons for escalation are:

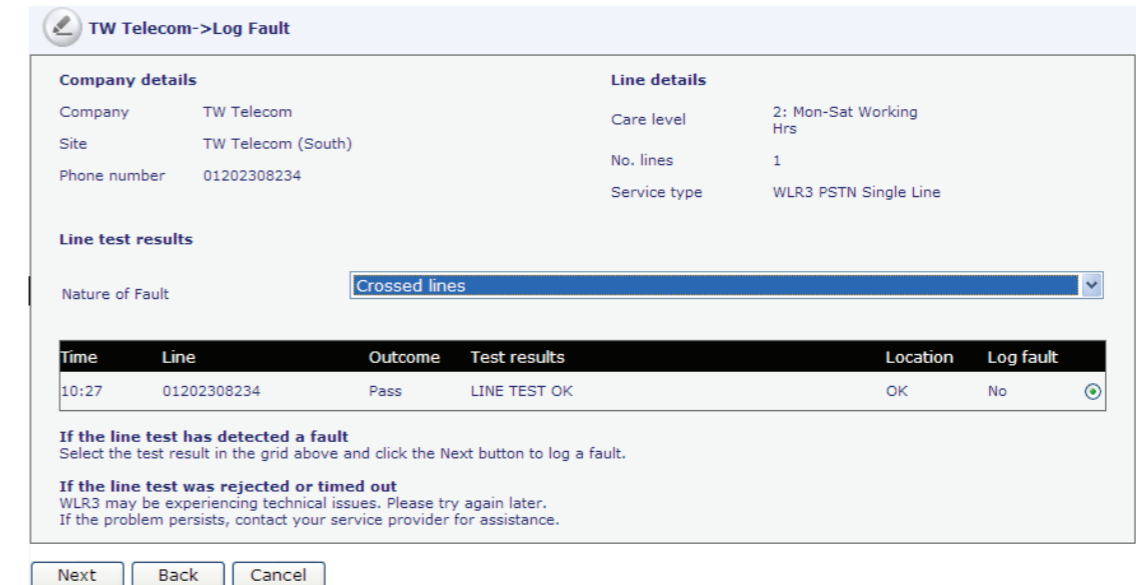
- Fault not cleared in time.
- No response.
- Appointment missed, next available appointment is too far out
- Fault resurrected, next available appointment is too far out
- Task is still waiting to be issued to the Engineer
- Task has been assigned to Engineer but no updates
- Task has been progressed by the Engineer (i.e. engineer started work, but was unable to complete the task)



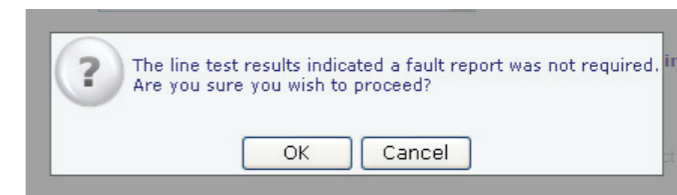
The screenshot shows a 'Reason for Escalation' dialog box. It has a 'Reason' dropdown menu with 'No response to fault' selected. Below it is a 'Message' text area containing the text 'Fault open for 3 days, no response received.'

STEP SEVENTEEN - LINE TEST FAIL


In the example illustrated below, the line test has not detected any fault. This does not prevent you from logging the issue with your service provider, who will investigate further and take responsibility for booking an engineer appointment if they deem it necessary. If the line test finds a fault related to 'customer apparatus', the same process will apply.



The screenshot shows the 'TW Telecom -> Log Fault' screen. It has two sections: 'Company details' and 'Line details'. 'Company details' includes Company (TW Telecom), Site (TW Telecom (South)), and Phone number (01202308234). 'Line details' includes Care level (2: Mon-Sat Working Hrs), No. lines (1), and Service type (WLR3 PSTN Single Line). Below these is the 'Line test results' section, which has a dropdown menu for 'Nature of Fault' set to 'Crossed lines'. A table shows the test results for the line 01202308234, with a 'Pass' outcome and 'LINE TEST OK' results. Below the table are instructions on what to do if a fault is detected or if the test is rejected/timed out. At the bottom are 'Next', 'Back', and 'Cancel' buttons.

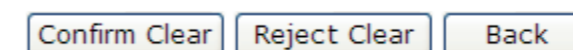


The screenshot shows a dialog box with a question mark icon. The text reads: 'The line test results indicated a fault report was not required. Are you sure you wish to proceed?' There are 'OK' and 'Cancel' buttons.



The screenshot shows a dialog box with a question mark icon. The text reads: 'This fault will now be raised with your Service Provider. Your Service Provider will take responsibility for investigating the fault and arranging an engineer appointment if required. Are you sure you wish to proceed?' There are 'OK' and 'Cancel' buttons.

Sometimes you will be required to respond to an update. This will be outlined in the history. When the fault is deemed to be cleared, you will receive the action 'Response Required - Fault Report Cleared' and the following options below the fault details screen:



To confirm that the fault has been cleared, use 'Confirm Clear' and select one of the two options from the drop-down and add any notes you may wish to add.

STEP EIGHTEEN - CLEAR REASON

Clear Reason

Reason:

Notes:

If you are not satisfied that the fault has been fixed, use 'Reject Clear' and select the relevant reason from the drop-down menu.

Reject Reason

Reason:

Notes:

STEP NINETEEN - VIEW MY NUMBERS

This sections lists all telephone numbers assigned to your organisation. Clicking on one of the site names from the left-hand menu will list all numbers for that site only.

You are also able to view the fault status alongside the number. Any open faults against that number can be viewed from here, and there is also a log function (see the previous section with regards to logging line faults).

TW Telecom > Phone Numbers

Phone Number:

Phone number	Site	Description	User Name	Fault status	
01202306891	TW Telecom (South)			No open fault	Log
01202306892	TW Telecom (South)			No open fault	Log
01202306893	TW Telecom (South)			No open fault	Log
01202306894	TW Telecom (South)			No open fault	Log
01202308040	TW Telecom (South)			No open fault	Log
01202308041	TW Telecom (South)			No open fault	Log
01202308042	TW Telecom (South)			Logged	View
01202308233	TW Telecom (South)			No open fault	Log
01202308234	TW Telecom (South)			Response required	View
01202308235	TW Telecom (South)			No open fault	Log
01202308236	TW Telecom (South)			No open fault	Log
01202308237	TW Telecom (South)			No open fault	Log
01202308238	TW Telecom (South)			No open fault	Log
01202308239	TW Telecom (South)			No open fault	Log
01202308240	TW Telecom (South)			No open fault	Log

User Names (and descriptions) may also be assigned to a number, by clicking on the number and using the edit function. There is a drop-down feature that allows you to select a user-name from the list. Please see the following section for more information on users:

CLI: 01132498604

Description:

Site Name: TW Telecom (South)

User Name:

If in doubt, please call our Customer Services Team on **01323 440555**



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