



Service Support Arrangements

- Fault Reporting
- Reporting a Voice Fault
- Reporting a DSL Fault
- Fault Reporting Checklist
- Business Voice Repair Times
- BroadbandPlus Repair Times

Fault Reporting

Faults can be reported to River Business Services Limited between 09:00 and 17:00 on any working day. When reporting both Voice and DSL faults with the associated departments, customers are allowed to raise 3 tickets per call, after this they will be asked to recall

River Business Services Limited aim to provide service support arrangements and repair times as outlined within ADSL Fault Reporting Checklist and Business Voice Repair Times below. If an engineer visits the site unnecessarily or an appointment is missed River Business Services Limited will enforce a £185.00 charge.

Reporting a Voice Fault

Before calling River Business Services Limited the customer must check their equipment/wiring by isolating at the NTE and proving the fault is on or towards the KC network (i.e. Opposed to being the End users own equipment). If the fault is deemed not to be the End Users own equipment the customer must call River Business Services Limited. River Business Services Limited will test the line and assign appropriate actions if a fault is present on the line. The engineer assigned on site will inform River Business Services Limited when the fault is resolved who in turn will contact the customer, using the contact details provided when the fault was raised.



Reporting a DSL Fault

When the End User identifies a fault the customer should first complete first line diagnostics prior to contacting River Business Services Limited (see ADSL Fault Reporting Checklist and required first line diagnostics below). Please ensure prior to calling you have the below information:

- Contact Number-ADSL Username
- DN-Make & Model of Router/Modem

If the fault cannot be resolved through first line diagnostics the customer must contact River Business Services Limited Technical Support who will provide second line diagnostics. If at this stage the problem is resolved, River Business Services Limited Technical Support will close the ticket and confirm to the customer that the fault is fixed. If this does not resolve the fault, the ticket will be raised to Engineering who will arrange for an Engineer to attend the site to resolve the problem. Following successful Engineer visit the River Business Services Limited Technical Support Team will confirm with the customer that the fault has closed. For faulty routers please call the same number and complete first line diagnostics. River Business Services Limited Technical Support will then assess the situation and advise on what process should be taken.

DSL Fault Reporting Checklist (required first line diagnostics)

If the following is adhered it should allow us to troubleshoot these tickets in a timely manner and also should stop unnecessary, chargeable engineer visits.

First Line Diagnostics

- When was the last time the connection was working?
- Has the modem/router been rebooted/reinstalled?
- Router Settings Confirmed as below? Encapsulation: PPPoA VPI:1, VCI:50 Modulation: LLC Authentication: CHAP
- Does the modem/router currently have an ADSL signal?
- Is there a dial tone present?
- Tested at Test Socket? (Excluding extension cables and all other devices removed)
- Changed filters (at Test Socket)?
- Alternative Router Tested?
- Confirm end user will leave the ADSL equipment powered up during the fault?

Slow Speeds

Evidence of the slow speeds should be provided by sending in screenshots showing download rate



Service Support Arrangements

Business Voice Repair Times

Business Care

10 Working Hours *

Provided as standard

Business Care Plus

5 Clock Hours **

Available for the additional charge as per the Price Manual

Connect Broadband Plus Repair Times

Teleworker Plus 20/50:

As Head Office or 2 working days *

85% calls answered in less than 60 seconds

95% of emails replied to within 1 working day *

75% of issues fixed at first point of contact

Connect Bronze Plus:

2 working days

85% of calls answered in less than 60 seconds

95% of emails replied to within 1 working day *

75% of issues fixed at first point of contact)

Connect Silver Plus:

1 working day

85% of calls answered in less than 60 seconds

95% of emails replied to within 1 working day *

75% of issues fixed at first point of contact

* Measured between 09:00 –17:00, Monday to Saturday, excluding Public and Bank Holidays.

** 24 hours a day, 7 days a week, including public and bank holidays.